

Learning Session 3

Pukekohe Family Doctors

Team members:

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



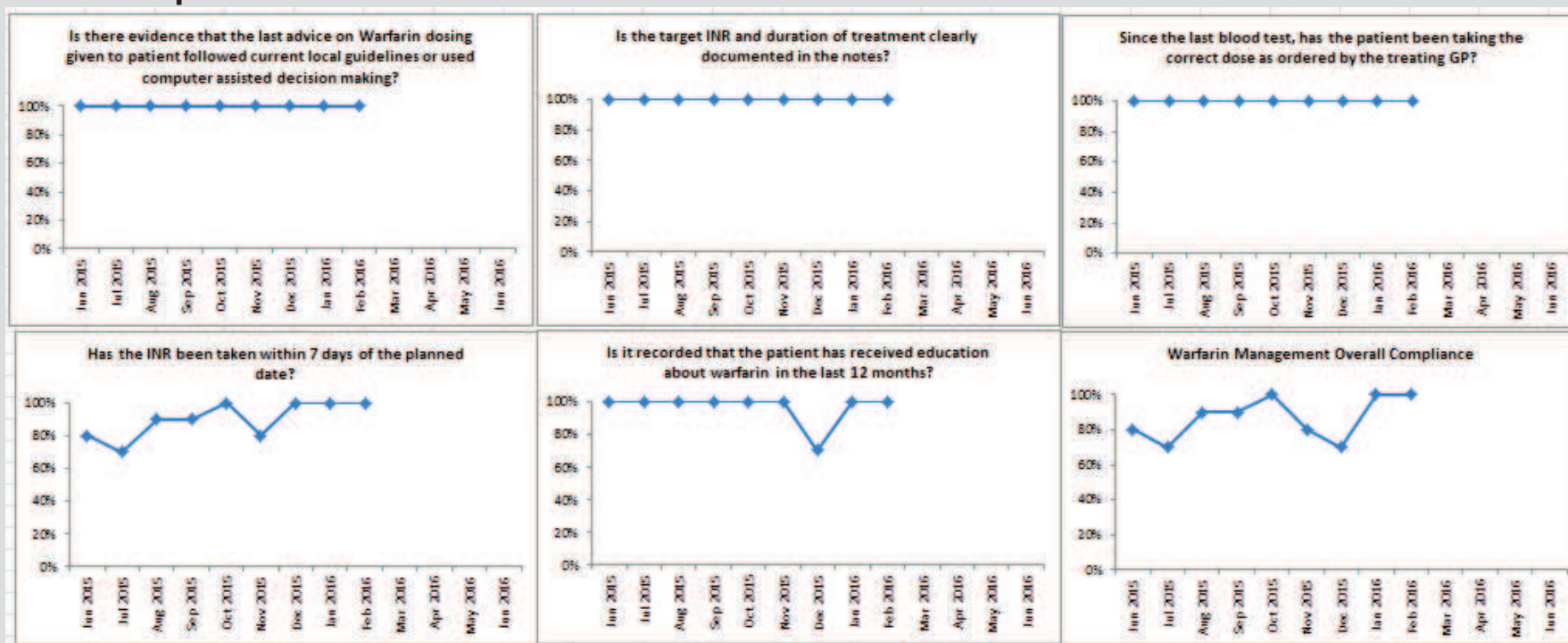
PHO and Facilitator:

- Philippa Little, Practice Advisor, Alliance Health Plus PHO



Measures Summary

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



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	Decision made not to implement this form
4	When Medical staff unavailable reception contact Seddon Medical	Continuity of Care for patient with abnormal result

Trigger Tool / Climate Survey

- Safety climate completed.
- Good results for the Climate Survey
- Work has started on the Trigger tool and staff have found it hard to identify triggers so far

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

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
- It has been challenging to find Improvements to work on due to the robust systems and practice structure in place