



## Appendix 5

**This appendix was part of the submitted manuscript and has been peer reviewed.  
It is posted as supplied by the authors.**

Appendix to: Crossland L, Upham SJ, Janamian T, et al. Trial of the Primary Care Practice Improvement Tool: building organisational performance in Australian general practice and primary health care. *Med J Aust* 2016; 204 (7 Suppl): S15-S21. doi: 10.5694/mja16.00121.

**Appendix 5** Qualitative themes: Resources and support to assist practice managers in QI

| <b>Themes</b>   | <b>Illustrative quote</b>   |
|---|---|
| Division of general practice resources                | <i>There are no standard approaches to organisational performance in general practice – we still use things that popped up during the division days... we just shared them with each other. ... I don't know what's out there.</i>                          |
| Additional support resources                          | <i>Other support resources, to keep it all internal would be useful... it's hard to know what's out there or how to use it ... some of its also not relevant once you look at, or the GPs don't really think its any good ...</i>                           |
| Practice visits or links with other Practice Managers | <i>Knowing what other Practice Managers are doing ... being able to talk to some and share strategies.</i>  |
|   | <i>Is there a way we could organise visits from another Practice Manager or a GP? Someone who is making changes in practice and can tell everyone what it has meant to the way the practice has performs.</i>   |
| Online forums or email systems                        | <i>An online forum or email system, just so you can read the things of relevance to you – but see what problems are being discussed and look at potential solutions used by others</i>  |
|   | <i>It's getting out and visiting other practices... like the one in the town next to us... seeing what's going on is really useful... you need to see what ideas others have, what they do and think if they will work for you... that's how you do it.</i> |
| Other comments  | <i>The PC-PIT ... it's none punitive, it involves all staff - that's a much easier place to start when you're new to all of this.</i>   |