

# Pukekohe Family Doctors

## Team members:

- Dr Creasan Reddy (Clinical Lead), Helena Morrison (Administrator)
- Kelsey Walters (Practice Nurse)



## PHO and Facilitator:

- Vanita Hira: Manager Practice Network Tea, Alliance Health Plus PHO
- Philippa Little (Practice Advisor)



# Organisational “Buy - In”

**Aim:** Whilst we are confident on our process , it is always interesting to see if we could improve and to observe other practices INR processes

## Buy-in

The team have adopted the principles of the Safety in Practice campaign and are working together to work on possible improvements

# What Changes have you tested?

	Change Tested	Outcome
1	Patients put on nurses appointment template when blood test results are due	Prevention of missed tests
2	Ordered Patient Information Red booklets	Awaiting delivery of books
3	Discussion of use of My Practice Electronic Form for recording of INR/Warfarin	Await final decision on implementation of form

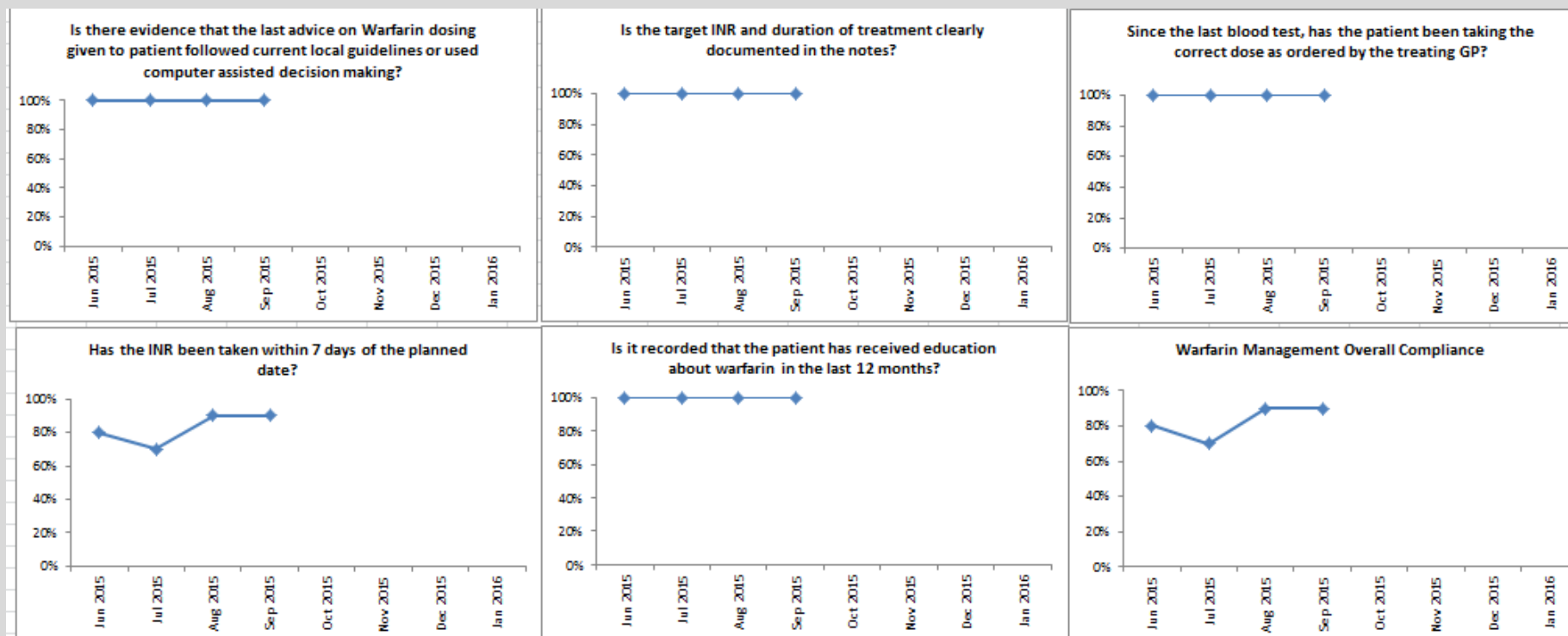
# Most Successful PDSA Cycles?

Adding the patient to the Nurses appointment book when blood test results are due.

Nurses can then follow up with patients when test results are not received

# Measures Summary

The graphs reflect a robust system already in place, however new ideas are being trialled to further refine and improve.



## Highlights and Lowlights

- A highlight has been to see good results in the audits and graphs which indicate a robust system already in place
- The team are working together and improved communication has been observed.
- A lowlight has been the added administrative work to fill in additional paperwork

## Achievements to date

- Agreed aim - The practice are working towards further refinement of an already robust system
- Adding patient appointments to the nurses appointment book to avoid missed INR blood results
- On-going audits to measure outcomes
  
- Red Warfarin books have been ordered and will be delivered to patients.
- Plans are in place to use the Trigger Tool