

Eden Epsom Medical Centre

Team members:

- Dr Diana Good,
- Vicki Bennett (PN)
- Evette Scopes and Louise Adams (Reception)

PHO Facilitator:

- Nicki Brentnall (ProCare)

Organisational “Buy - In”

Aim:

By June 30th 2017 all lab results are to be actioned within 7 days of receipt.

Buy-in:

- To enable a clear decision to be in place for all results.
- No mixed messages regarding results and team members.
- Clear recalls in place.

Change Ideas

- Trial Quick Keys to standardise information.
- Daily monitoring of recalls.
- Trial using a Connect Med information brochure.

What Changes have you tested?

	Change Tested	Outcome
1	Quick keys for results	Standardized clear answers for all test results
2	Active enrollment of patients in Connect Med – plus education pamphlet	Patients check their results and enquire if they can't see them on Connect Med. Buy-in and ownership
3	Patients informed when enrolling and at consult regarding results policy	Pts know they won't be contacted if the result is normal, but also know they can contact us for results.

Most Successful PDSA Cycles?

Trialing Quick Keys:

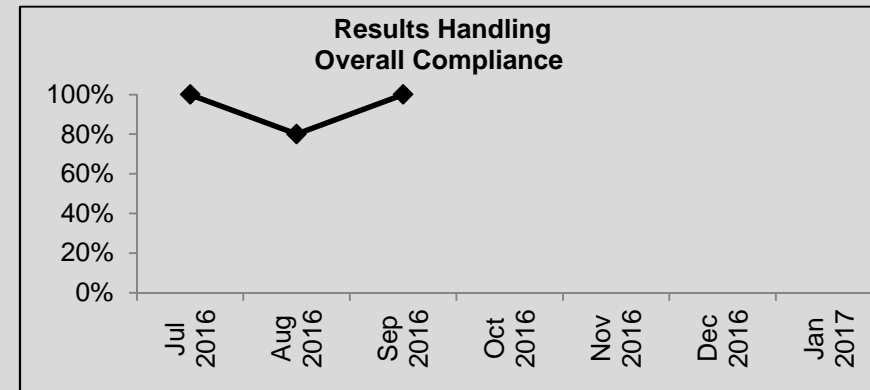
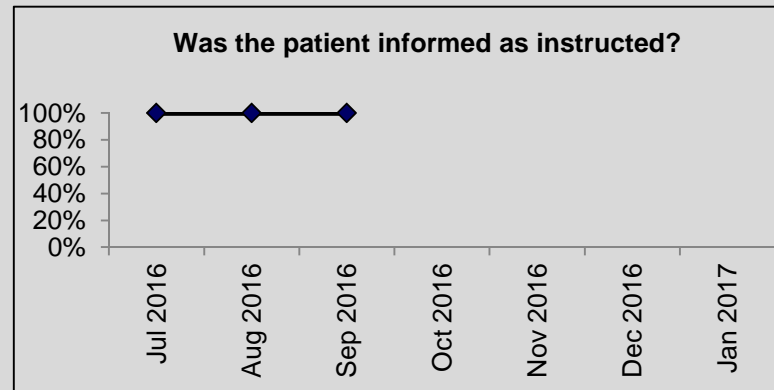
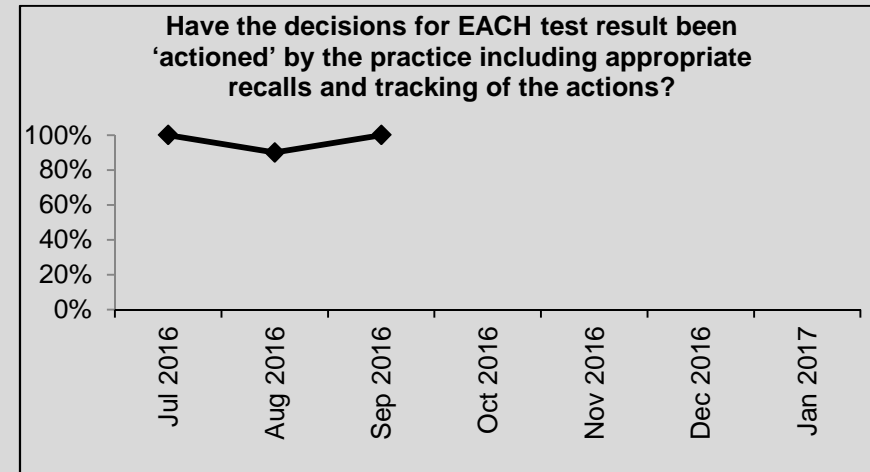
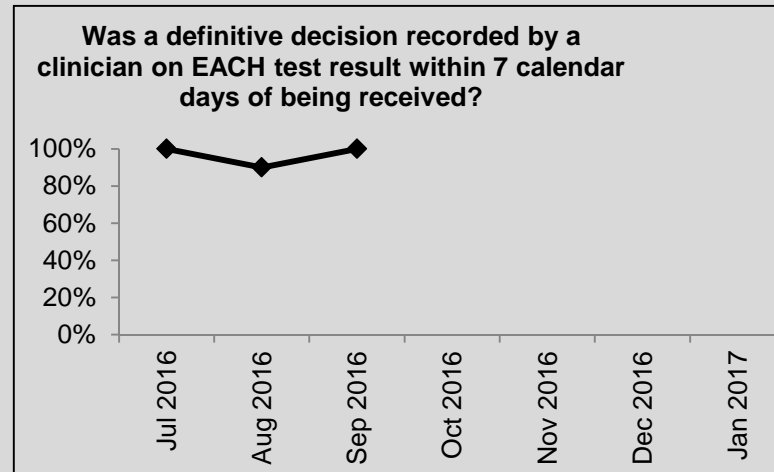
- Improved communication between GP and Nurse
- Opened up the opportunity to discuss patient portals

Connect Med (Patient Portal) Information Brochure:

- Provided opportunity to discuss the information

Also provided the opportunity to review and modify processes we have in the practice

Audit Results



Measures Summary

The data has allowed us to review whether:

By standardising the information on the lab results(using Quick keys has made it easier for:

- The nurse to communicate lab result outcomes to patients (make the process more time efficient)
- Patients to interpret what the lab results mean when accessing these via Connect Med (Patient Portal)

Whether changes to the recalling process has influenced the timeliness of any follow up actions e.g. recalling patient for follow up or a repeat of the lab test.

Highlights and Lowlights

- GP and PN both agree that SIP has made a difference and we are more conscientious when checking results and recalls.
- PN is more confident when advising patients of their results.
- PN is more diligent when updating recalls
- Patients comment that they like the fact they can access results on line, and have contacted the practice if they can't access their results.

Achievements to date

Do you have:

- An agreed aim - **yes**
- A change package - **yes**
- Measurement plan – **yes**

We also have:

- Clear expectations and defined responsibilities for all team members.
- Results clear and recalls entered and followed up.
- Positive comments from patients regarding Connect Med

Any other achievements?

- Positive experience for all team members.
- Desire to improve to and maintain 100% measurements.
- Patients enjoy the experience of taking ownership and checking results.