

Symonds Street Medical Centre

PHO and Facilitator: Auckland PHO -
Jean Lyle

Team members: Dr Andrew Grobler
(GP), Aira Lanssi (Manager), Shayna
Nisha (PN)

Organisational “Buy - In”

Aim:

Completed cornerstone in Dec, 2015 & undertaking several quality improvement initiatives.

SiP seen as an opportunity in practice wide to undertake a clinical aspect of our practice.

Buy-in

Discussed in the team meetings & it is an on going process within the team.

What Changes have you tested?

	Change Tested	Outcome
1	Needed a standardization of reporting comments even for normal results.	Working on it.
2	Changes needs to be inclusive of ALL clinical staffs.	Work in progress.
3		

Most Successful PDSA Cycles?

Unable to display due to IT/PMS changes in the practice in last few months.

Measures Summary

- Any result from any GP for previous months.
- Checking if there is any comments.
- Checking if comments on normal results are present as well.
- Is there a process followed by ALL clinical staff for normal results?

Highlights and Lowlights

- Highlight:
 - Online portal introduced to patients where they can access their results.
- Lowlight:
 - Change of PMS system in the middle of 3months.

Achievements to date

- Slow process due to change of IT/PMS systems.
- More to report in further 6mnths.
- Still not everyone knows about its roles yet & it needs to be discussed in every team meetings.

Any other achievements?

Formalizing the routine of reviewing results so that any individual reviewing patients notes would be able to immediately recognize any anomalies.