

Dimension descriptions

Below you will find brief descriptions of all of the dimensions in the Maturity Matrix.

Using information

How is external information used within the practice to improve patient care? This includes the regular use of journals or guidelines by clinical staff. Practices are measured on the extent to which recent evidence is reviewed and incorporated into practice to provide better systems of care. Also, whether a process exists to review new evidence and communicate this evidence to other members of staff within the practice (clinical and clerical when necessary).

Using patient data

How the practice manages and updates all information available on the patient taken from consultations (including prescriptions, treatment etc.). Practices are measured on how the data is stored (computerised or paper), coded, retrieved and analysed to provide better systems of care. Also, whether anonymous reports on good systems of care are generated and discussed as a team.

Managing staff

How does the practice manage recruitment, appraisal, training and the interaction of the different roles within the organisation? Practices are measured on the openness of recruitment procedures, the levels of staff training and clarity of job roles. Also, the extent to which these processes are documented and reviewed with a view to updating these processes when necessary

Working as a team

How does the practice engage as a team to address organisational problems and devise solutions as a team? Practices will be measured on their commitment to team meetings and their openness to criticism and change from all members of the practice. Also, their ability to plan meetings and document changes agreed during meetings and incorporate the changes into practice.

Listening to patients

How does the practice listen to and record patient views about the organisation of the practice? Practices will be measured on the process they use to deal with patient complaints and how active they are in retrieving these views. Also, the extent to which the practice analyses and uses patient views to change the organisation of the practice.

Improving the practice

To what extent does the practice engage in activities or projects to improve the process of care? This includes engaging in assessment (audit) of practice standards by external bodies as well as internal projects undertaken and led by the practice. Practices will be measured on their commitment to undertaking any of these types of projects and the extent to which they analyse the results and incorporate resulting changes into practice.

Operating procedures

How aware are all practice members of the variety of procedures that occur within the organisation? Practices will be measured on the extent to which each 'Operating procedure' is documented and circulated to all members of the practice. Also, the extent to which the organisation is committed to regularly updating these 'Operating procedures' to improve levels of patient care.