

Learning Session 4

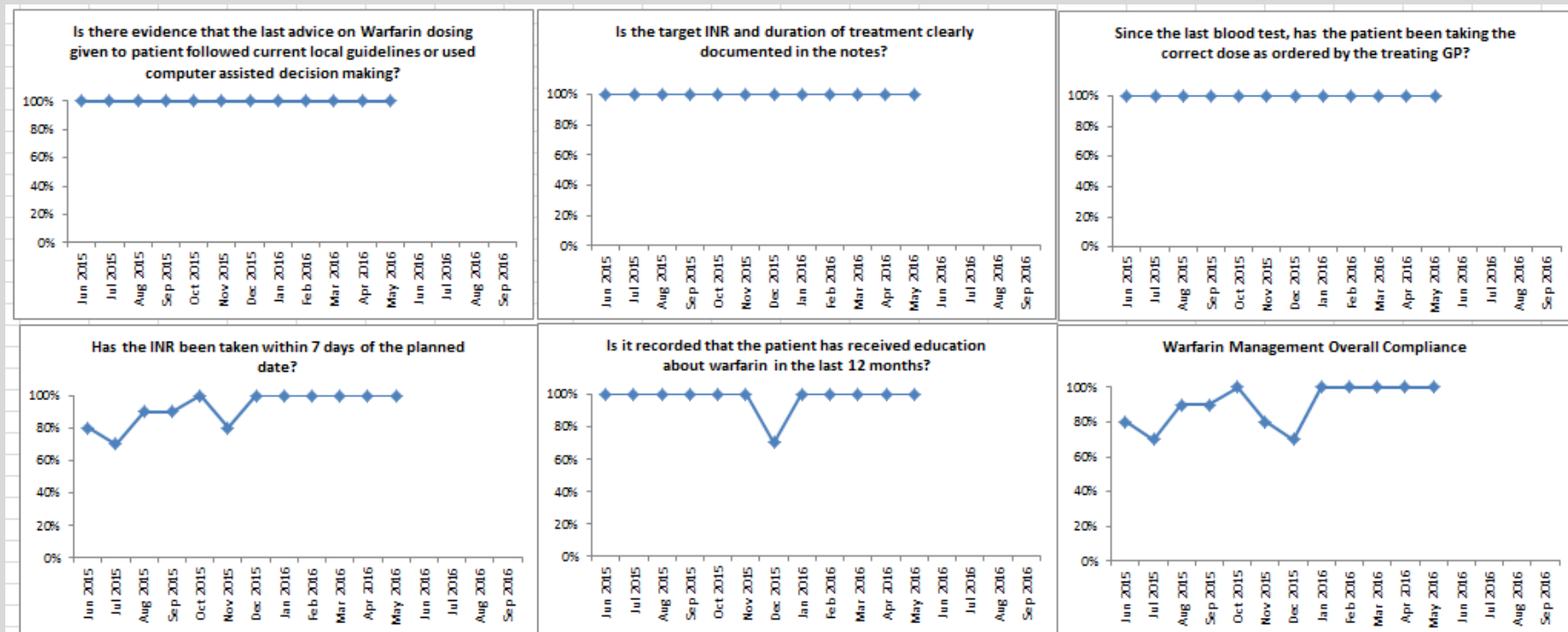
Pukekohe Family Doctors



- Team members:
 - Dr Creasan Reddy (Clinical Lead)
 - Helena Morrison (Administrator)
 - Kelsey Walters (Practice Nurse)
- PHO and Facilitator: Alliance Health Plus – Philippa Little

Measures Summary

Share your results for the year and annotate any key change ideas



Learnings & Change Package

- Patients are added to the nurses appointment template when blood test results are due
- This allows follow up of all tests to ensure all patients are managed correctly.
- Helpful to know
 - Patient Information Red books were distributed to Patients this has helped with Patient Education.

Trigger Tool

1. Search Criteria

Twenty five diabetic patients were selected for the Trigger tool audit.

2. Harm found

Incidental finding: One patient discharged from hospital and the medication list wasn't updated before going into Drs room. Dr found this at the time of consultation.

3. Solution recommended/implemented

Discharge summaries are now tasked to the nurses to update all medications.

5. Experience of tool

The trigger tool was found to be useful. Five review findings were found.

Safety Climate Survey

1. 100% percent of practice staff completed the survey. The results showed around the 90th which was reassuring and pleasing for the whole team.
2. A feedback session was conducted with the whole team and positive results shared.
3. The tool well received.
4. No changes were required as a result of using the tool.

Patient Experience

1. Patient experience is determined via the Comments/Feedback box in reception. Patients also talk to reception over the desk.
2. The practice has good relationships with patients as the personal touch is given. The whole team work together to deliver a great service.

Other Thoughts

It has been challenging to complete the programme as not many changes were required.