

Silverdale Medical Centre

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Organisational “Buy - In”

Mention was made of safety in practice audit at nurses, doctor and clinical meeting

A staff survey showed all staff that this was an area that we were looking into- and set agenda

Email letters were sent to doctors and nurses regarding safety and practice issues

A Results Handling patient name was created in medtech and messages were sent to all staff this way too

This was second year of doing audit

Change Ideas

using portal

develop texting

label printer

construct an info document for patients

institute standard comments

fact sheet for routine abnormal results

try to get lab in silverdale

ix alternate follow up methods

enforce inbox management standards

change answer phone

What Changes have you tested?

	Change Tested	Outcome
1	instituted standard comments for inbox results with hot keys	mixed. poor buy in by some partners and management. may come up again when portal is in more use
2	enforce inbox management standards. email sent to doctors- "top 10 inbox messages sent to nurses that waste their time"	good. has subjectively lead to less needless messages. has provoked some interested comment from the doctors
3	start using label printer	good. has been set up of my computer and now needs to be used on a larger scale, in a more populated area

Most Successful PDSA Cycles?

Enforcing inbox management standards.
With our group comprising of doctors,
nurses and receptionist, this allows more
feedback to occur via me, rather than
nurses feeding back to individual doctors.
email title “top 10 nurse hassles when
managing inbox”

Measures Summary

- as per Results Handling audit
- 20 cases used per month
- add in in the question” was the result looked at within 48 hours?”

Highlights and Lowlights

- Lots of good ideas recieved from questionnaire of staff
- Happy with results
- Buy in an issue, especially with partners and management
- Trying to get a closer labtests has not lead anywhere yet
- Our team working well and seem enthusiastic

Achievements to date

Do you have an

-agreed aim- yes to improve results handling

-a change package- yes have a list of aims

-measurement plan- yes monthly audits

Do people on your team know what their responsibilities are and what is expected of them?

Dave- leading audit team

Angela- does monthly audit

Allie and Lissa- taking on projects, doing tasks associated with other projects

hard to arrange meeting times

What has changed and what difference have the changes made?

No discernable changes on monthly audit

Larger dream is having structured improvement activities part of practice culture- not achieved yet

Any other achievements?

- Hard finding time for meetings, tasks. in lunchtimes and around times, considered non essential, docs income tied to consultations
- Starting a conversation on results handling
- Has got me interested in the portal
- Starting a conversation with staff and patients
- Thinking about how to go about larger scale change eg new blood taking