

Coast to Coast Health Care

PHO and Facilitator: WPHO – Rosey Buchan

Team members:

- Dr Neil Anderson GP
- Ros Gallagher Nurse Leader
- Nancy Malloy Practice Manager

Organisational “Buy - In”

Aim: To have a reliable system for managing cervical smears

Buy-in: Staff agree that

- We need a safe robust system to manage smear recalls
- We need to inform women of results and ongoing plan as per the NCSP
- We need to improve our smear rates
- Any changes must be standardised across CTCHC

Change Ideas

Enhance the Producer/ Customer Relationship

1. Focus on the outcome
 - Need to inform all results so look at ways to do this (links to bundle Q.4)
2. Coach customers to use product/service
 - Enrol on MMH to obtain results and see recalls (links to bundle Q.2)

Change Ideas

Manage time

1. Reduce phoning
 - links to bundle Q. 1- 4

Change Ideas

Design Systems to Avoid Mistakes

1. Implement changes to the way results and recall dates are informed

- links to Bundle Q.2-4

What Changes have you tested?

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What Changes have you tested?

	Change Tested	Outcome
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Most Successful PDSA Cycles?

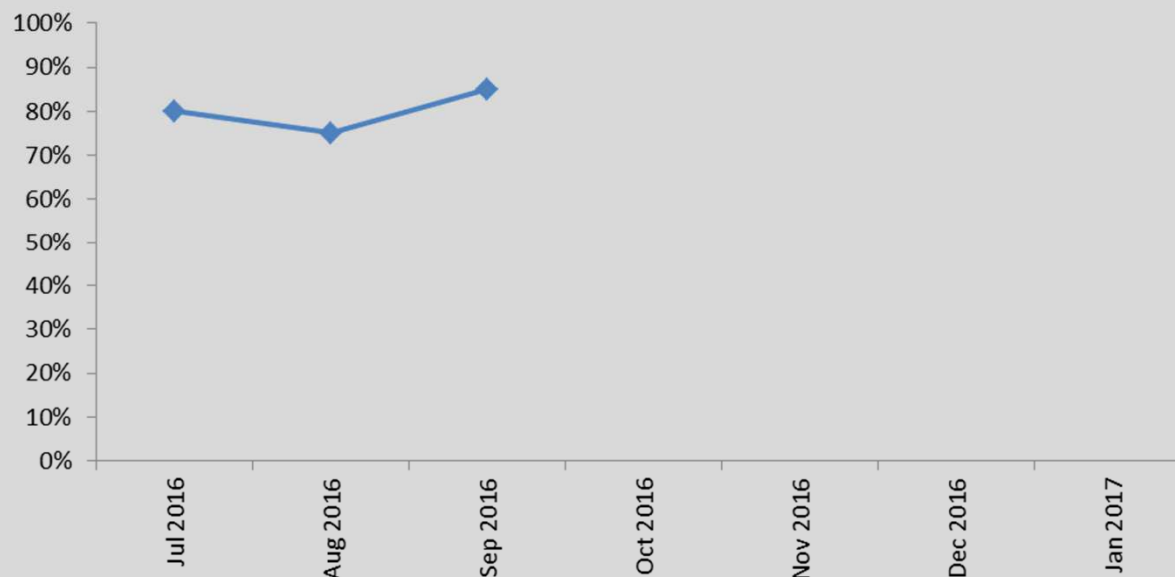
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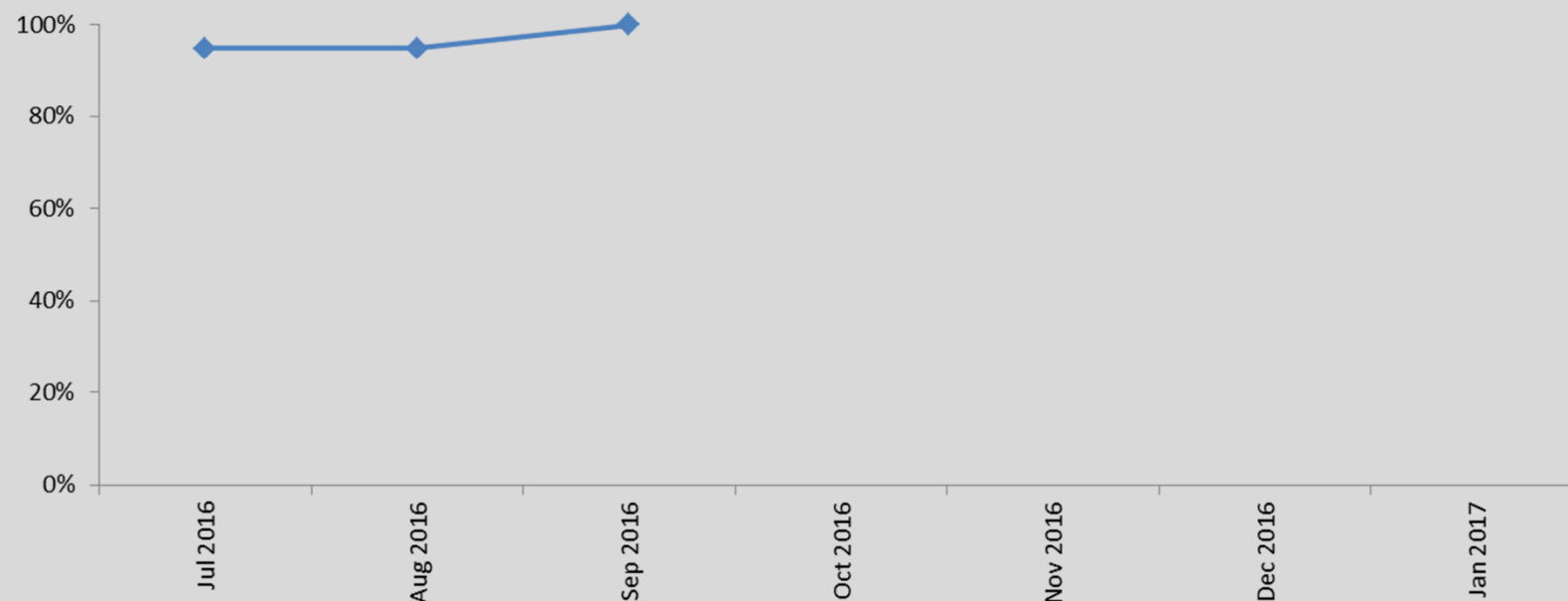
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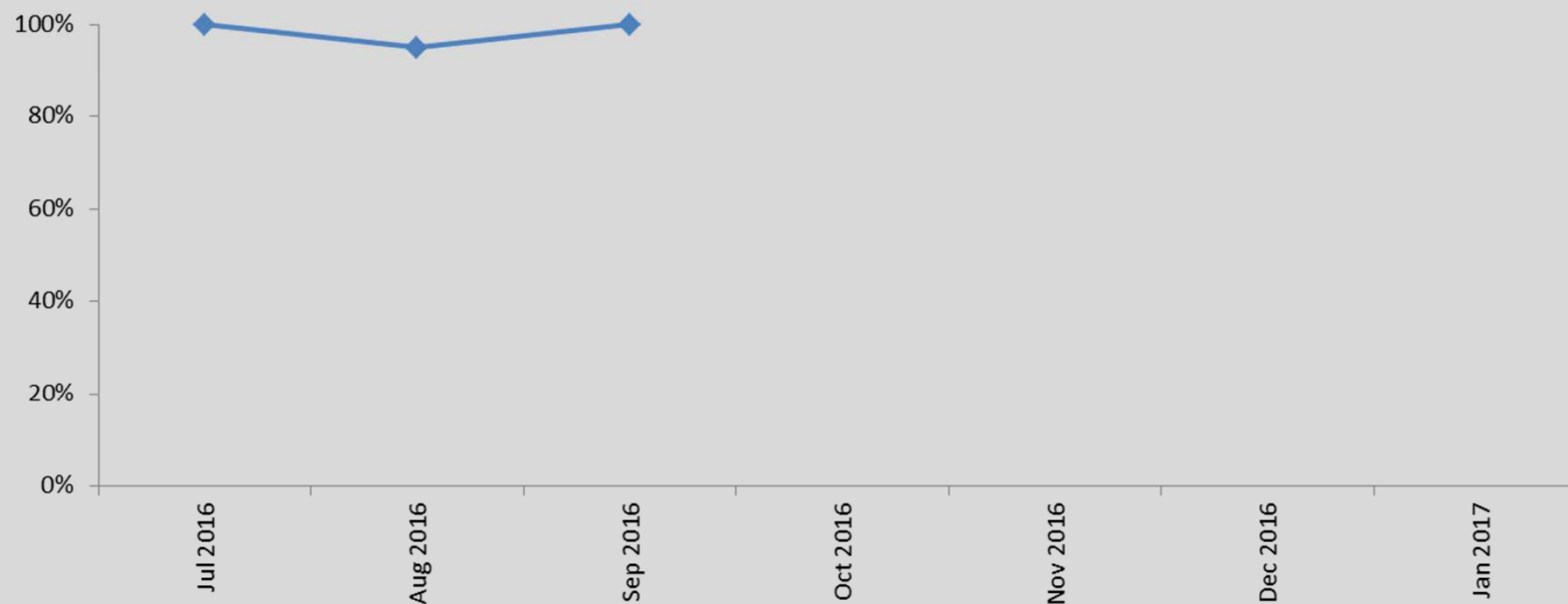
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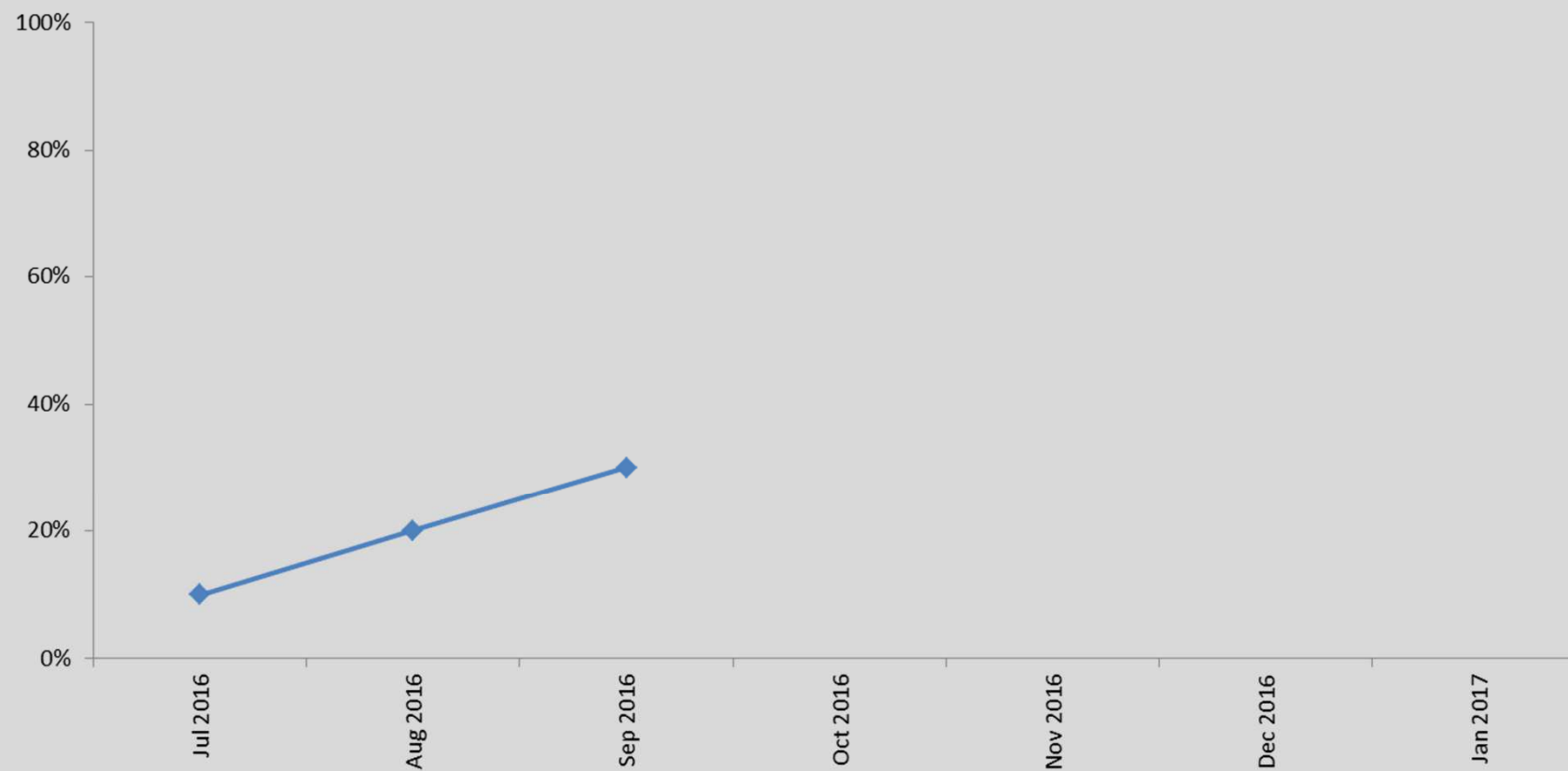
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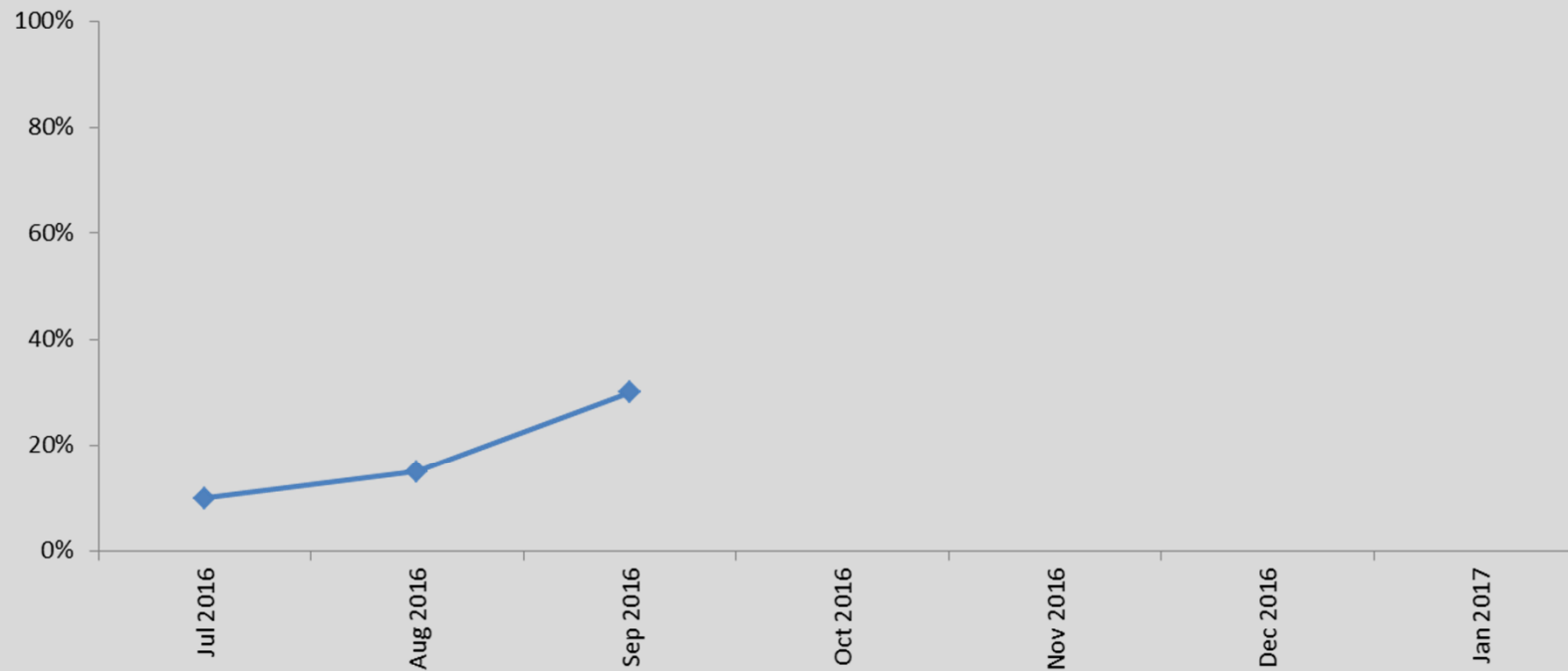
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Is there documented evidence that the last smear result was conveyed to the patient with a clear follow up plan?



Cervical Smears Overall Compliance



Highlights and Lowlights

Data shows after three audits that

- Appropriate recall dates are in place
- Clear reasons for why smear is not required are documented
- Our smear rates need to improve as we are not reaching targets
- There are very few instances where there is documented evidence that results have been conveyed to patients with clear follow-up plans.

Achievements to date

Do you have an

- agreed aim....**More-or-Less**
- a change package... **pending**
- measurement plan... **pending**

Do people on your team know what their responsibilities are and what is expected of them? ...**there has been discussion and all are aware...**

What has changed and what difference have the changes made? **Work in progress**

Any other achievements?

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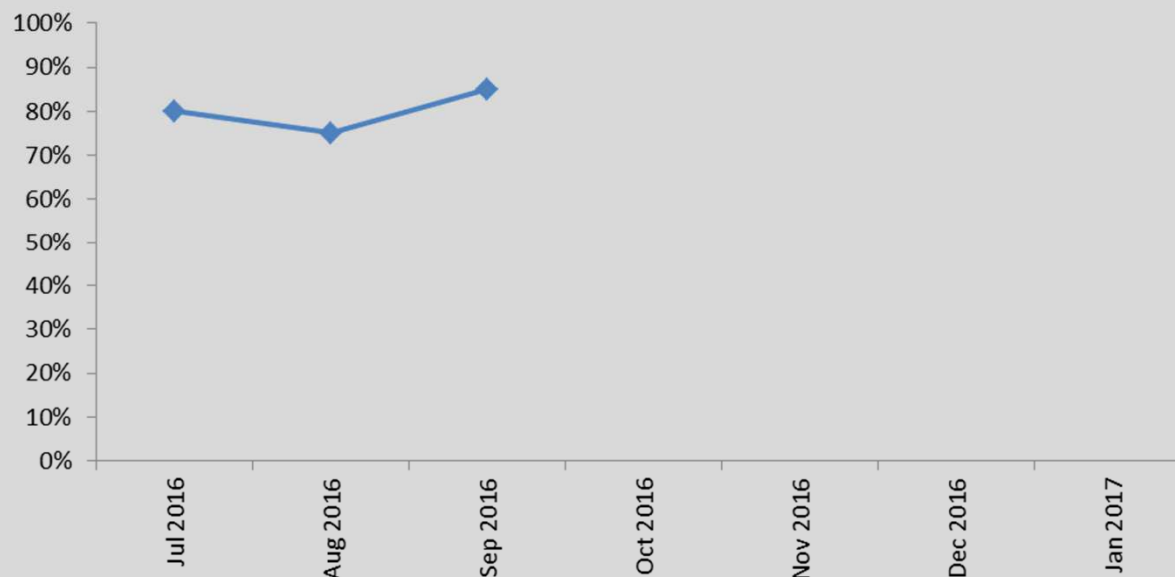
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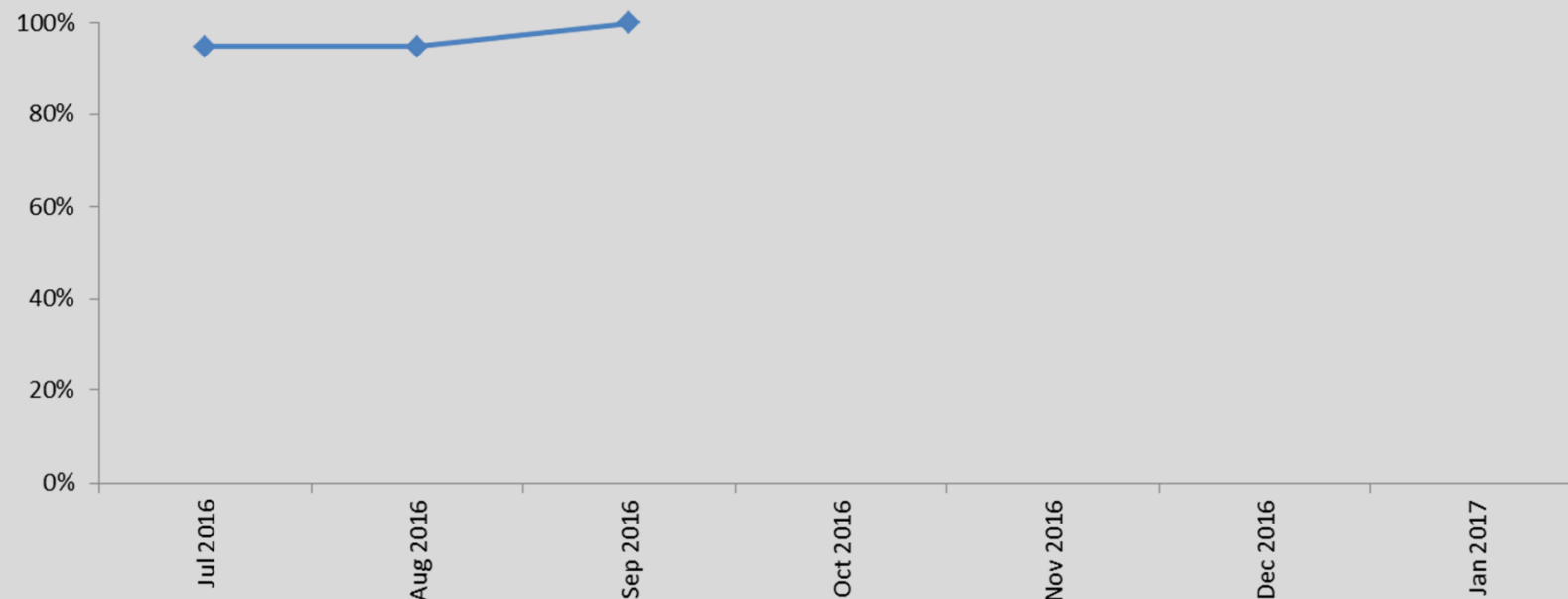
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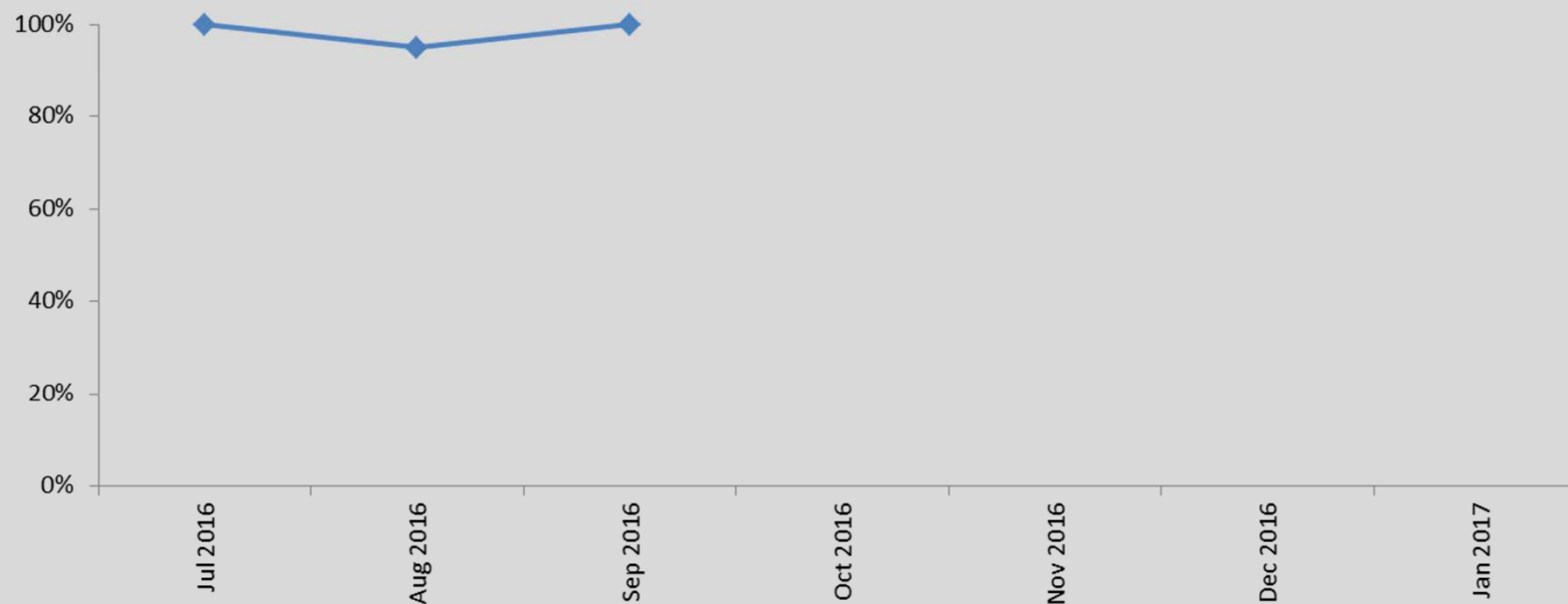
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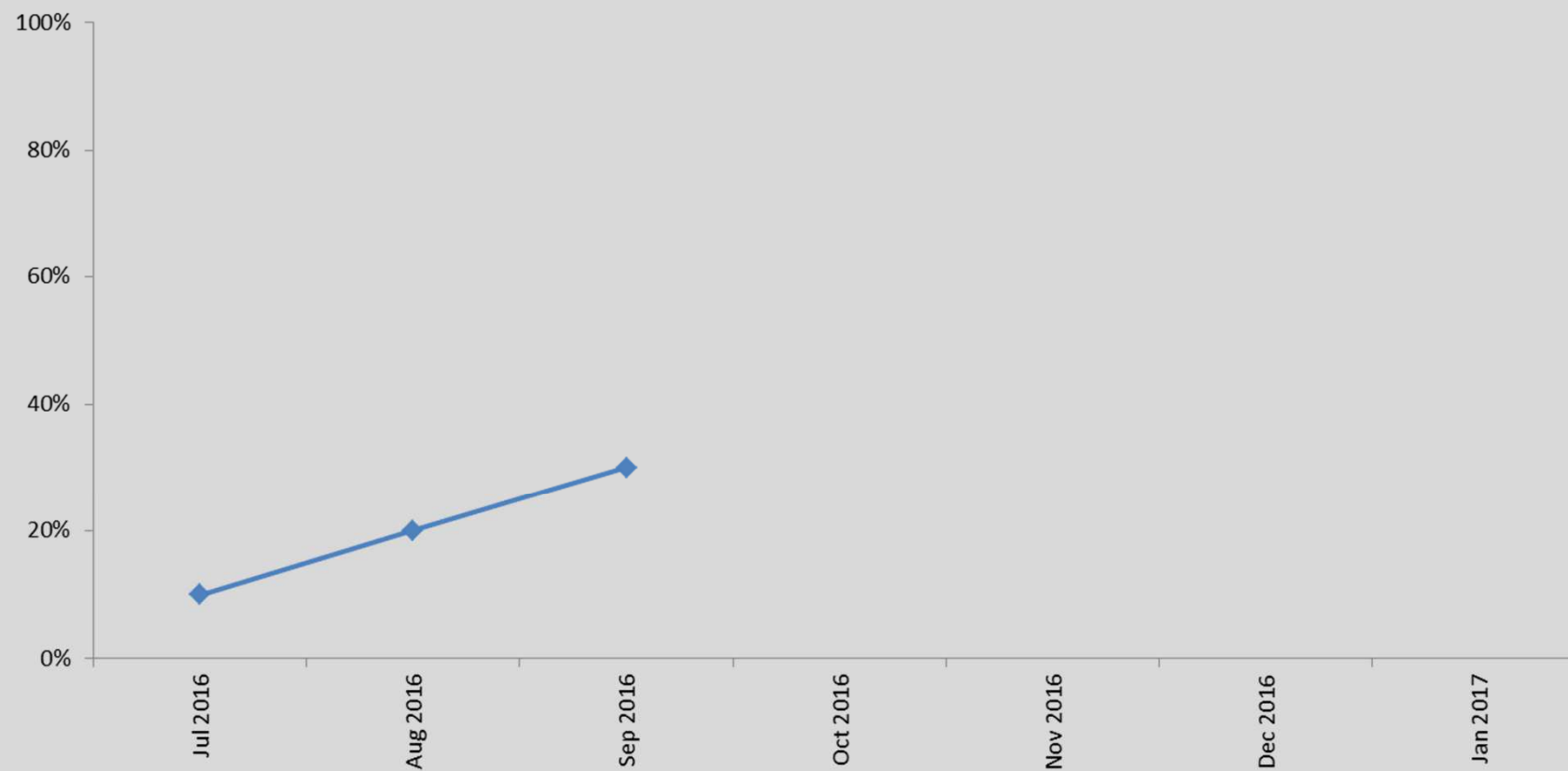
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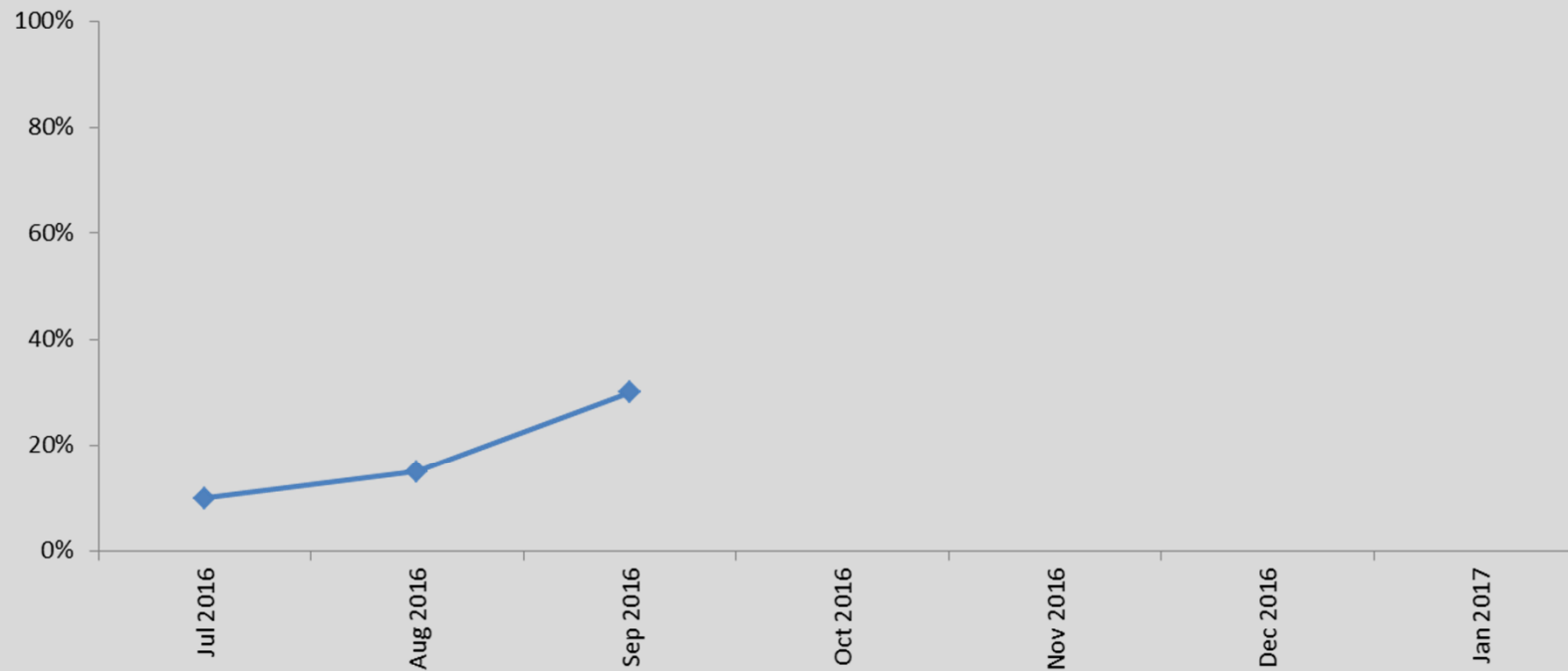
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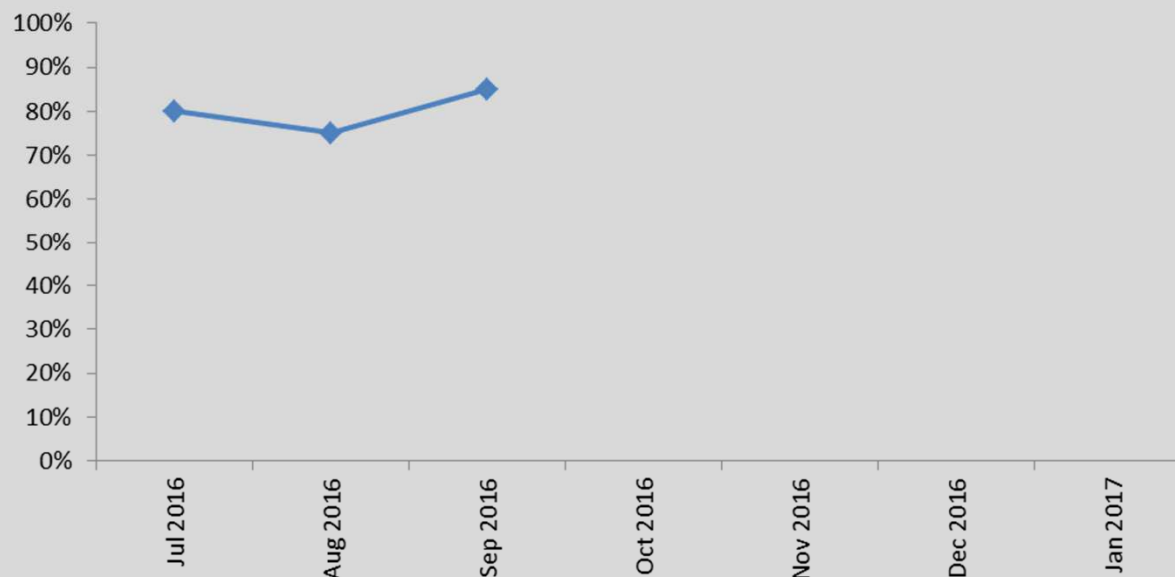
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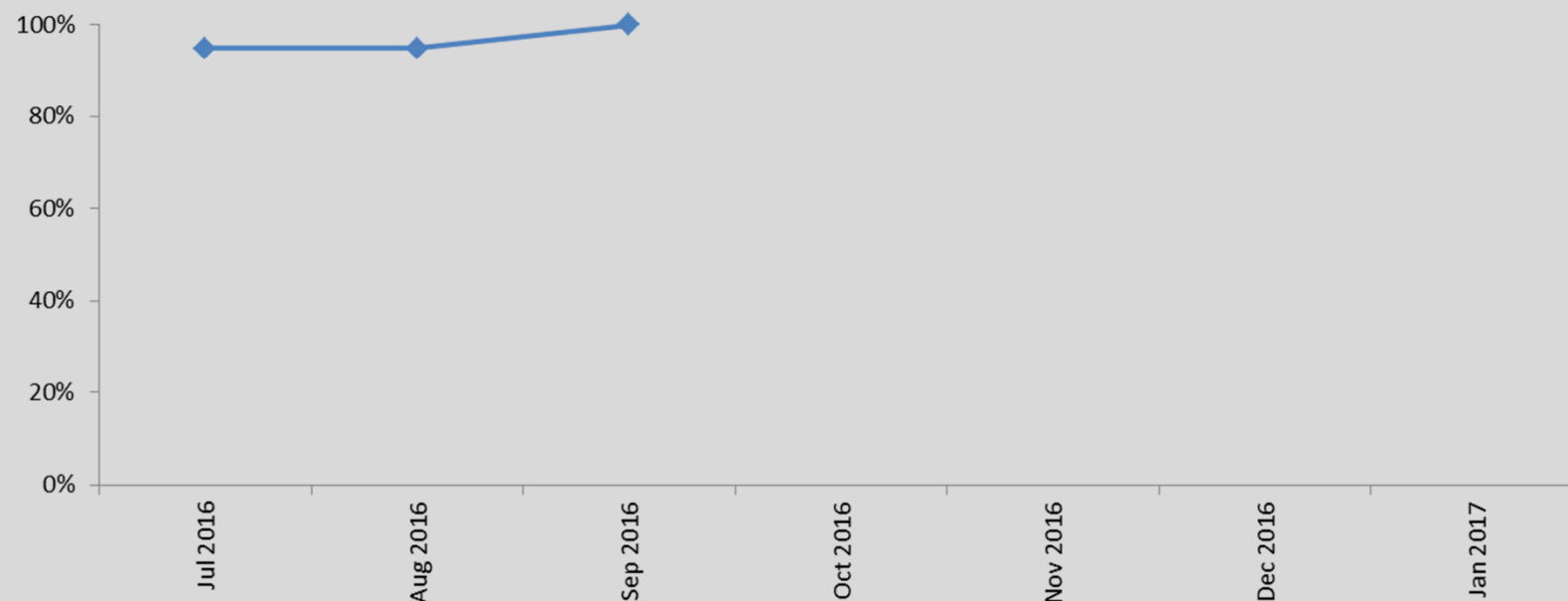
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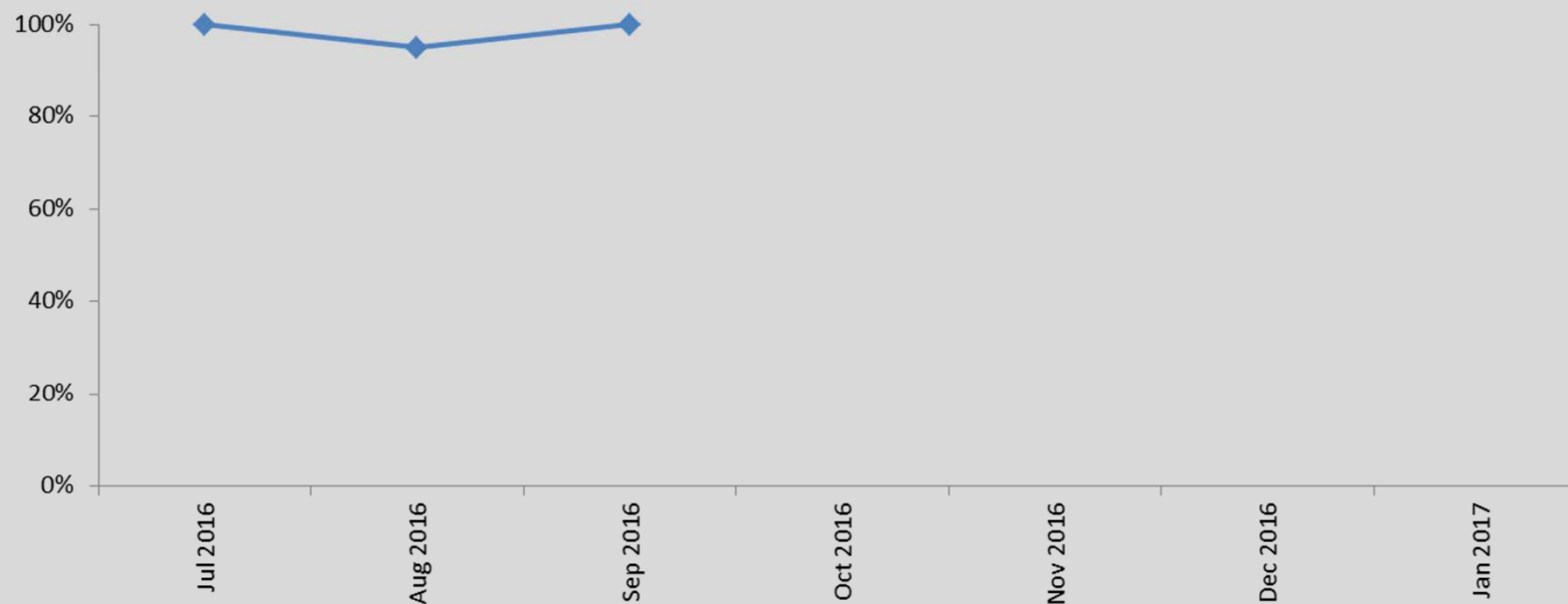
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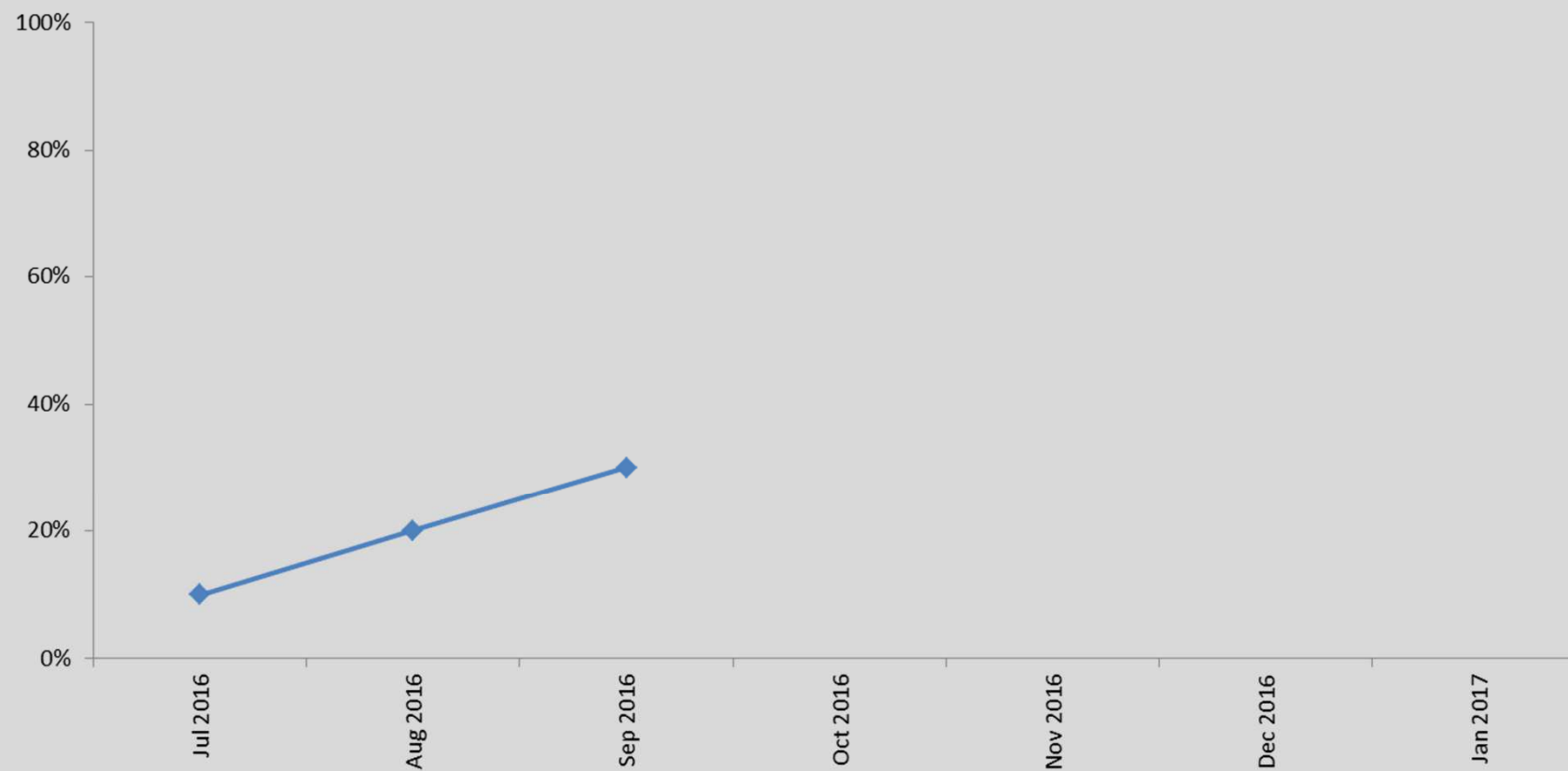
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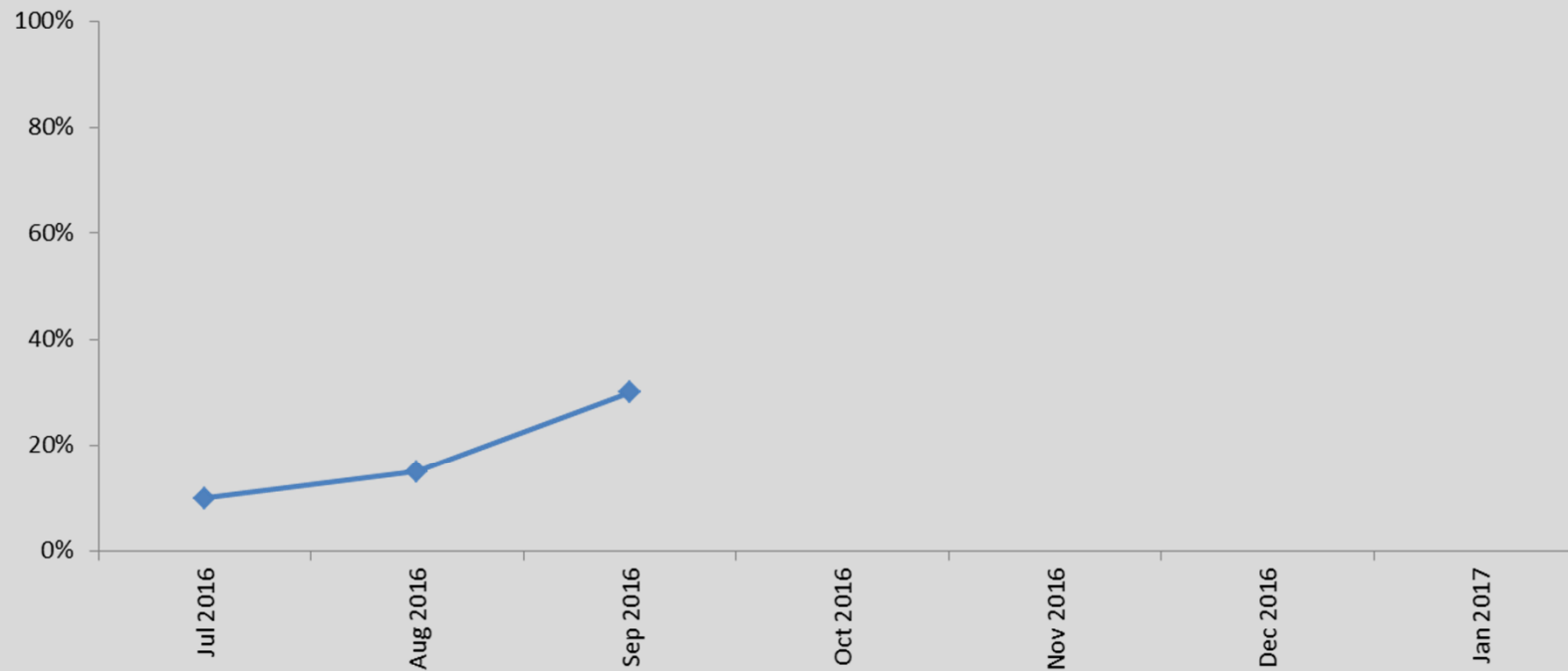
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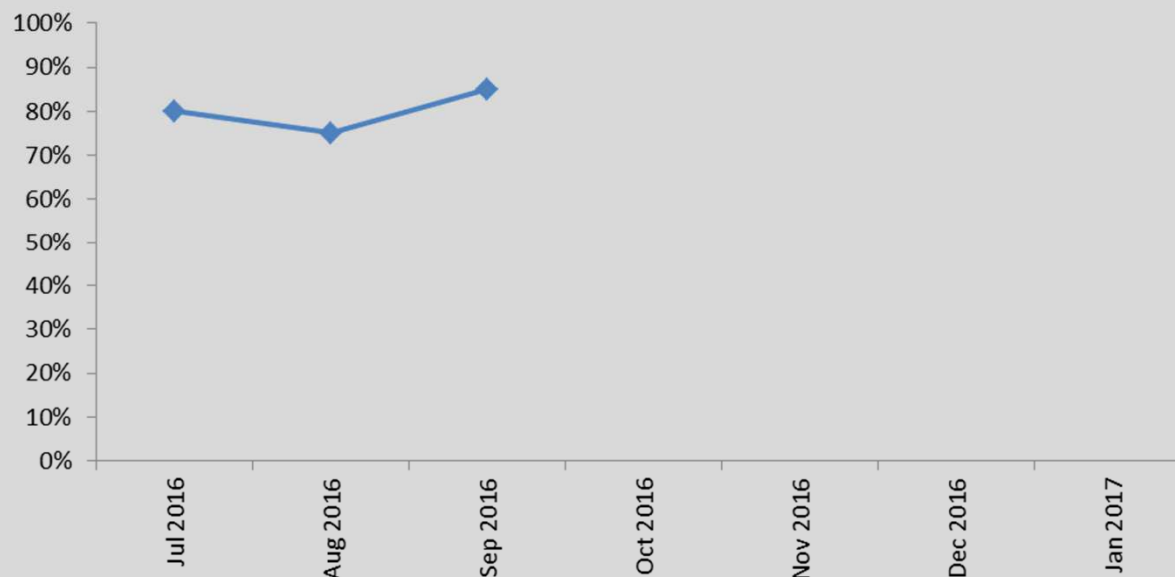
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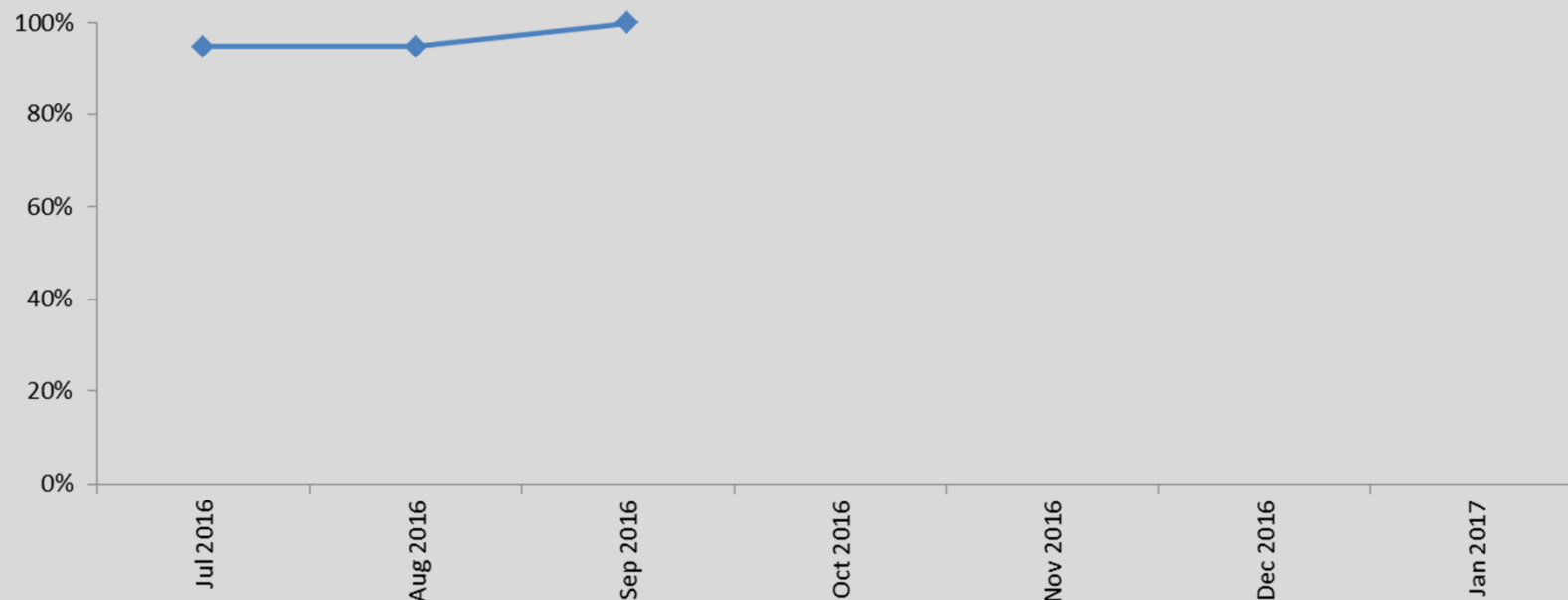
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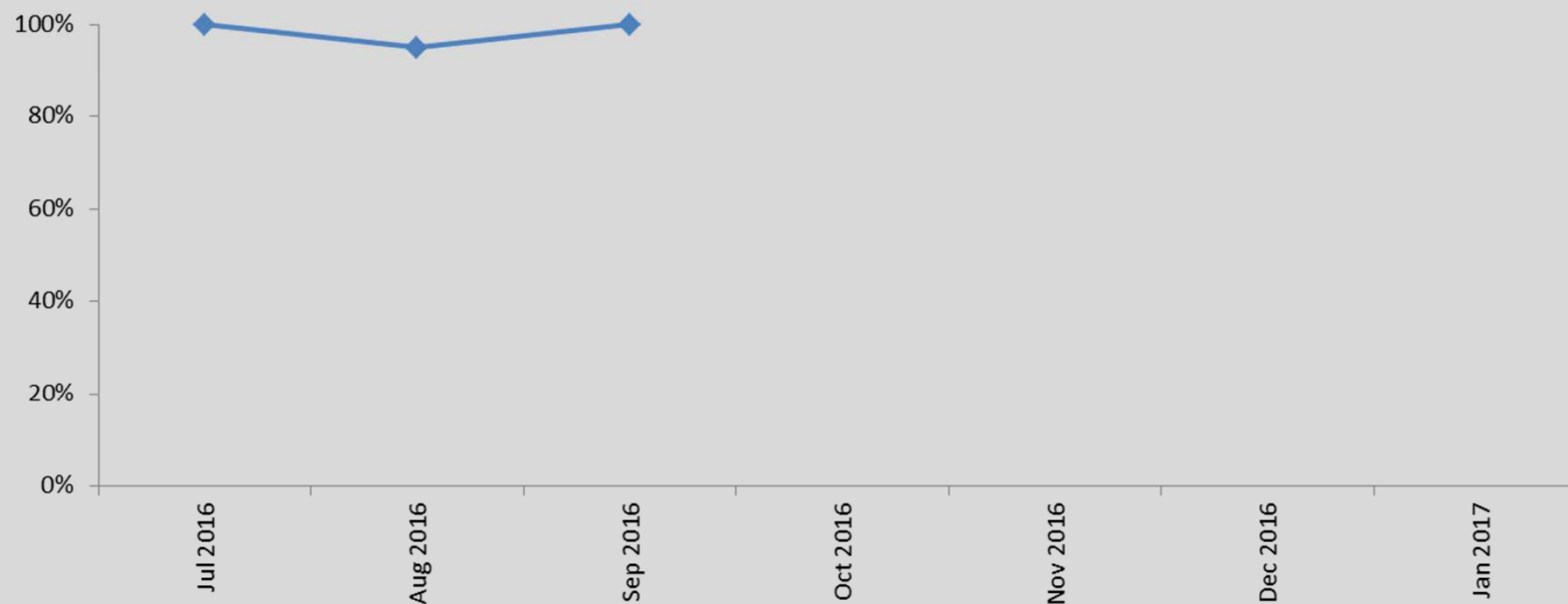
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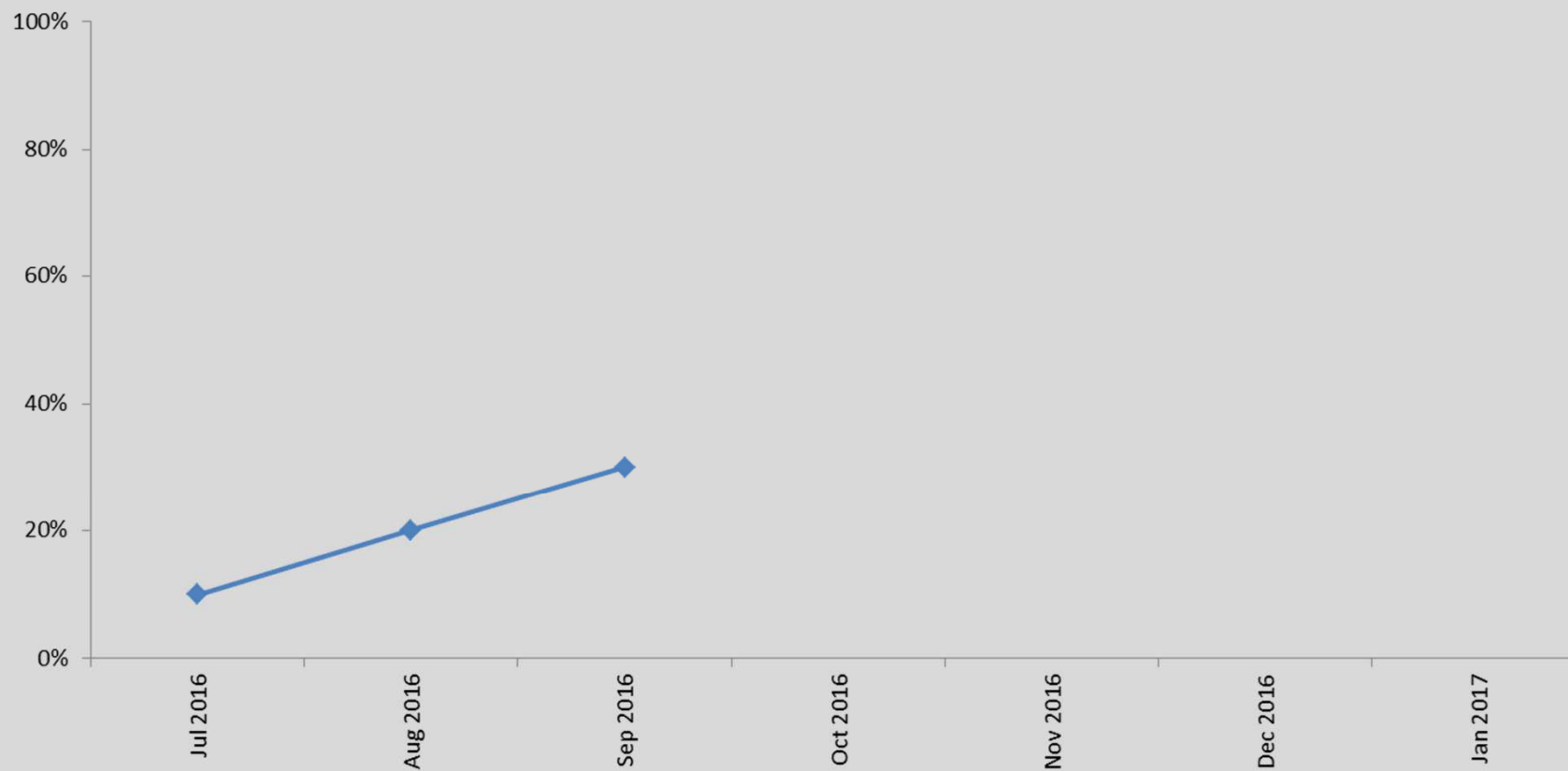
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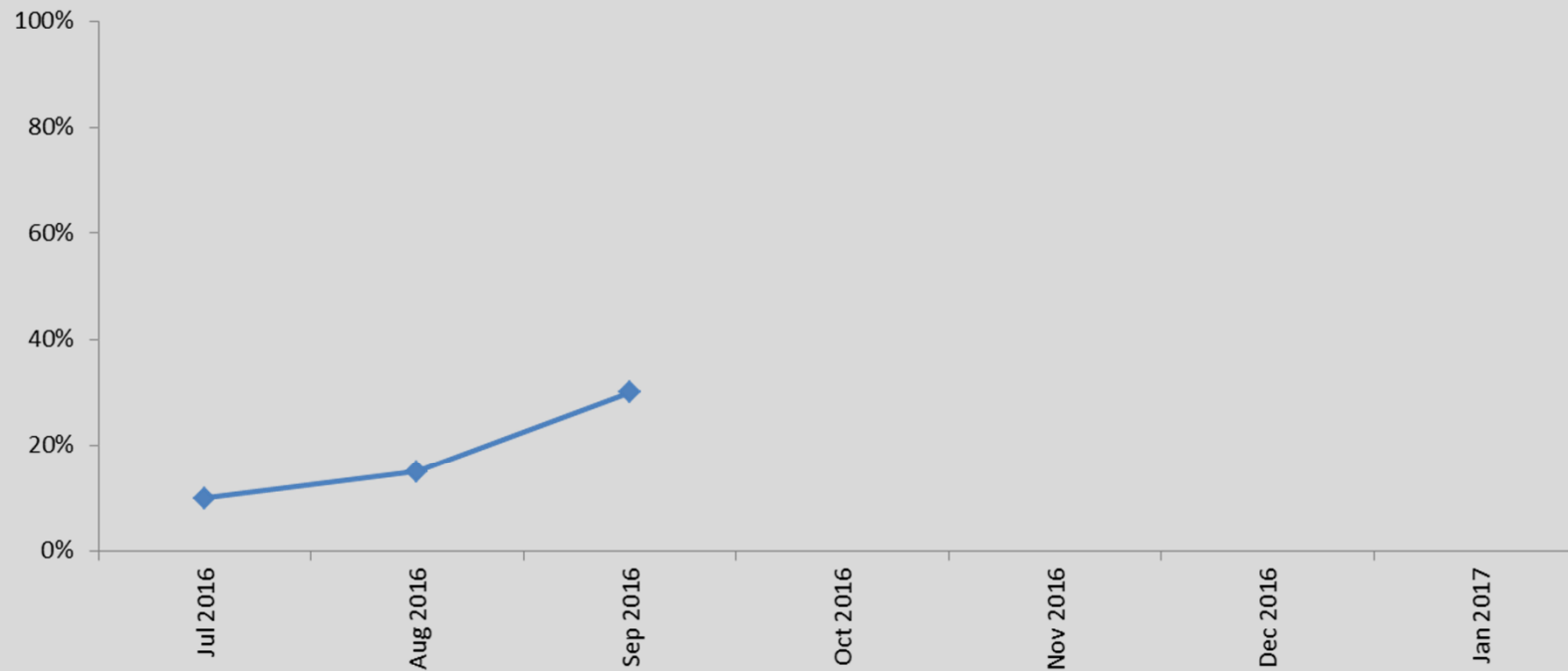
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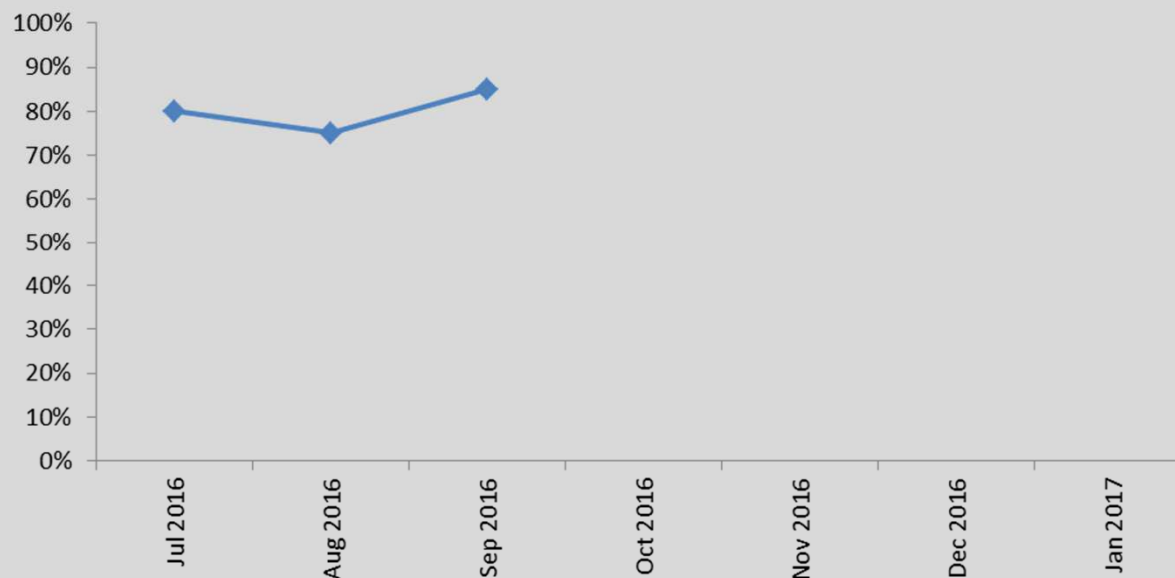
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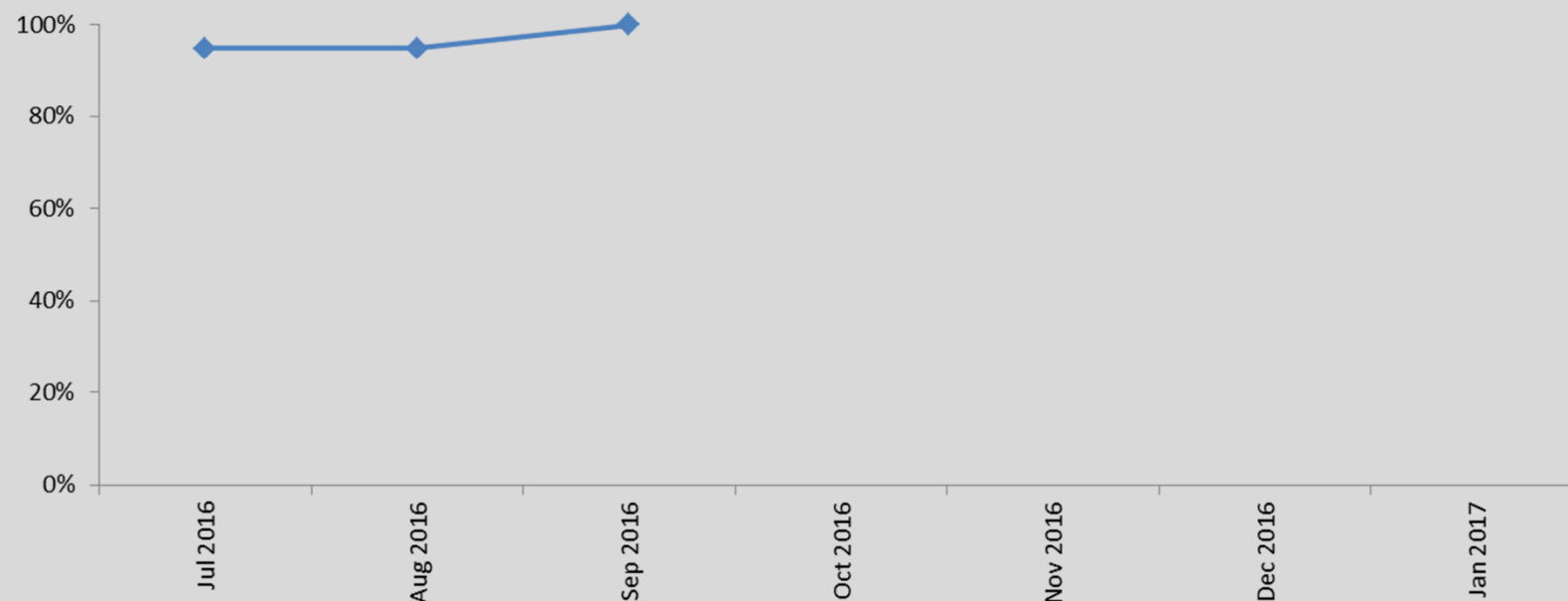
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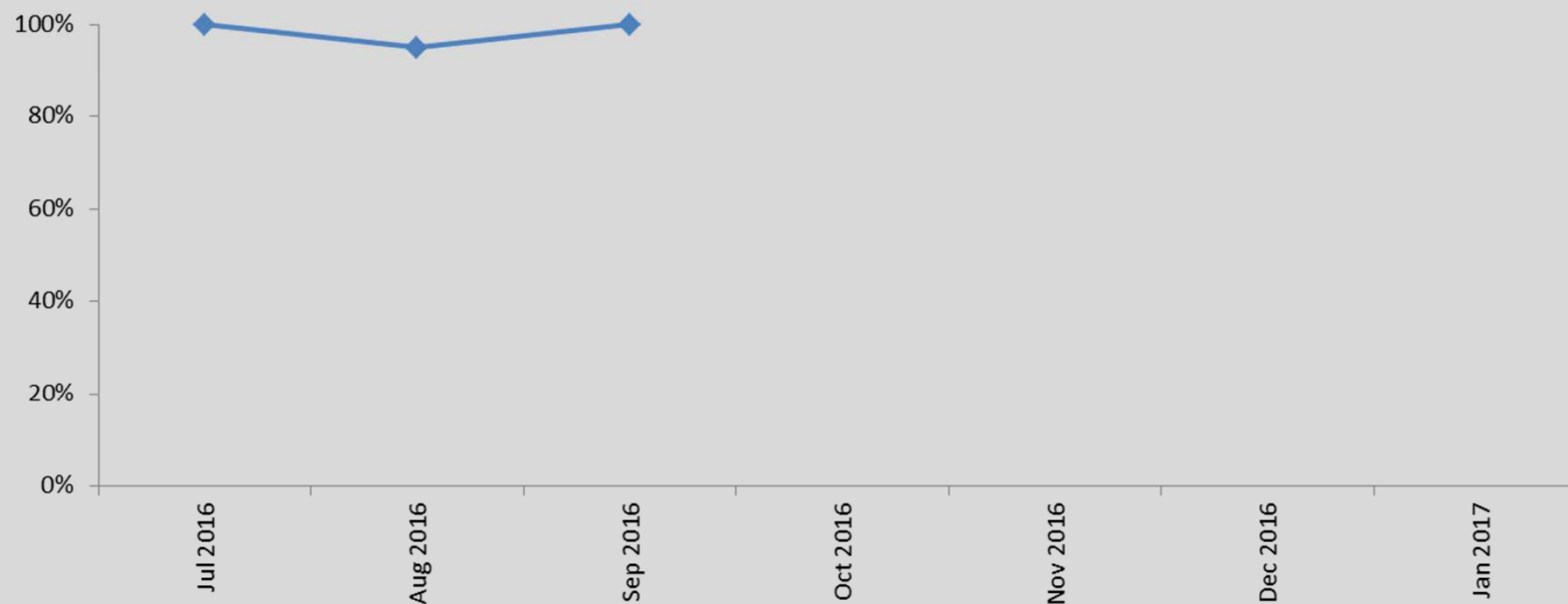
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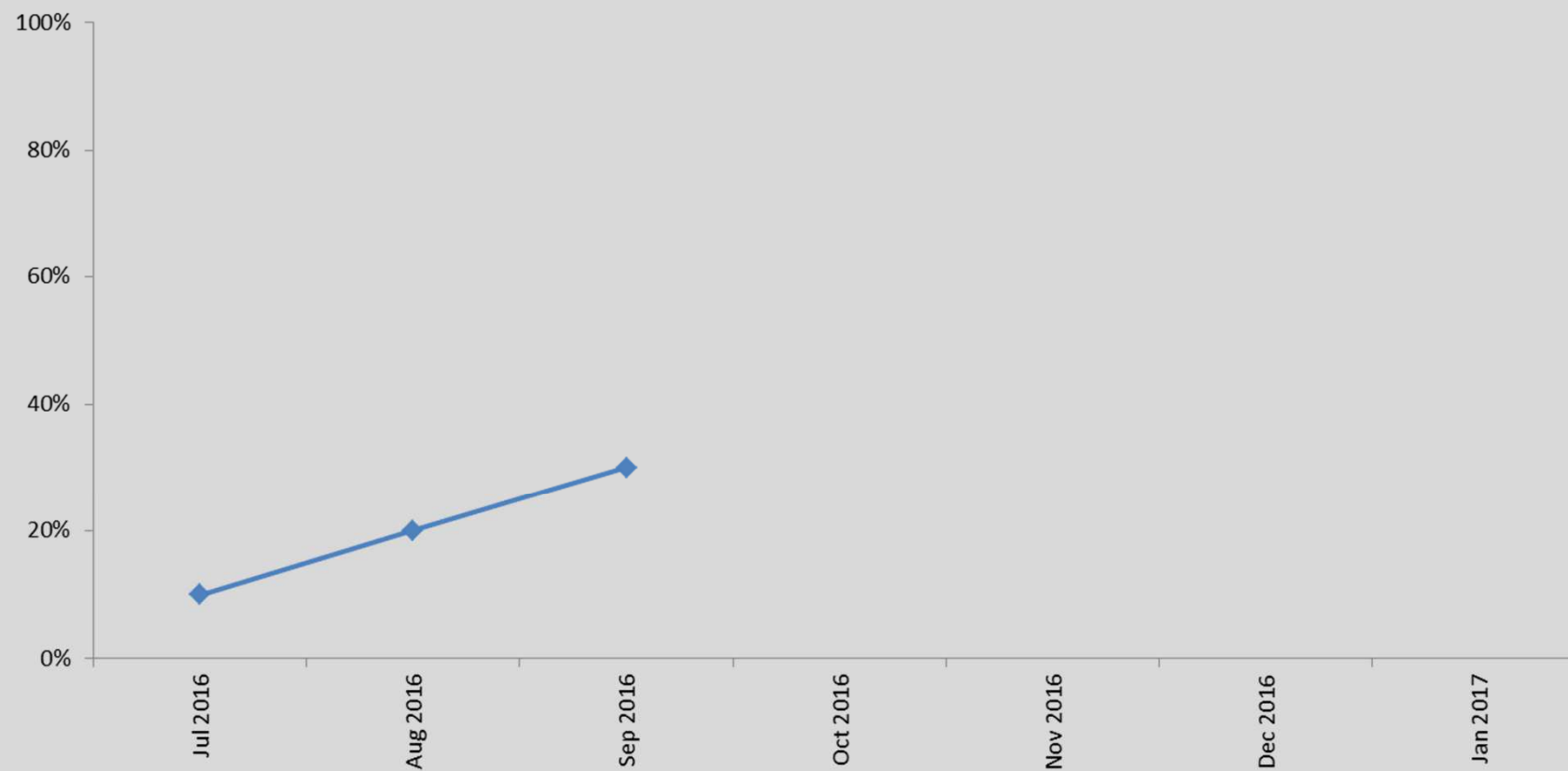
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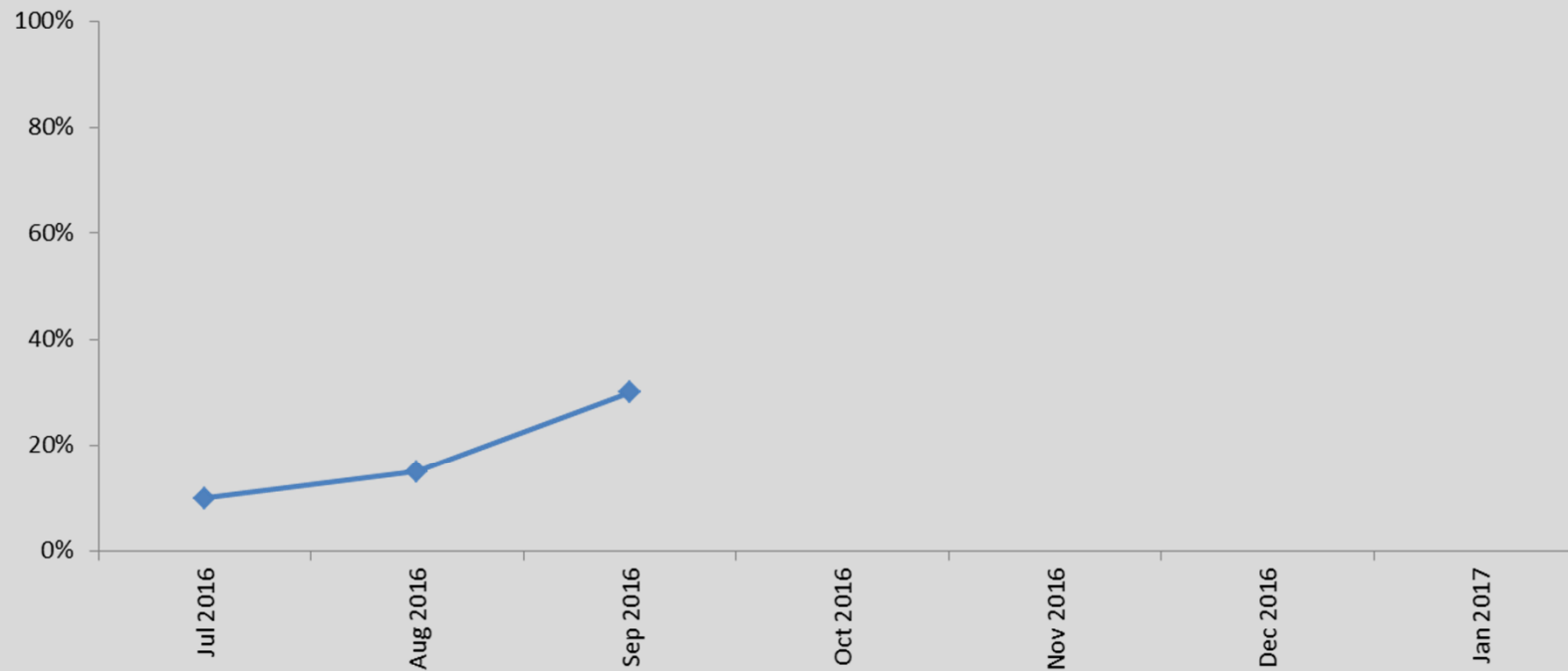
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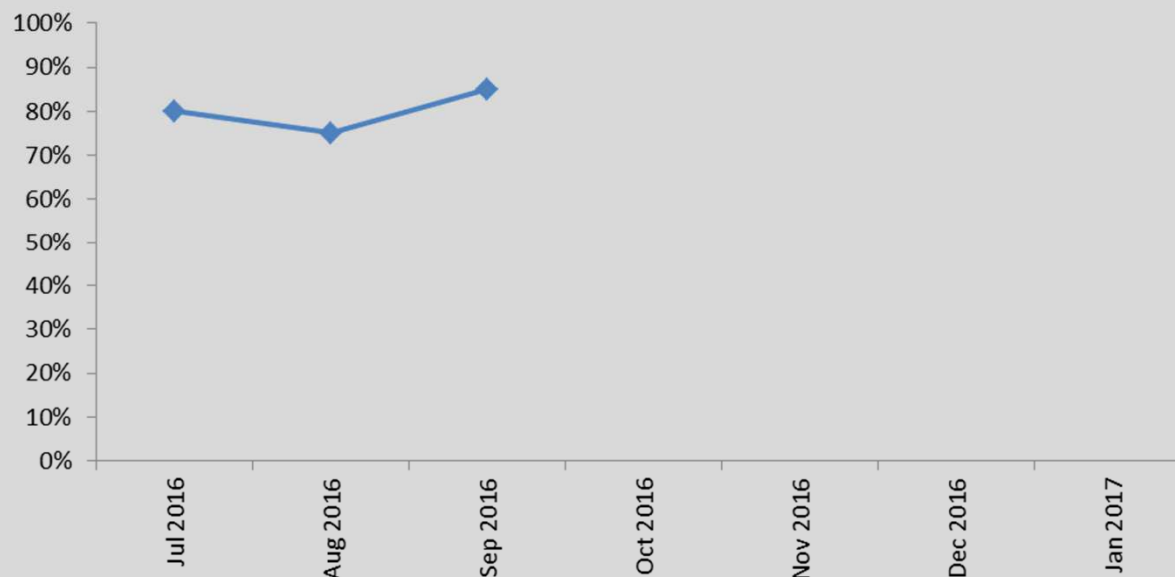
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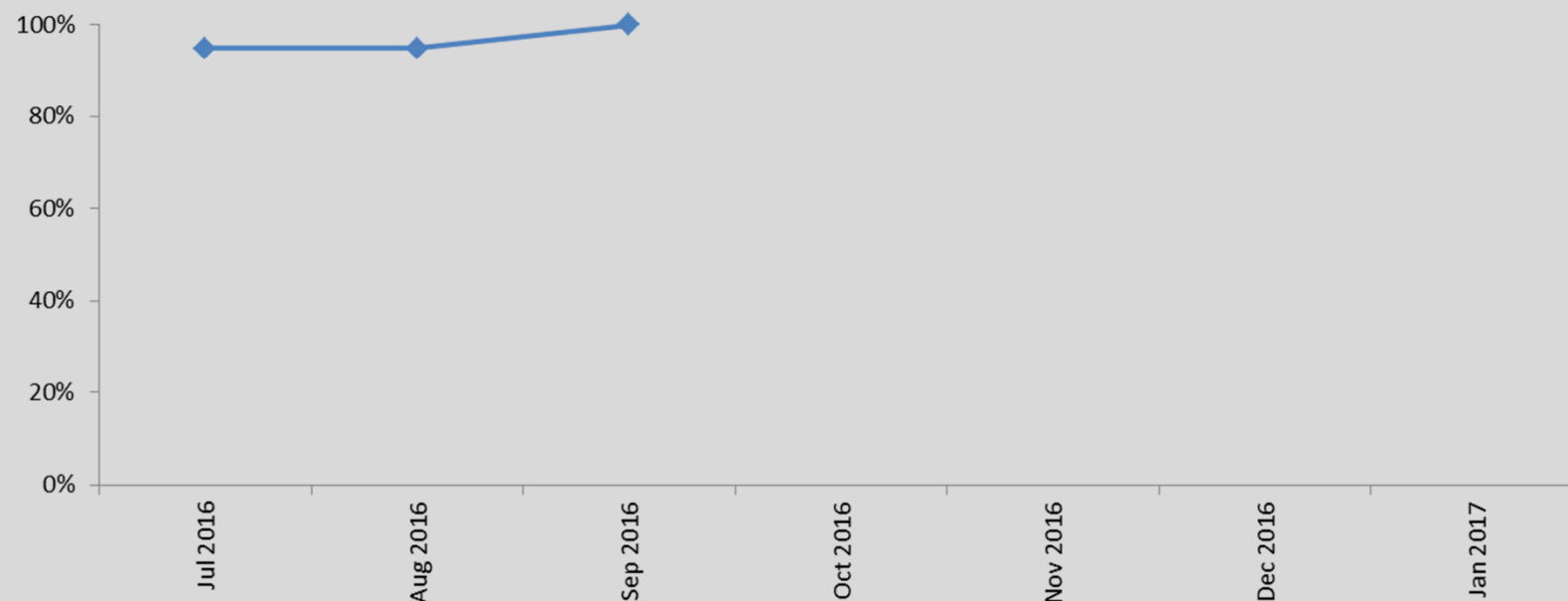
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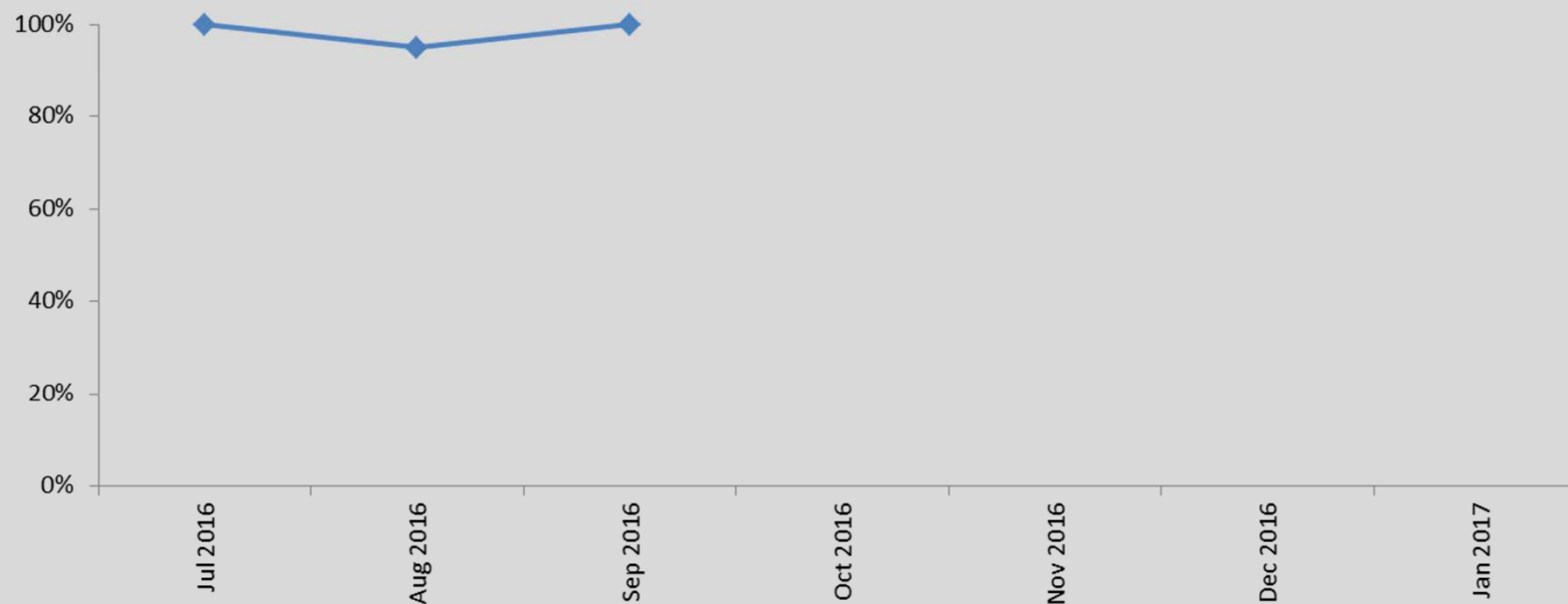
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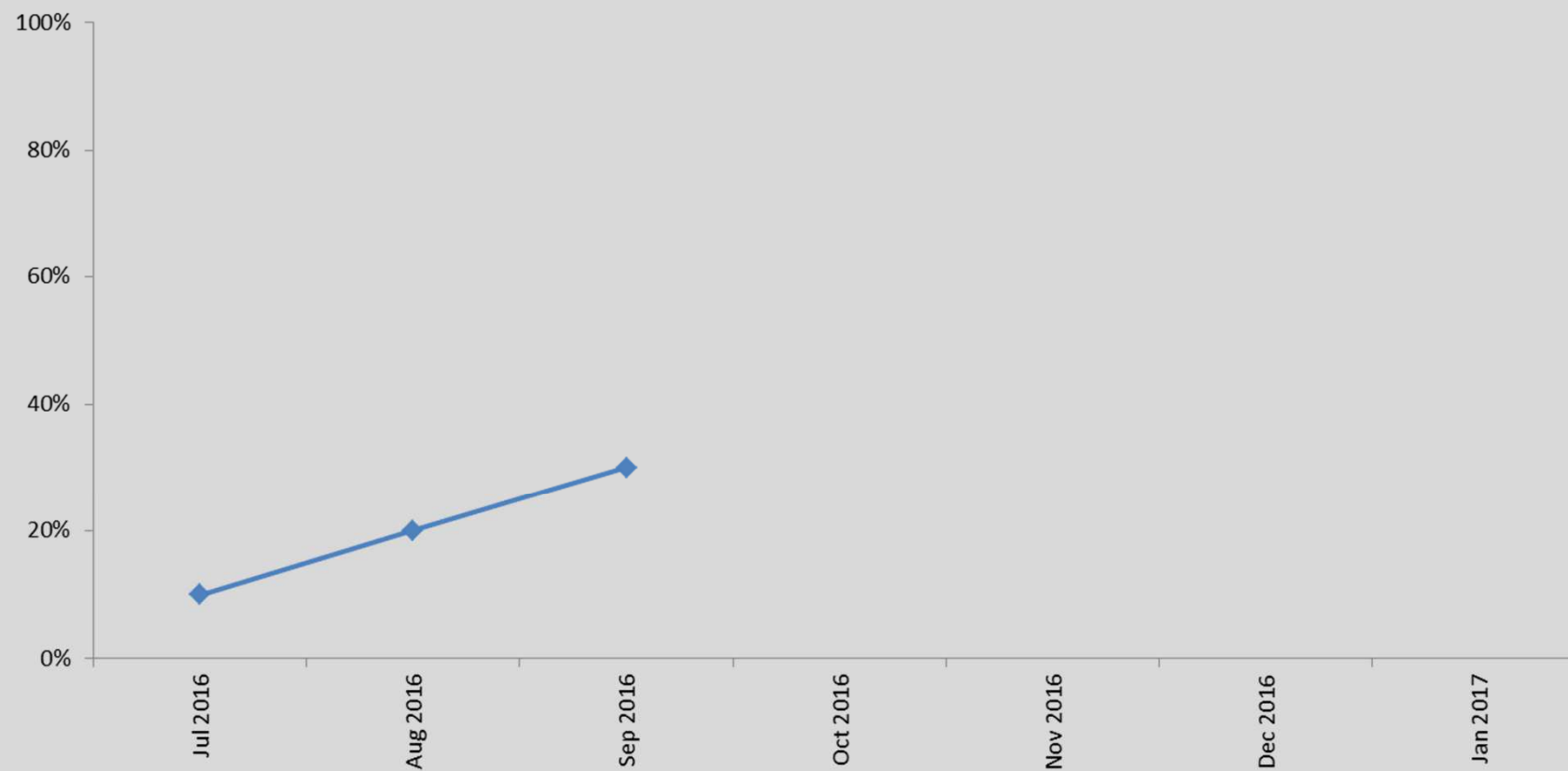
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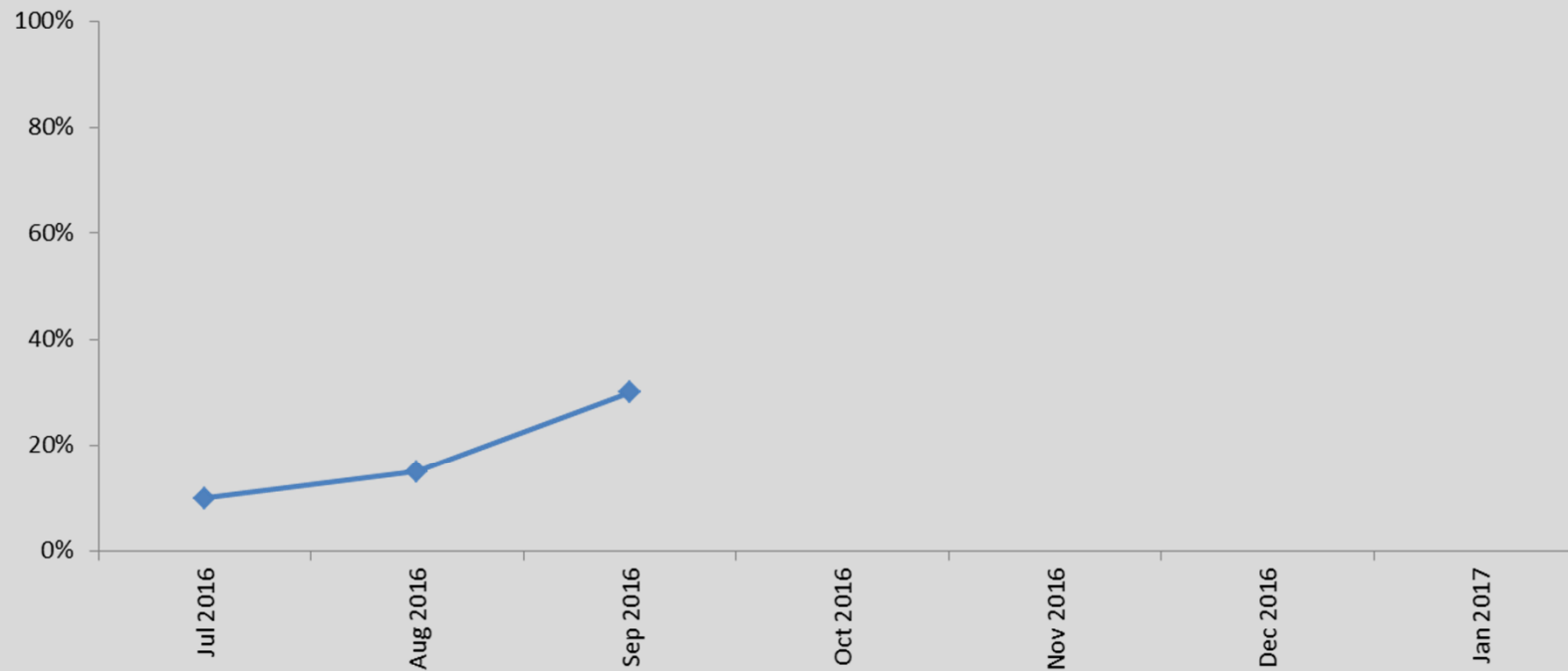
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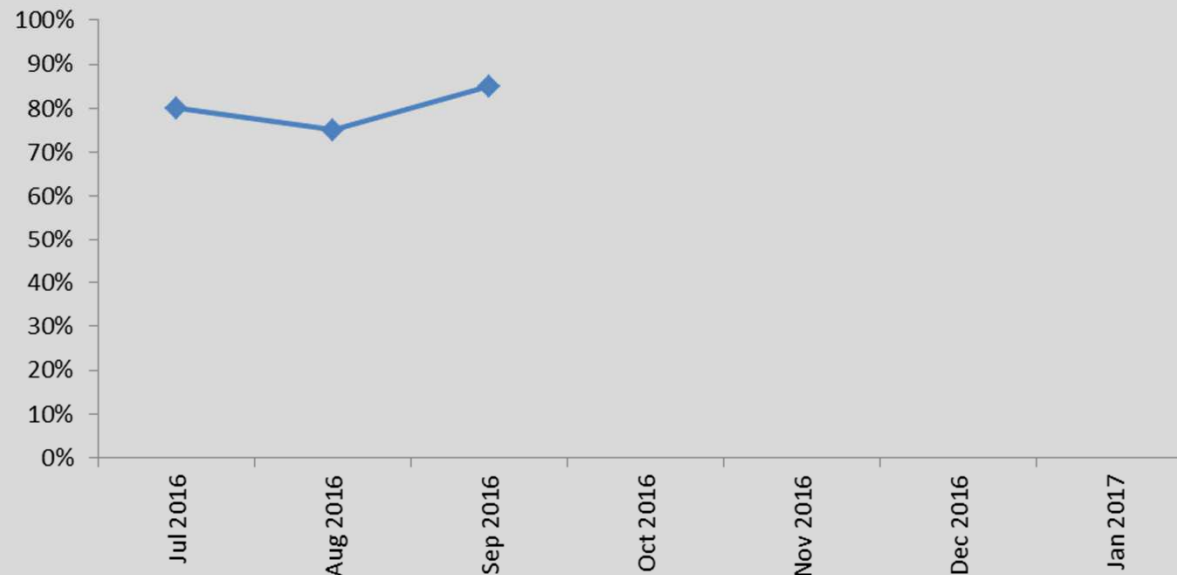
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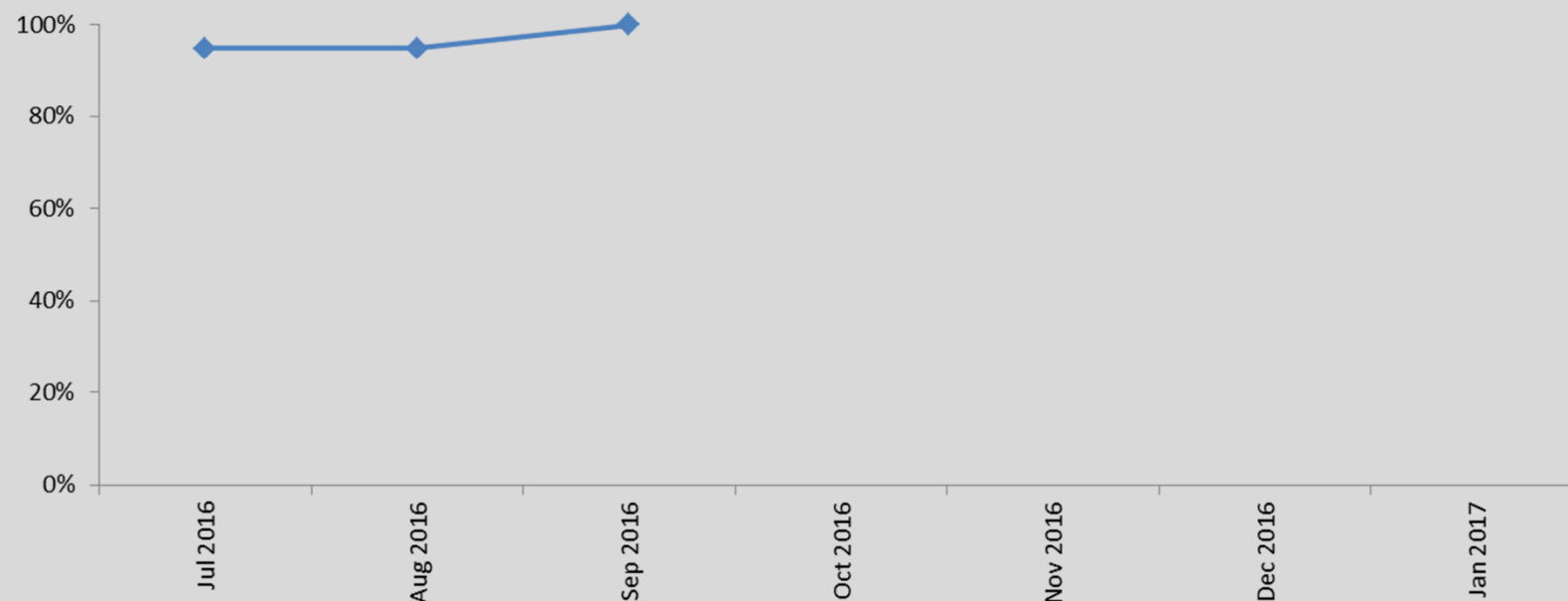
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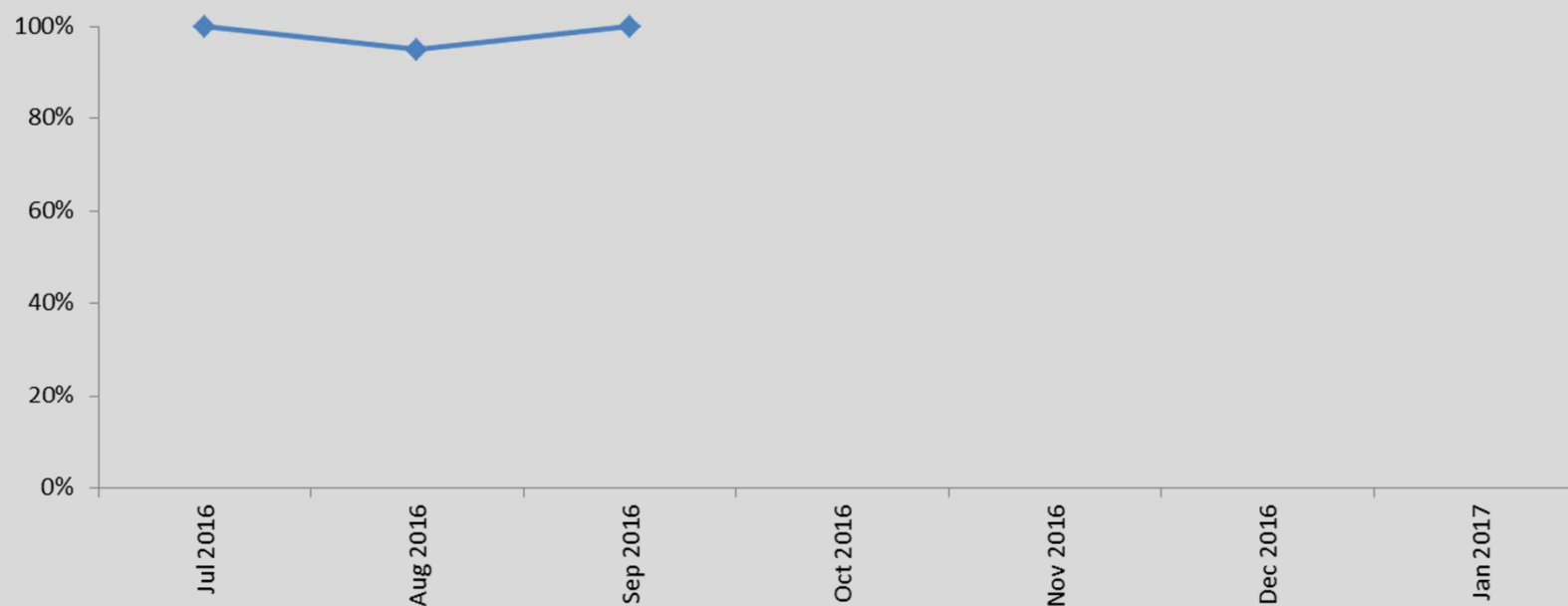
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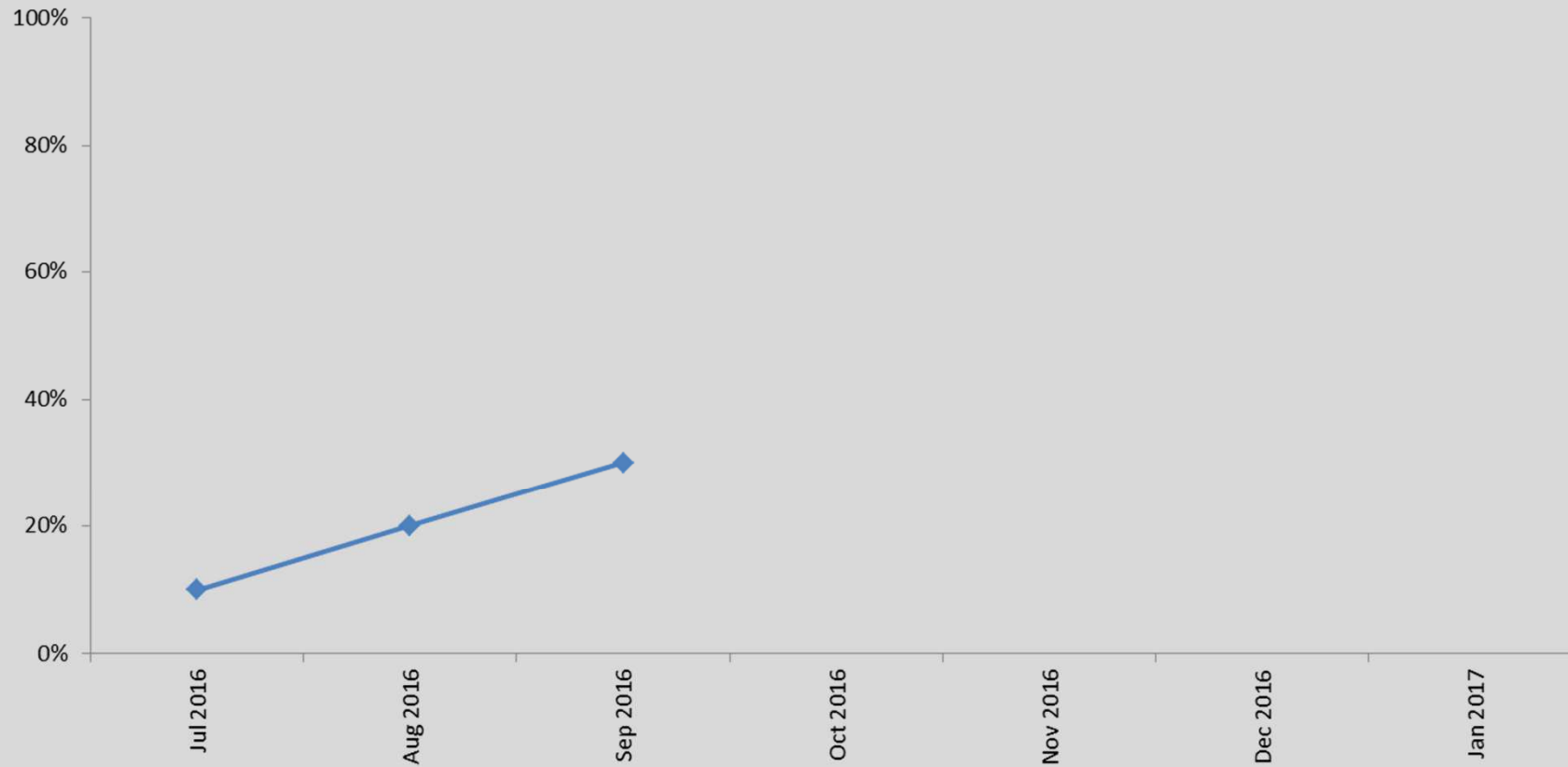
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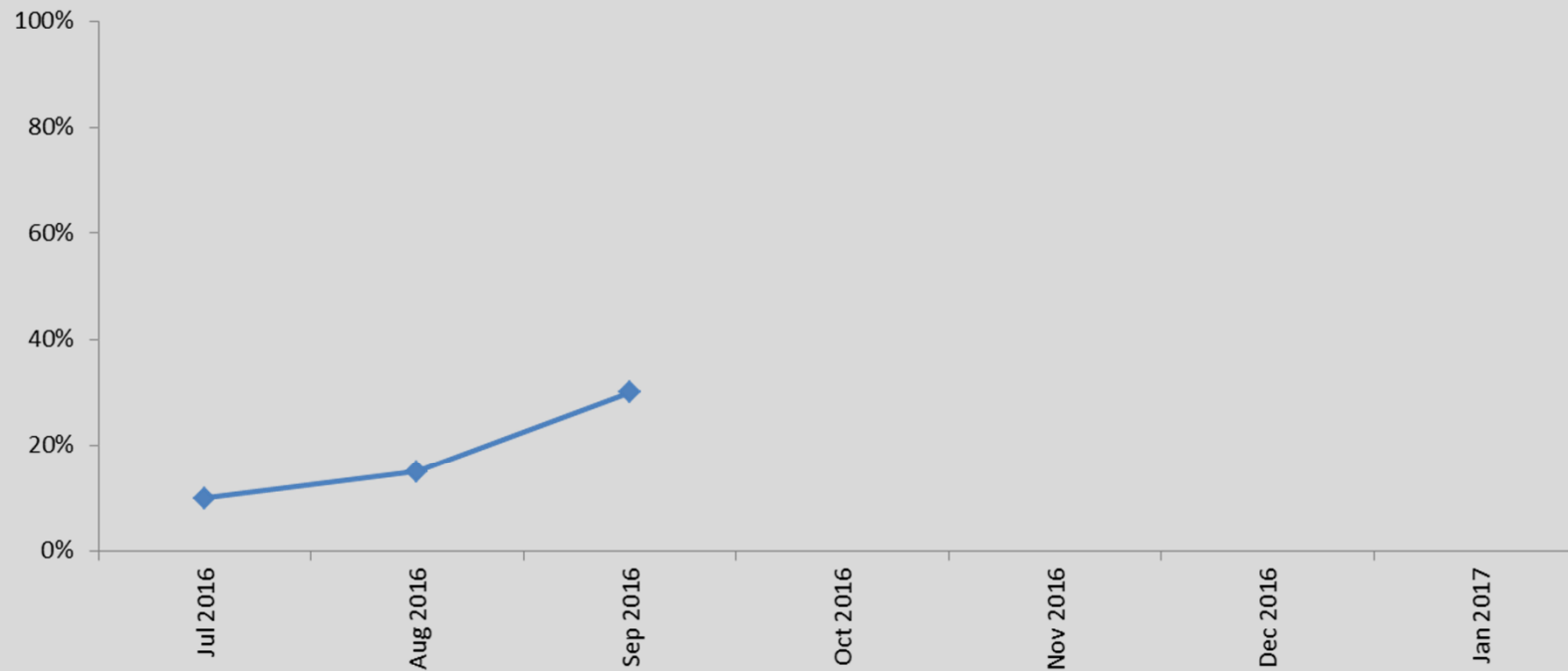
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Cervical Smears Overall Compliance



Highlights and Lowlights

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Achievements to date

Do you have an

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What has changed and what difference have the changes made? **Work in progress**

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Change Ideas

Enhance the Producer/ Customer Relationship

1. Focus on the outcome
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Change Ideas

Manage time

1. Reduce phoning
 - links to bundle Q. 1- 4

Change Ideas

Design Systems to Avoid Mistakes

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What Changes have you tested?

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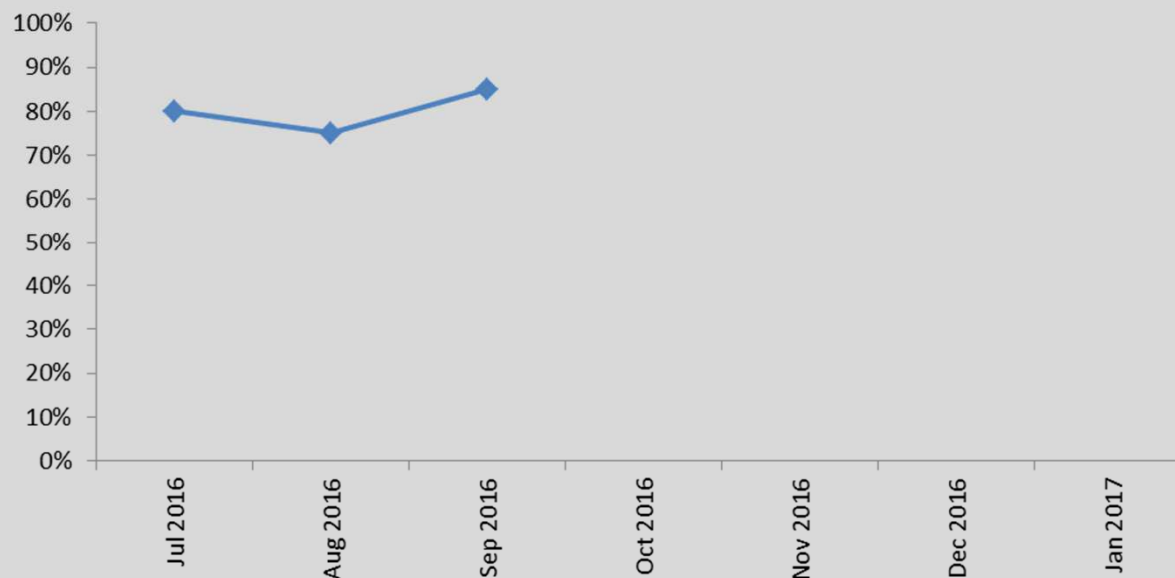
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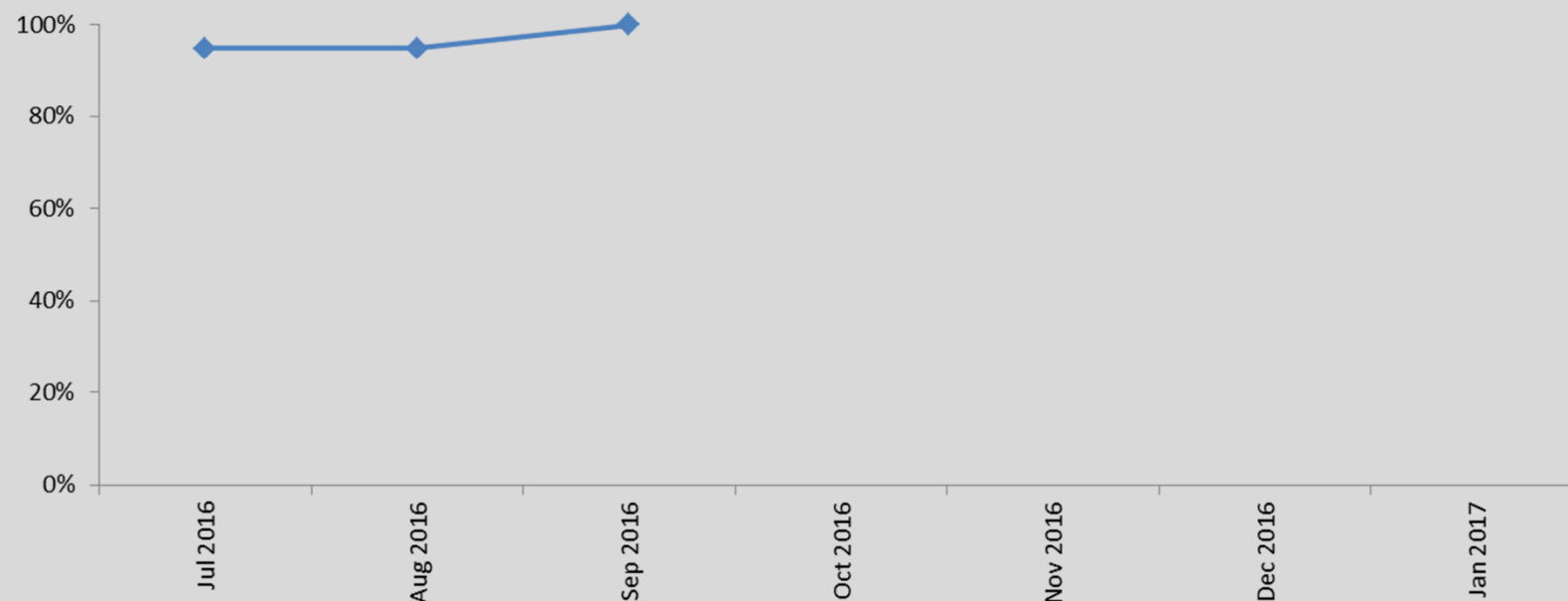
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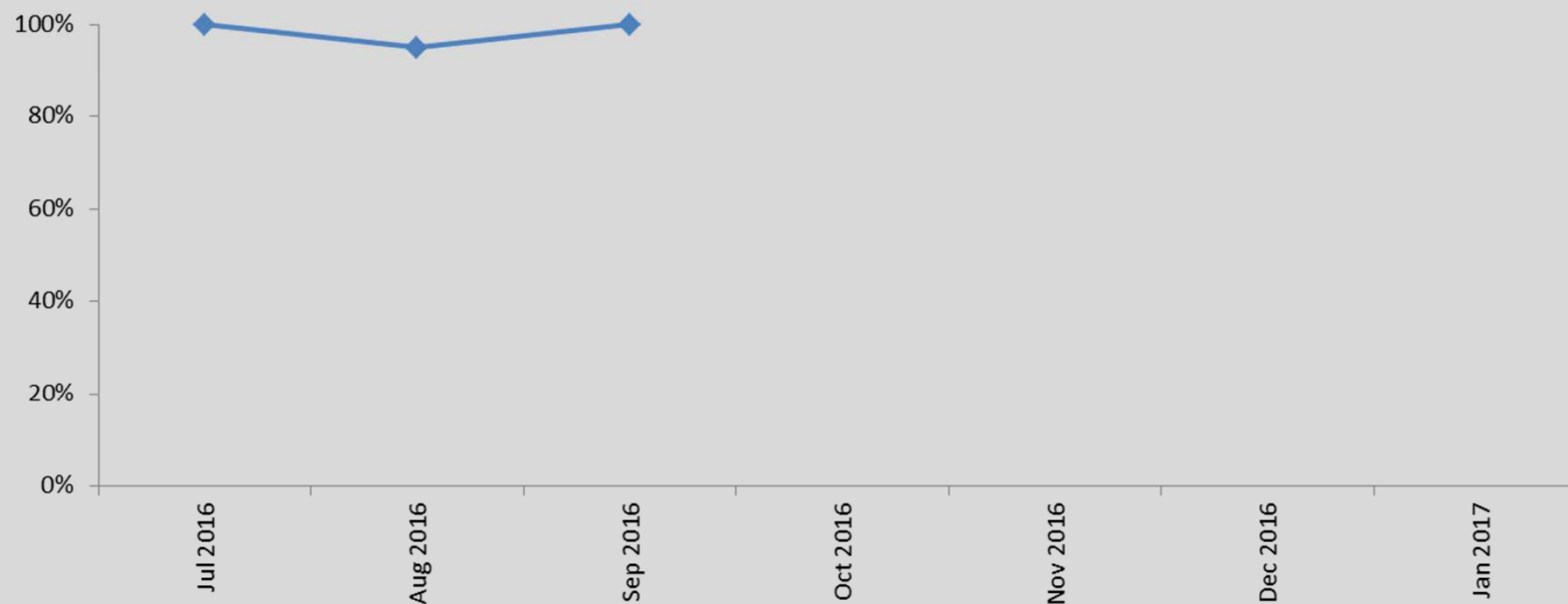
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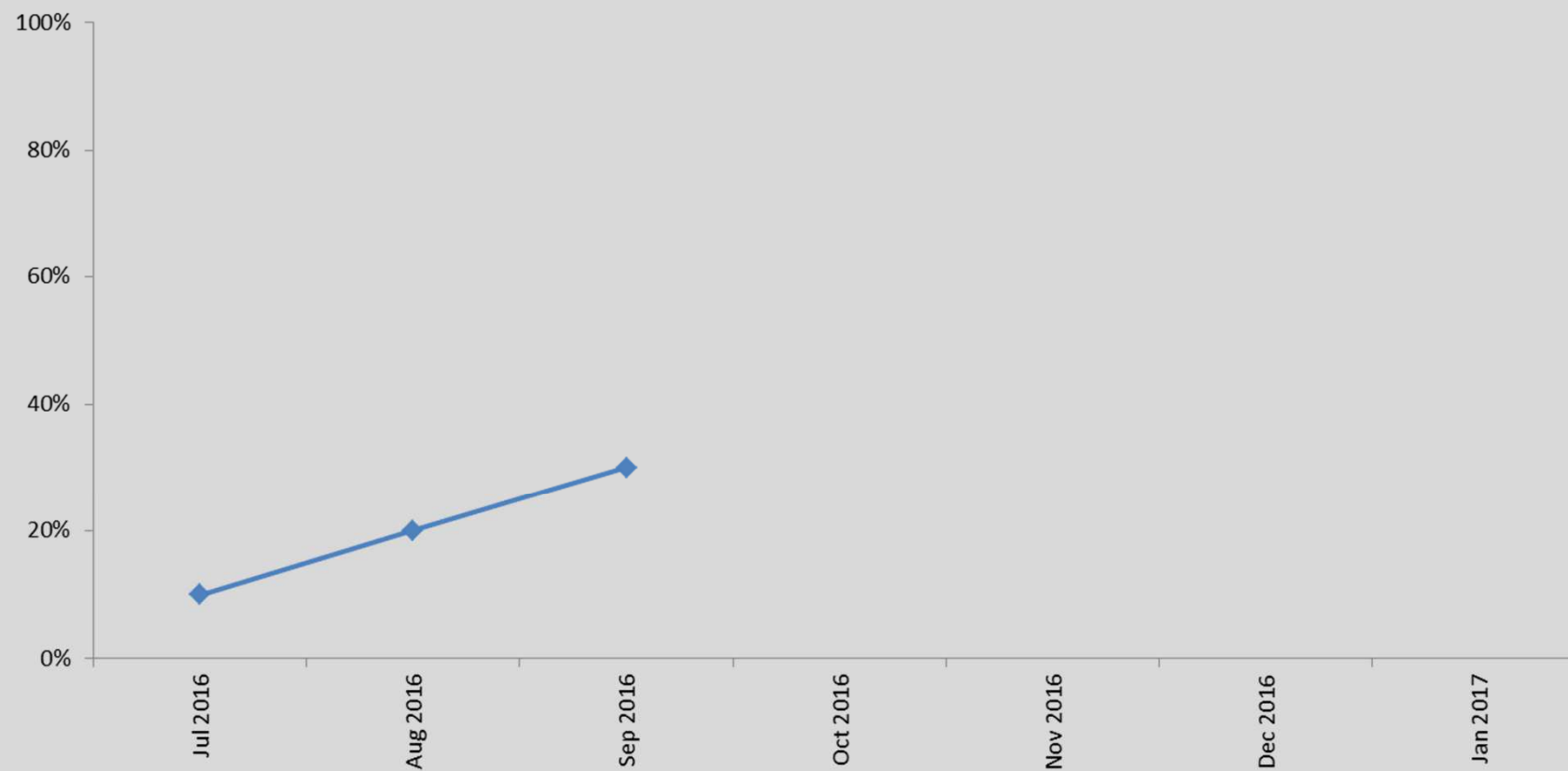
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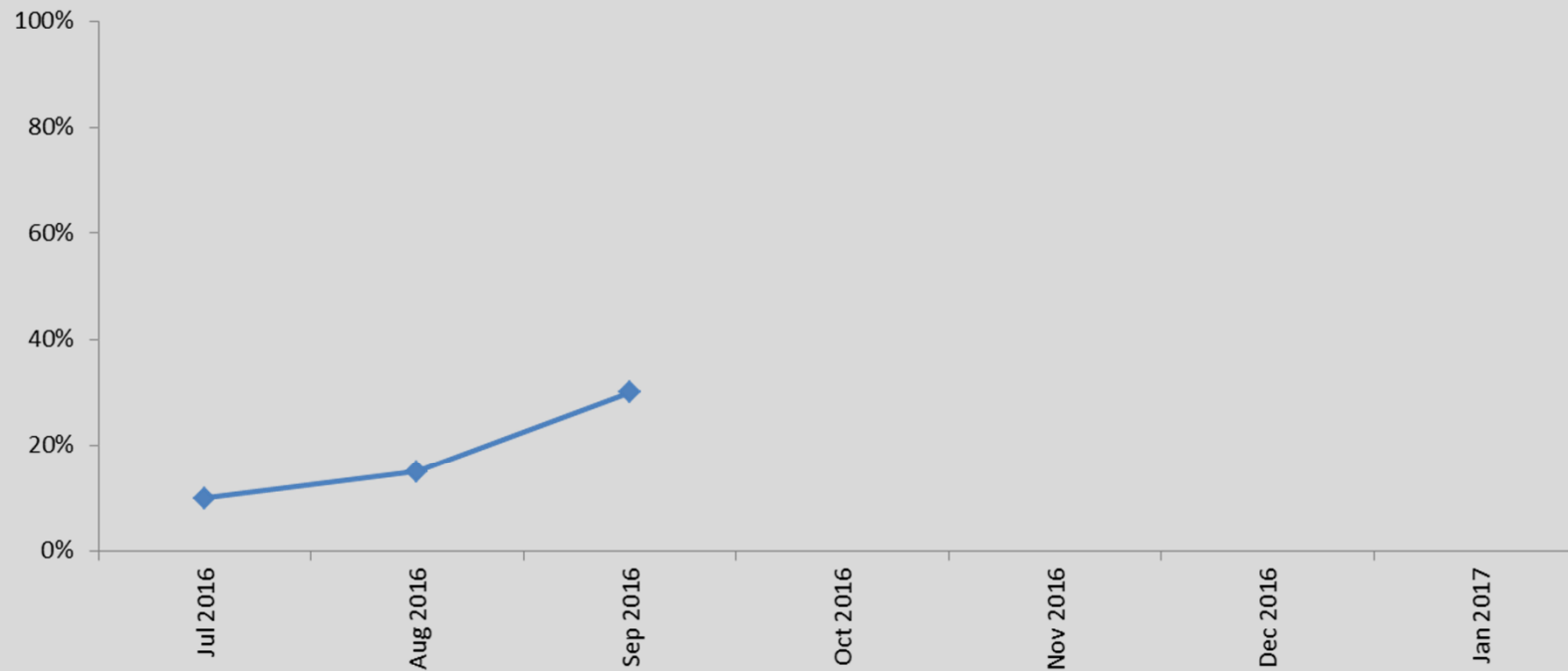
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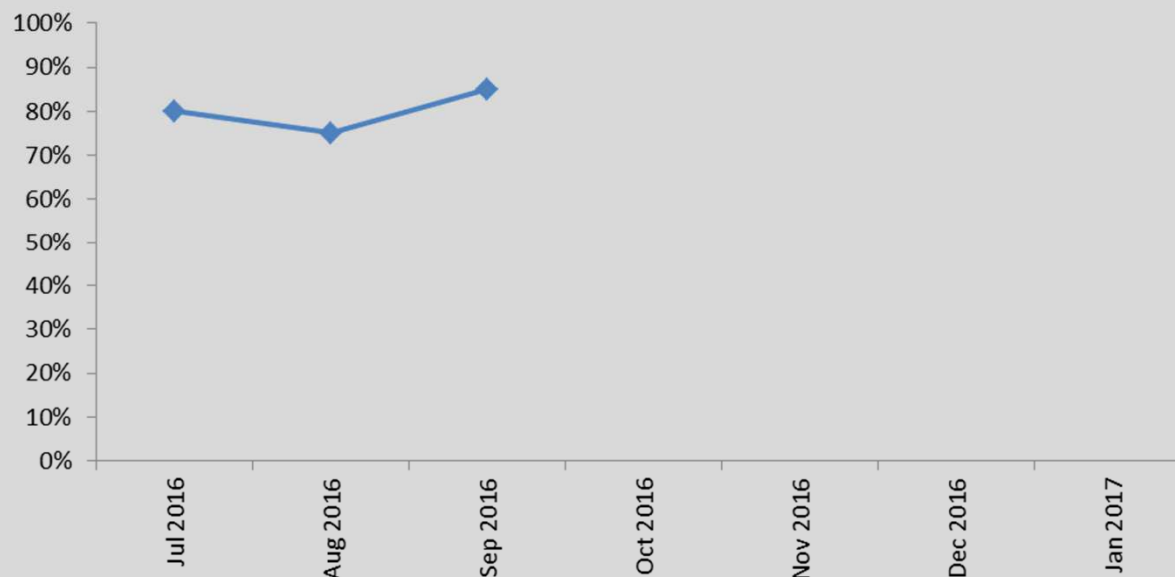
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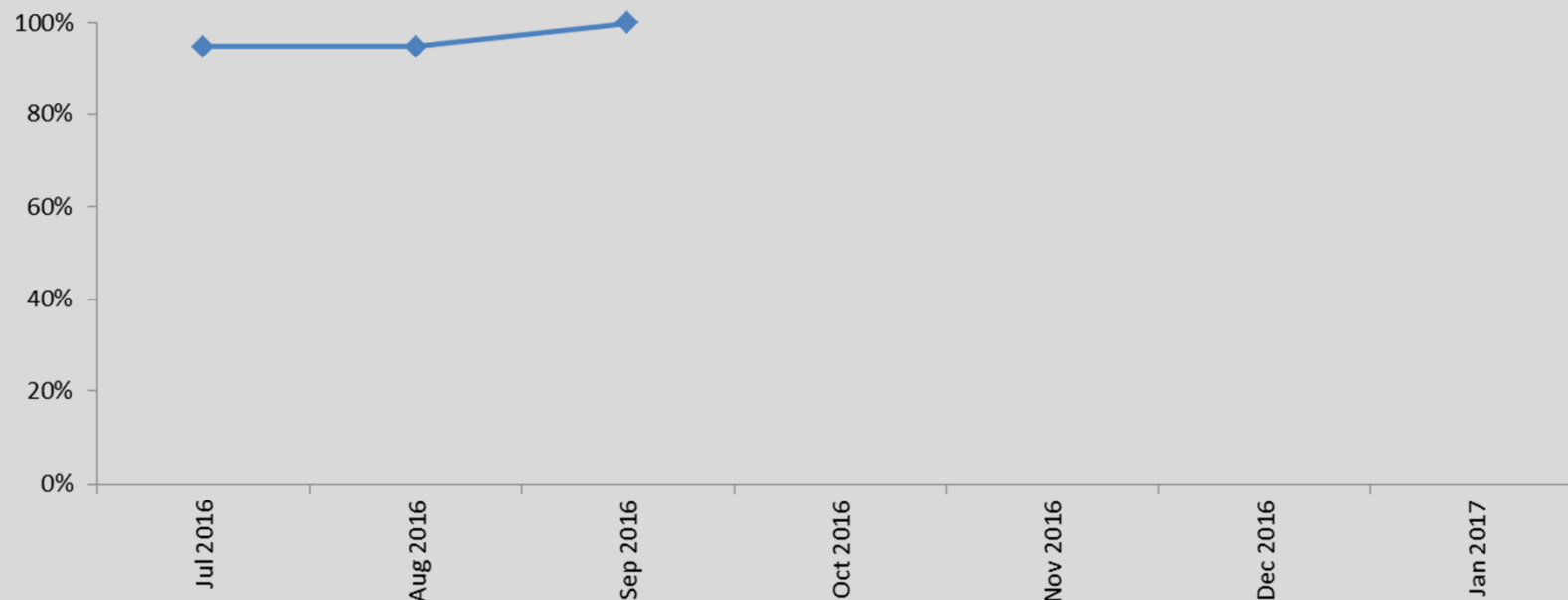
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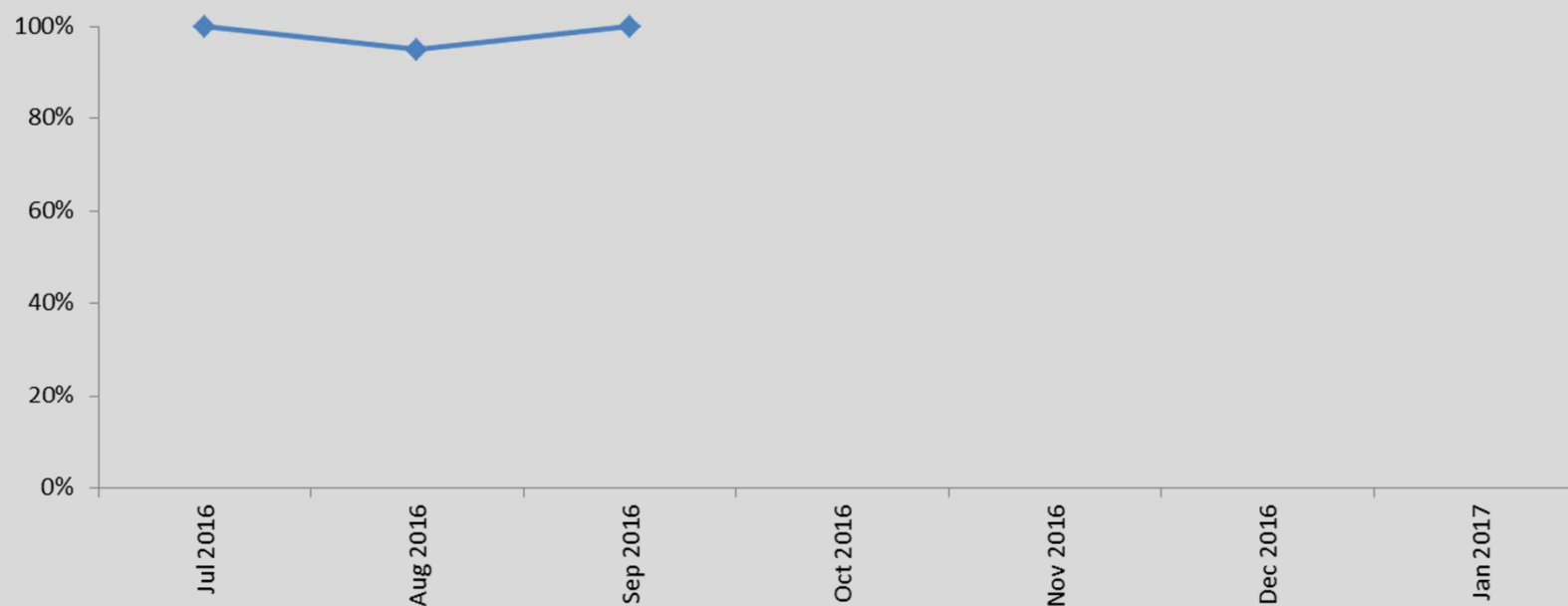
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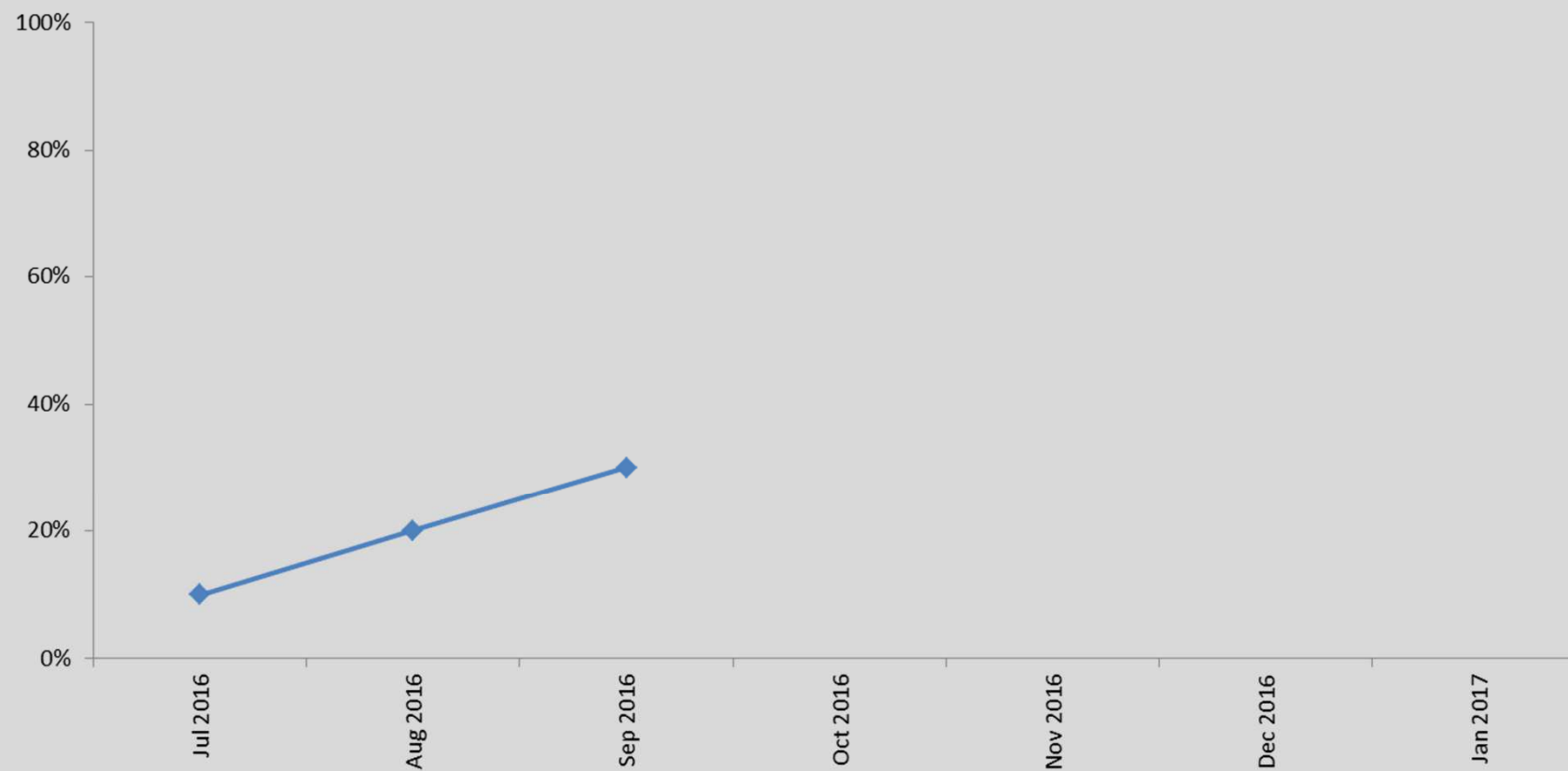
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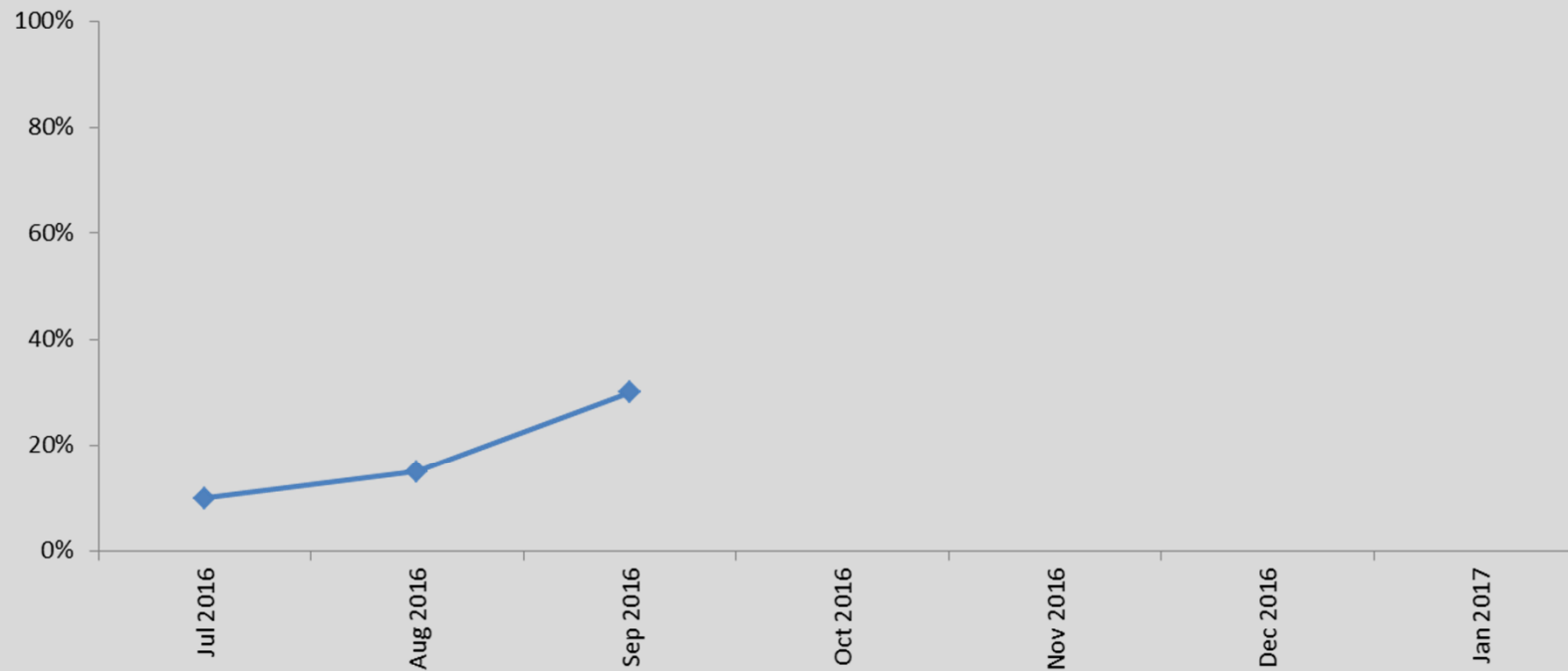
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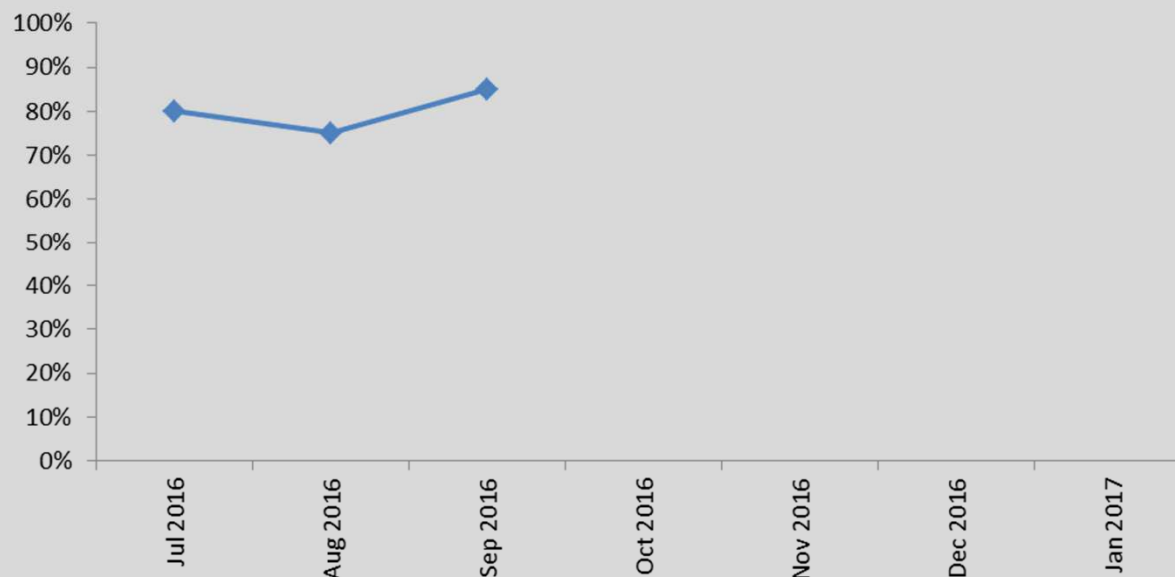
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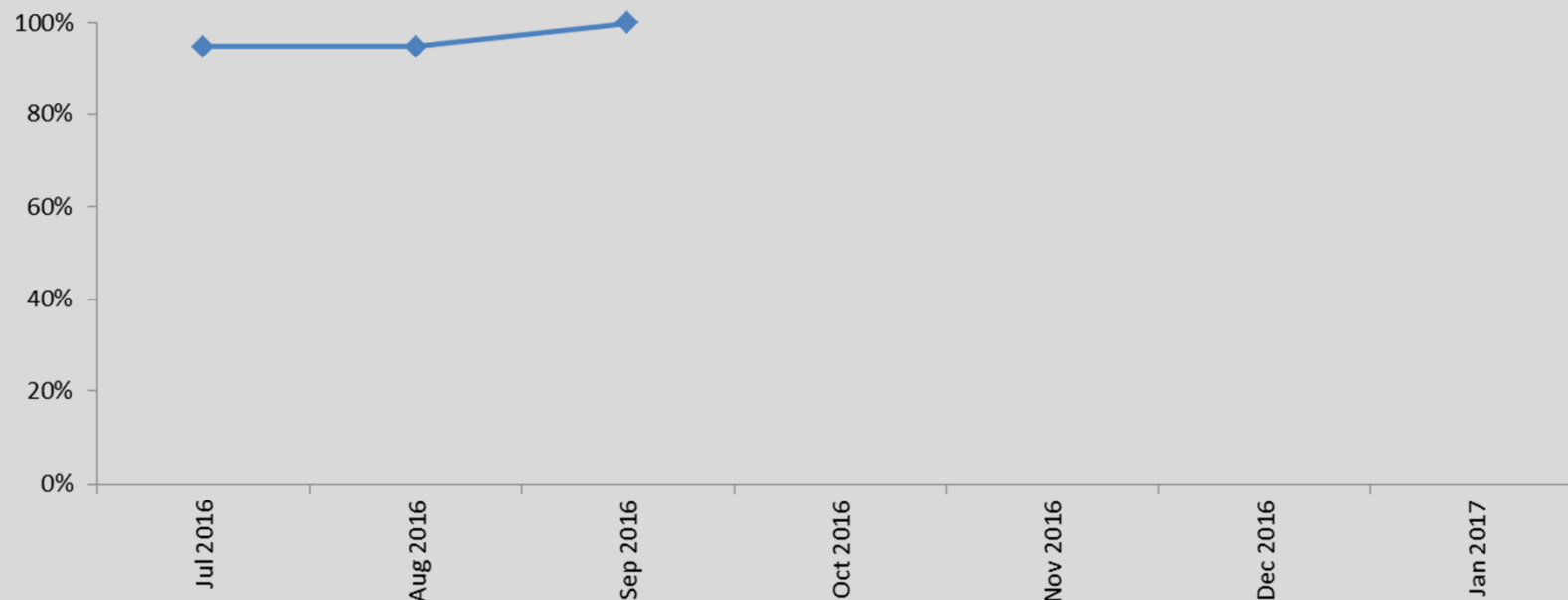
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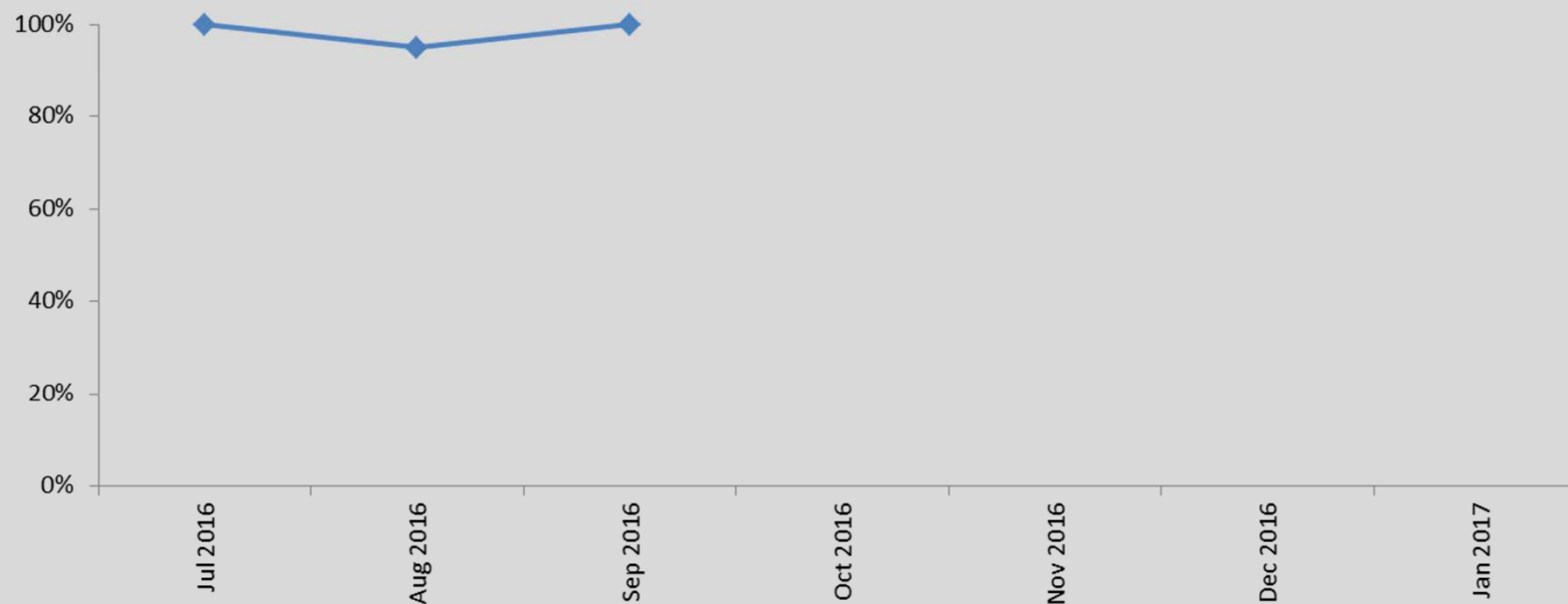
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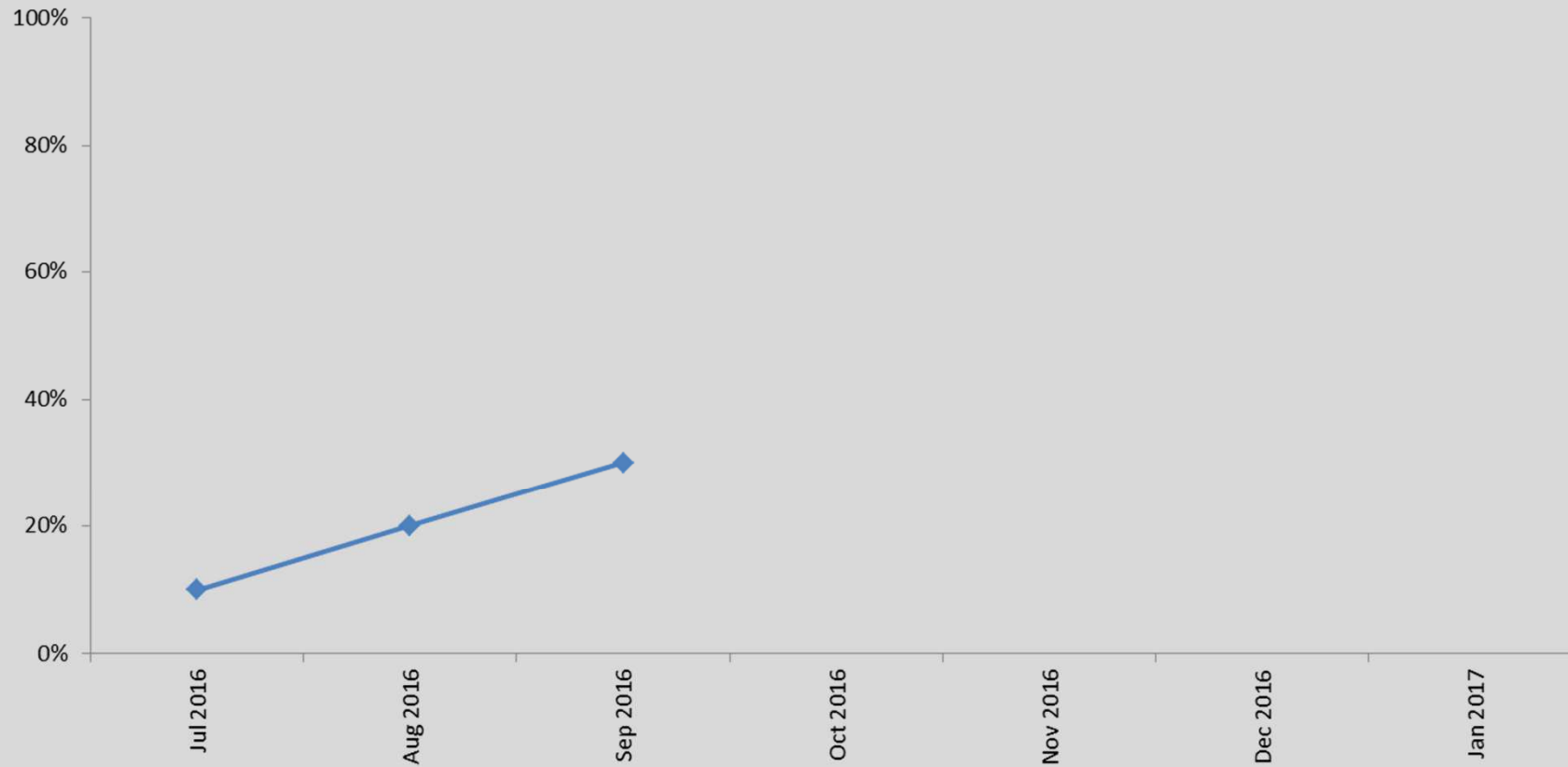
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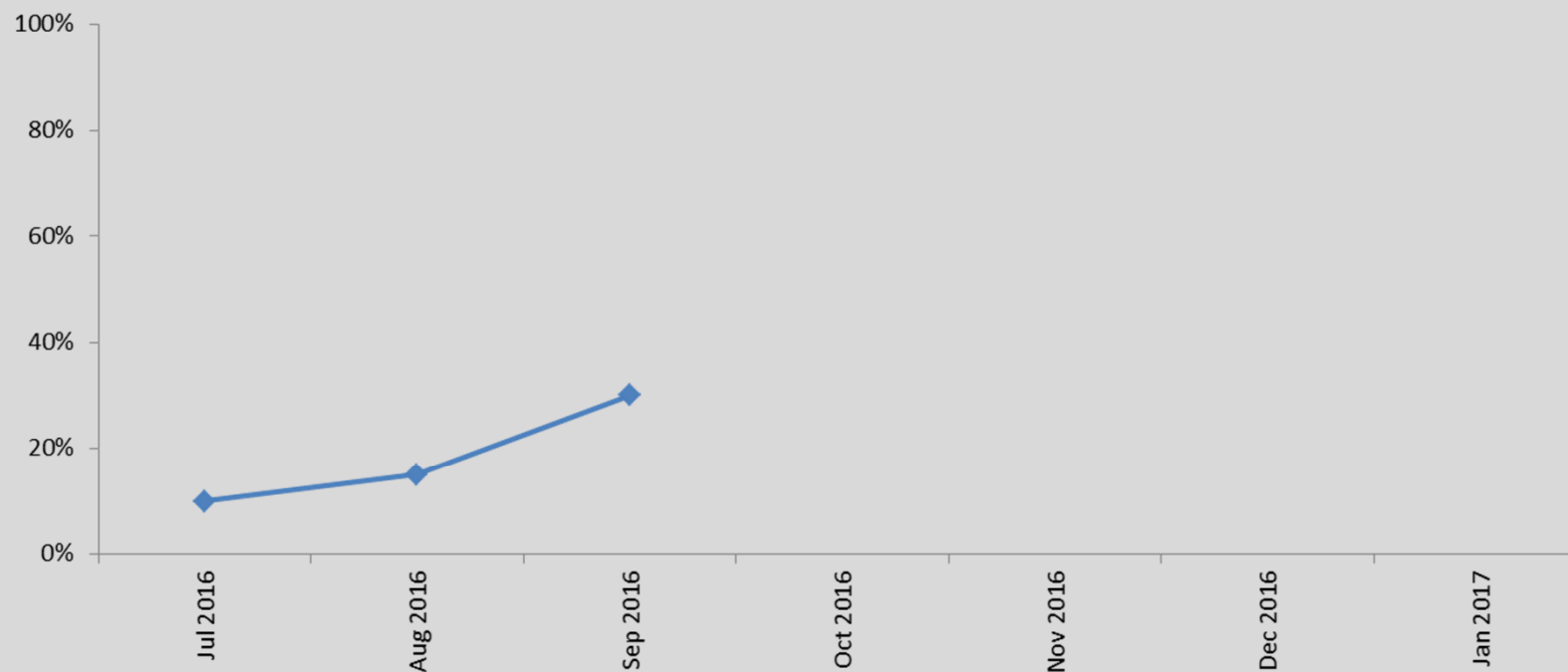
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