

How to build your Quality Improvement team

Roles and responsibilities

Building a quality improvement (QI) team in general practice is vital for enhancing patient care, safety, and efficiency. Including members from different areas of the practice, such as clinicians, administrative staff and nurses, brings diverse perspectives and expertise to the table. This collaborative approach helps identify practical solutions, ensures changes are relevant across the practice and supports a stronger culture of continuous, patient centred improvement.

General practitioners

- Identify clinical areas needing improvement based on patient outcomes and data.
- Provide clinical expertise to guide evidence-based changes.
- Support implementation of new processes in day-to-day care.
- Champion QI initiatives to colleagues and foster clinical engagement.
- Review and reflect on audit results or data trends.

Nursing Staff

- Contribute front-line insights on patient care and workflow challenges.
- Participate in data collection and audits (e.g. immunisations, care plans).
- Implement and monitor clinical changes in line with QI goals.
- Educate and engage patients as part of QI interventions.
- Share feedback on the impact of changes on clinical care.

Practice Owners

- Provide strategic leadership and long-term vision for QI activities.
- Allocate resources (time, staff, funding) to support QI projects.
- Ensure QI aligns with business goals, accreditation and compliance.
- Support a culture of continuous improvement across the practice.
- Monitor risks and benefits of proposed changes.

Practice Manager

- Coordinate QI meetings, timelines, and documentation.
- Manage resources, staff rosters and logistics to support QI work.
- Oversee data management, reporting and compliance.
- Ensure clear communication across the team.
- Support staff training and development related to QI.



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QUALITY





Administrative/Reception team

- Offer valuable input on patient experience and front desk processes.
- Support patient communication (e.g. recalls, surveys, education).
- Help collect and enter data relevant to QI projects.
- Provide feedback on workflow changes affecting reception.
- Assist in implementing administrative aspects of QI activities.

QI Team Lead

- Drive and coordinate the overall QI process and team activities.
- Set priorities and define project aims, measures and timelines.
- Facilitate regular team meetings and communication.
- Ensure data is collected, analysed and used for decision making.
- Promote engagement, accountability and a shared vision for improvement.