

Donovan Street Medical Centre

Team members:

- Dr Vather
- Vanessa – Practice Manager
- Meera – RN
- Karen - Receptionist

PHO - ProCare

Facilitators: Nicki Brentall & Bernie Tatton

Organisational “Buy - In”

Aim:

To have a thorough system in place so that all staff including locums, make sure results are handled in an acceptable time frame and to document clearly.

Buy-in:

- *Team meetings*
- *Quality Control*
- *Keeping policies up to date*

Change Ideas

- Same handling system for all team members
- All results to have notes in PMS – even if normal and no action required
- Dr to write what he wants done with results in PMS & task to either RN or PM for action
- A definitive answer that is clear and concise
- Teaching all team members how system works

What Changes have you tested?

	Change Tested	Outcome
1	Make use of PMS auto text	All team members set up with their own PMS auto text. Don't need to learn each other's abbreviations
2	All normal results filed in PMS with 'normal' comment	Still a work in progress. Staff can now tell if Dr has seen results and all ok.
3	All results that need follow up are tasked via PMS (no paper printed)	Still a work in progress

Most Successful PDSA Cycles?

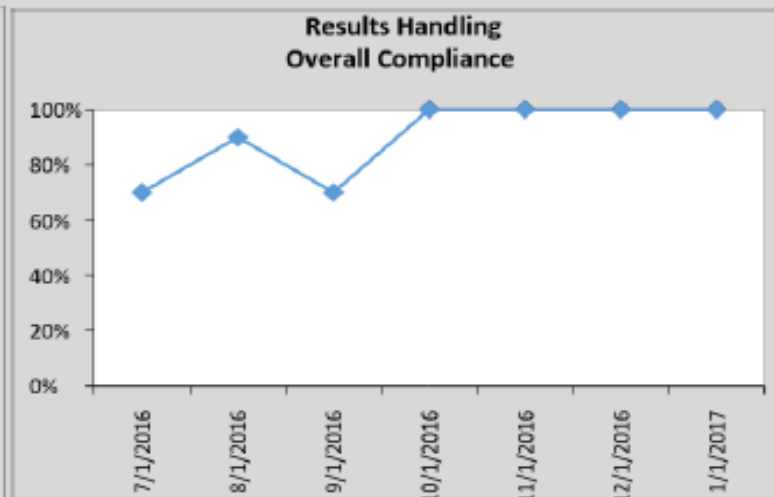
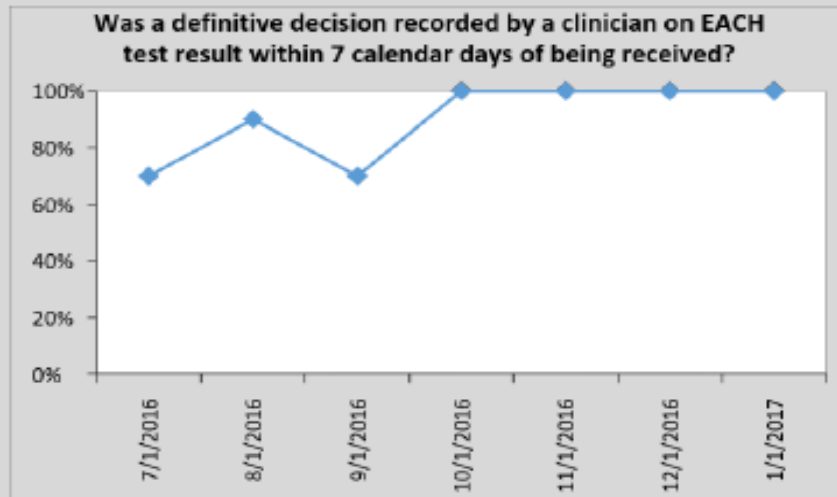
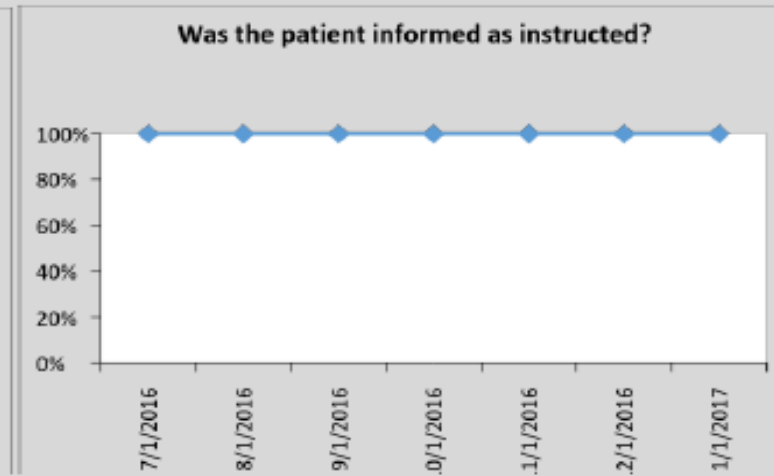
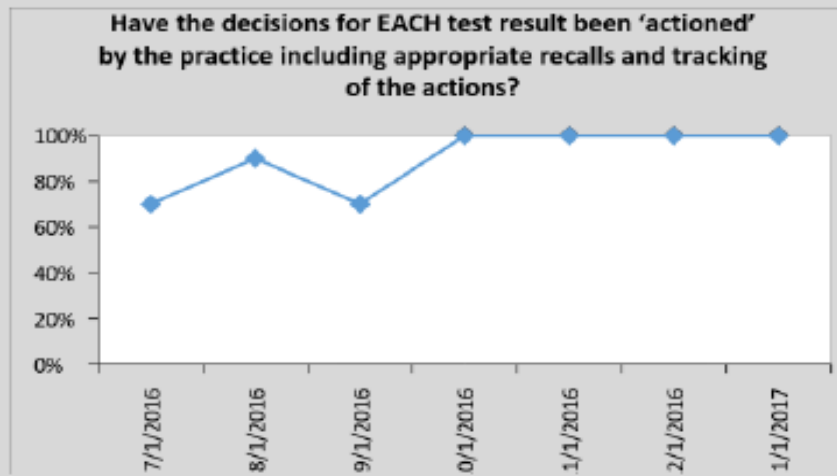
Plan: to get all team members familiar with setting up & using PMS auto text

Do: PM learnt how to set up PMS auto text in then trained team individually. Laminated auto text cues to have by computers

Study: Discussed progress at team meeting. How often team asked PM for help

Act: still in familiarisation stage. Will re train/adjust process if needed.

Measures Summary



Highlights and Lowlights

- Enjoyed open discussions with team and PHO facilitators
- Learnt more about MyPractice PMS & how to make better use of its features
- Showed us that we need to spend more time with locums updating on how we practice
- Loved the mind mapping process with post it notes (Nicki)

Achievements to date

Do you have an

- agreed aim - **Yes**
- a change package - **Yes**
- measurement plan - **Yes**

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

Yes, all working together in implementing changes

What has changed and what difference have the changes made?

Don't have to ask for clarification of what to instruct patient. No more bits of paper, everyone has their own tasks to follow up.

Any other achievements?

- Experiences with trigger tool
- How the work has impacted your team – ***more systematic policy now so any new person could follow.***
- Patient experience – examples, impact