

Crawford Medical Centre Howick

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Results Handling

Organisational “Buy - In”

Aim: *To improve handling of results in the practice.*

Buy-in

- Currently the request for results by patients, and passing on information from GP's is occupying one nurse FTQ in our practice.
- We are planning for a patient portal and realise we need to put in place better recording of the doctors interpretation of results.
- Patient portal could be reasonably anticipated to reduce the current demand for time to convey results to patients, reduce printing, faxing and emailing of results reducing time spent on this activity for doctors, nurses and reception.
- Current practice policy for results handing is out of date, needs improved clarity around recording of the interpretation of the result.

Change Ideas

Initial audits FBC results

- Existing practice of signing off results does not give enough info for nurses or patients using portal in future
- Poor overall compliance with best practice

Update practice policy on results handling

- Developed 7 standard “keyword” codes for results to cover most possibilities
- Consideration of how this will fit with patient portal
- Discussed a GP and practice meeting.

Repeat audit
Extend numbers to check uptake by GP's

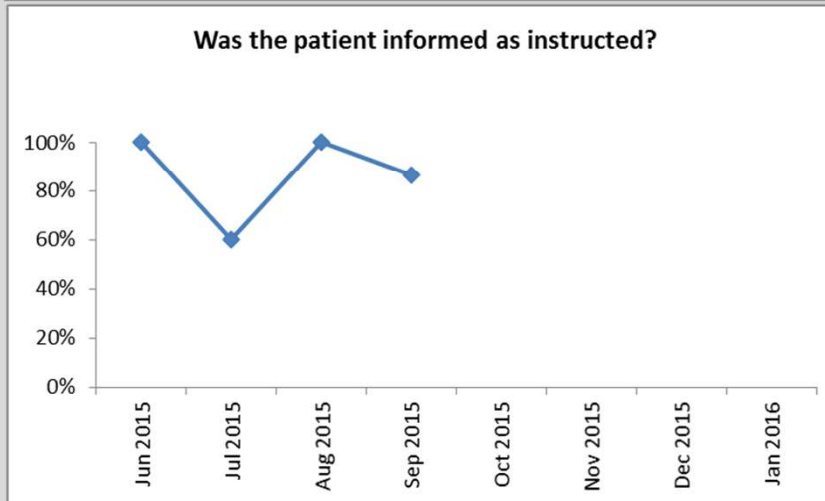
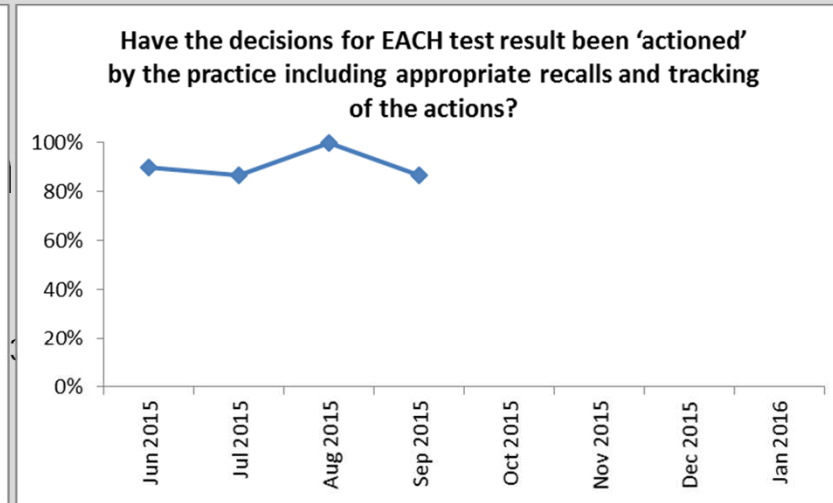
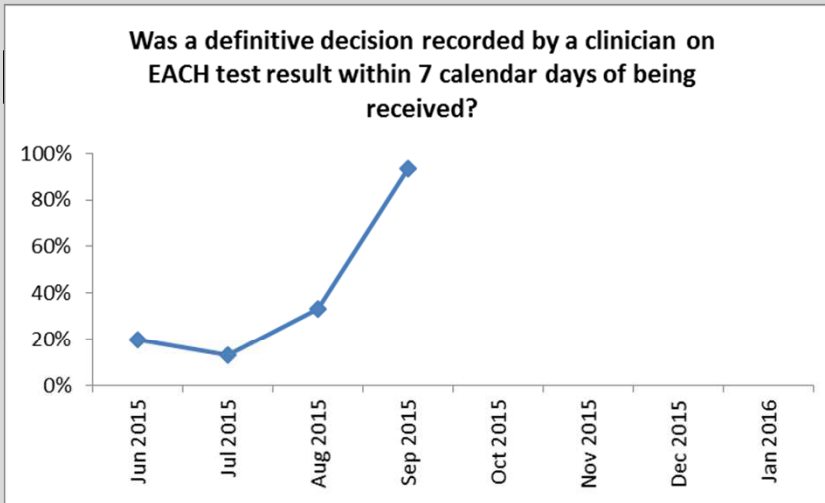
What Changes have you tested?

	Change Tested	Outcome
1	<p>Update practice policy on results handling</p> <p>Policy expectation that all results will be annotated not just signed.</p>	<p>Policy update drafted and checked with team.</p>
2	<p>Developed 7 standard “keyword” codes for results to cover most possibilities</p> <p>Consideration of how this will fit with patient portal</p> <p>Discussed a GP and practice meeting.</p>	<p>Currently being trialed by the practice team</p> <p>Repeat audit for October should result in better over all compliance.</p> <p>Planned future discussion of how these keywords are working. May require adaptation</p>

Most Successful PDSA Cycles?

- Recognition that the existing process was not providing enough information about the result
- Development of system of annotation of results
- Good feedback from GP's; combined effort to get the right results keywords on medtech
- Significant improvement in definitive decision noted by GP which has helped nurses in interpretation of results for patients and will help when the patient portal is available.

Measures Summary



Highlights and Lowlights

Highs

- All agree need to reduce burden on nursing time with results handling.
- We have updated the 'out of date' results policy
- Has identified urgent need for patient portal

Lows

- GP's are finding takes longer to annotate results
- We keep developing new keywords for results- perhaps too many. Would be good to get feedback from other practices.

Achievements to date

- Improved communication of results in patient file
- Results policy updated, development of Keywords to use in the inbox “comment” field
- Repeat audit shows improved over all compliance

- Next steps
 - Too many FBC’s, are all the tests necessary?
 - Get patient portal going
 - Check effect on nursing re change in results management