

Learning Session 2

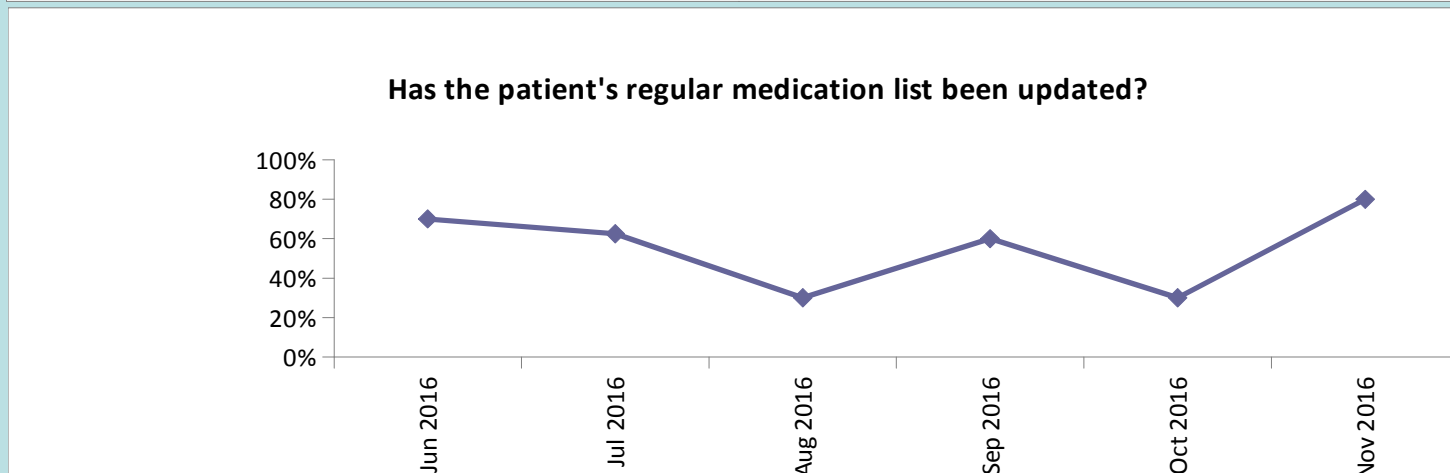
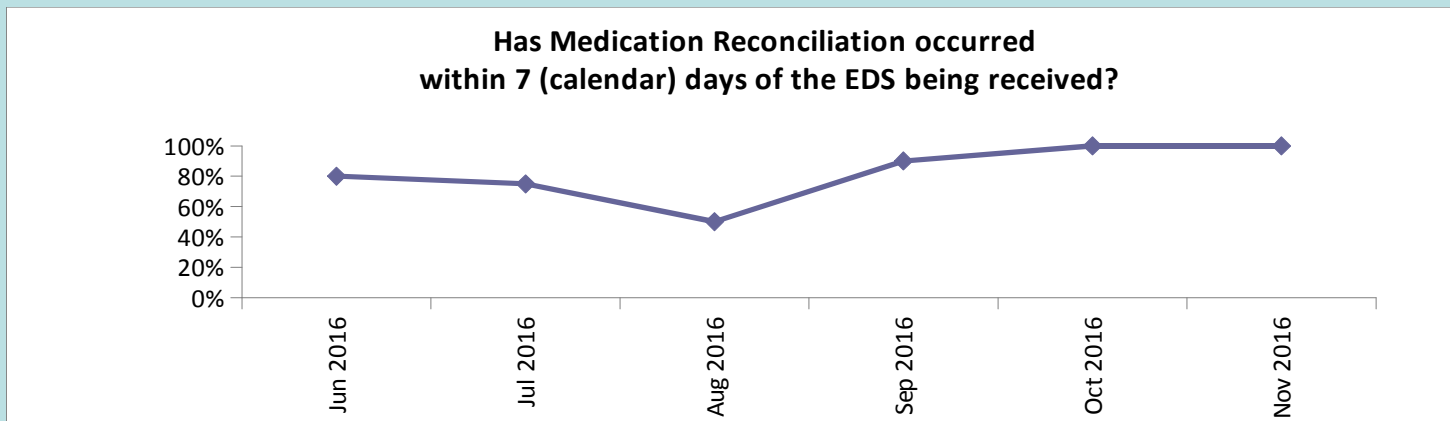
Anne Street Medical Centre Medication Reconciliation

Team members:

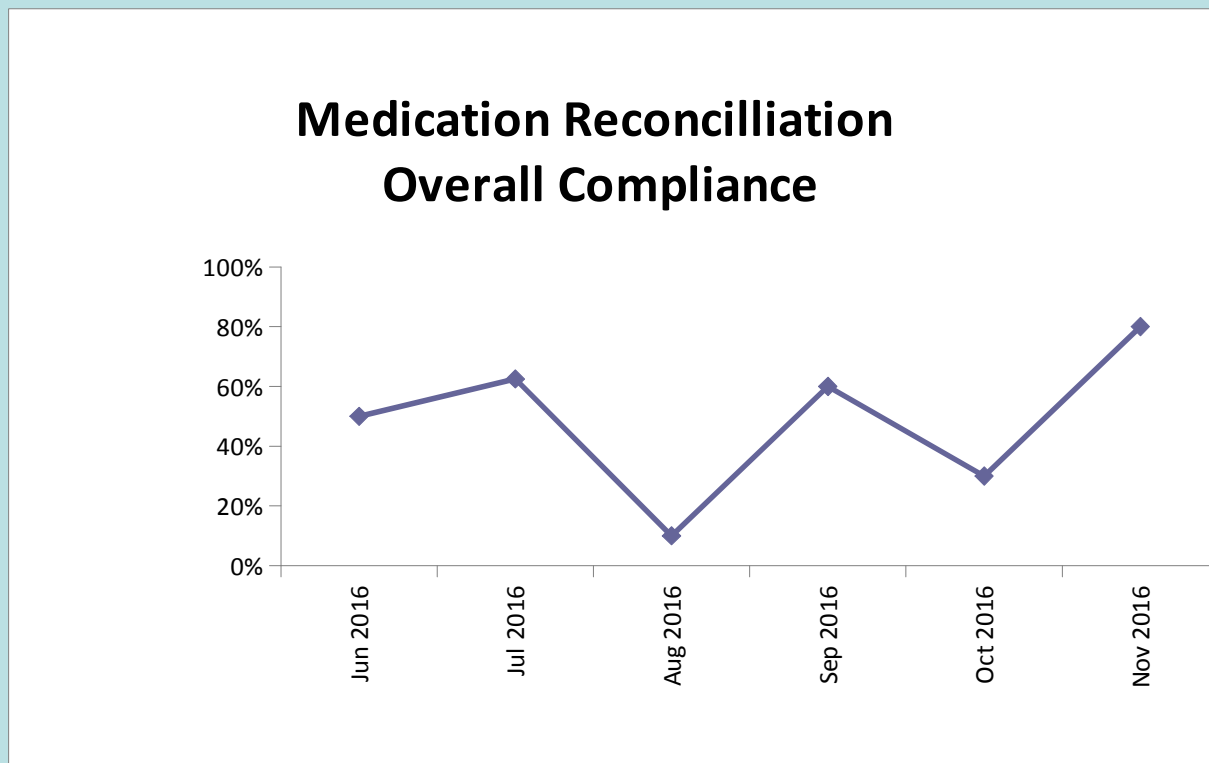
Dr Alastair Borwick and Helen
Schreuder

Procure Facilitator: Nicki Brentnall

Measures Summary (1)



Measures Summary (2)



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Note inserted on medication changed to “comments” box in inbox document	success	Simple concise notes. Key words yet to be tested.
2	Inbox documented forwarded to practice nurse to add alterations and contact patient	Success	Patient contact enables patient to voice any concerns, follow up and clarify changes and to make a follow up appoint with doctor if required.
3	Script status added to medication to notify other providers of change	Pending	Script changes populates in patient notes

Highlights and Lowlights

- What has been the experience of the team (General Practitioners, nursing and administrative staff and patients) in terms of their involvement in the improvements that have been made?
(can include any patient experience work)
 - Patients have been appreciative of follow-up phone calls, been given an opportunity to ask questions or voice any concerns.
 - Less phone calls from pharmacies on medication errors after secondary care treatment
 - Clinical staff more aware of medication changes
 - Increase in post discharge appointments with GP
- Extra work load

Trigger Tool

Brief Summary of experience working with Trigger Tool.

- Clinical staff more aware of medication changes
- Highlights the need to identify the “at risk patient”
- Classification updated from discharge summaries
- Assessment of whether follow up is required

Safety Climate Survey

Positive Outcome:

Staff felt we worked well as a team and felt comfortable with one another.

Verbal communication between all team members was good with the use of tasks in the PMS being effective.

Improve by:

Delegation of work load

Regular meetings including all staff

Notice Board to allow for updating any concerns