

The Hallmark of a successful General Medical Practice.

The hallmarks of a successful General Medical Practice within the NHS are:

The provision of a non-discriminatory service to all sections of the community.

Public trust.

Satisfaction of the stakeholders.

Esteem rather than profitability.

Patients and carers are seen not as consumers and the staff do not simply deliver medical and nursing care. The philosophy and the ethos of the practice encourages patients, carers and staff to see that finding and securing health has a lot to do with problem solving, learning to learn, and acquiring the capability for intelligent choice in exercising personal responsibility. A healthy General Medical Practice will encourage participation and active citizenship as a way of promoting the health and well being of individuals and of the community.

**Adapted from the writings of Helena Kennedy QC by
Dr Malcolm Rigler GP**

As the GP practice becomes “a place of learning” through “guided web surfing” and numerous interventions by clinical psychologists and “arts and health” projects the GP practice will become more and more like a “college of further education”. About such colleges Helena Kennedy QC has written:

The Hallmark of a successful college of further education.

For the overwhelming majority of colleges, the driving force for excellence remains the provision of a non-discriminatory service to all sections of the community. The hallmark of a college’s success is as it should be, public trust, satisfaction of the ‘stakeholders’ and esteem rather than profitability. These colleges do not see their students as ‘consumers’ or learning merely as ‘training’. They see education as being more than the acquisition of knowledge and skills. In a system so caught up in what is measurable, we can forget that learning is also about problem solving, learning to learn, acquiring the capability for intelligent choice in exercising personal responsibility. It is the weapon against poverty. It is the route to participation and active citizenship.

Helena Kennedy QC

From “Learning Works – Widening Participation in Further Education”