

Gabriel Medical Practice

PHO support:

Carol Ennis APHO

Lucien Gabriel GP

Sue Matthews PN

Anne Marie Davis PN

Veronica Jane, Pauline Harris, Jenny
Wilton (Administration)

“Buy - In”

Aim:

To improve our health and safety requirements in the delivery and maintenance of Warfarin to our patients

Buy-in:

- As a team we work together to maintain our Cornerstone Accreditation Standards and ensure best practice for our patients.
- We have regular staff meetings where we discuss any requirements and outcomes of audits being undertaken.

Change Ideas:

- Education to be given by the Practice Nurse for individual patients when they attend the practice for a consult.
- Practice Nurse will document the outcome of the education session in the PMS

- Identified a lack of documented education given initially in Secondary care when patients discharged on Warfarin

What Changes have you tested?

	Change Tested	Outcome
1	Pamphlet handout to be documented	Poor outcome due to patients phoning in for their Warfarin dose. Not always seen three monthly
2	Patients on Warfarin on arrival to clinic to be seen by the Practice Nurse for education	Outcome to be assessed with the November audit.

Most Successful PDSA Cycle

Too early to determine.

Measures summary

12/8/2016

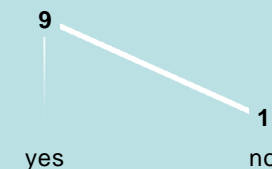
Is there evidence that the last advice on warfarin dosing given to patient followed current local guidelines or used computer assisted decision making? 12/8/2016



Is the target INR and duration of treatment clearly documented in the notes? 12/8/2016



Since the last blood test has the patient been taking the correct dose as ordered by the treating GP? 12/8/2016



8/10/2016

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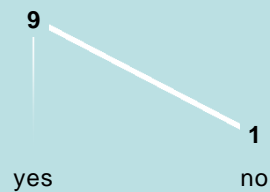
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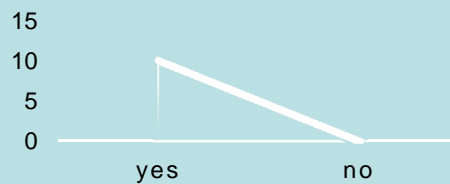
Measures summary

12/8/2016

Has the INR been taken within 7 days of the planned date?
12/8/2016



Is it recorded that the patient has received education about warfarin in the last 12 months? 12/8/2016

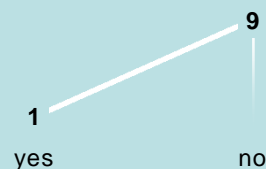


8/10/2016

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Highlights and Lowlights

- We are working as a team to improve our audit outcomes.
- Ongoing suggestions being adopted e.g an alert being implemented in their PMS for all patients on Warfarin that will enable the administration staff to initiate a nurse consult.

Achievements to date

Do you have an

- agreed aim **YES-To document all education provided to our patients on Warfarin**
- a change package **YES- Practice Nurse consultation initiated for education documentation**
- measurement plan **YES**

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

What has changed and what difference have the changes made?

Little change due to short time span of one month prior to re audit.

Small number of patients presented in the month for Warfarin medication education

Other comments

Increased patient Satisfaction and confidence with their warfarin regime.

- Critical importance of working as a team
- Perception of better patient care as a result