



# Avondale Health Centre

KEEPING YOUR HEALTH ON TRACK

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# Organisational “Buy - In”

## Aim

To ensure safe, efficient and timely results handling so that doctors and nurses are clear about actions required, patients are aware of results and actions and no actions are overlooked.

## Buy-in

**Not all results were being commented on.**

The comments were not always clear to the nurses. No formalised system to show that results have been actioned.

# Change Ideas

- To write a comment for all results into comment box.
- To standardise comments.
- To have a system to ensure that results are actioned.

# What Changes have you tested?

	<b>Change Tested</b>	<b>Outcome</b>
1	Doctors to use hot keys for comments.	Hot keys set up but use not analysed yet.
2	HBA1C used instead of FBC	The overall results are variable - relate to increased number of specialist ordered HBA1C cf FBC. We need to make these n/a in our audit.

# Most Successful PDSA Cycles?

**Plan** To use hot keys.

**Do** All doctors to ensure they use hot keys for actions.

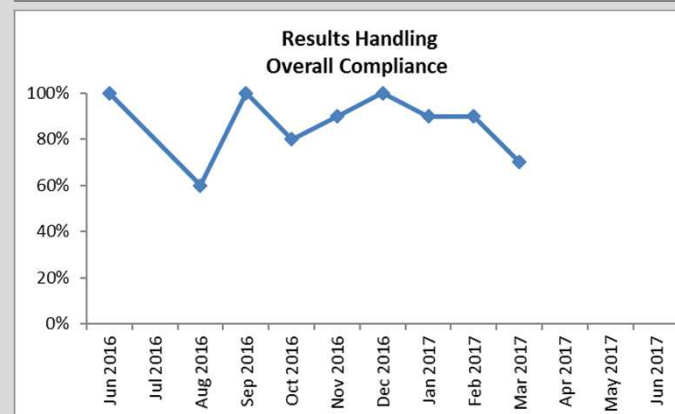
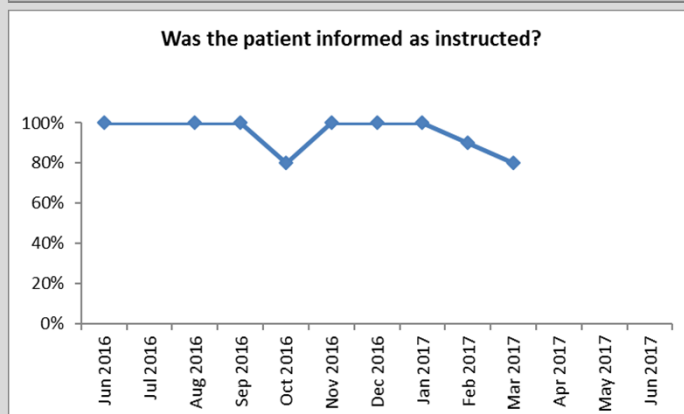
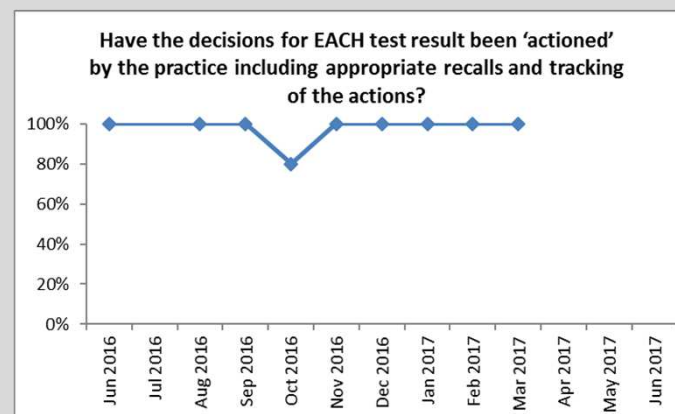
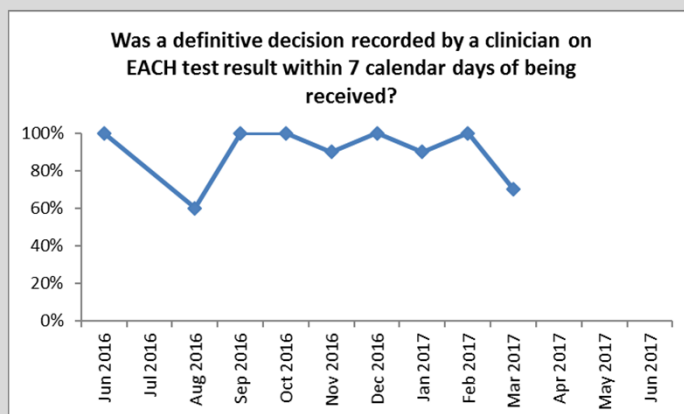
**Study** Audit completed at end of month. To analyse comments written.

**Act**

- Doctors to use hot keys.
- Doctors and nurses to feedback if there seem to be important comments omitted from hot keys.
- To determine whether hot keys improving communication and actioning of results by nurses.

# Measures Summary

We measured whether results were commented on and whether actions were taken.



## Highlights and Lowlights

- The nurses are now completing the audit.
- Continuing to comment on results. Anecdotal low uptake on hot keys.
- Have met with SIP team which was very helpful for Trigger tool.
- Have had a busy time with nursing changes so staff meetings have not been so focused on SIP.
- Have completed Climate survey, currently staff are reading through the report, will be discussed at next meeting 10<sup>th</sup> April.
- Have completed trigger tool but not had any formal conversation as a practice about what was found and how we could change our practice. Need a little more guidance on this.

## Achievements to date

- Entering comments for results.
- Hot keys developed.
- Nurse completing audit.
- Trigger tool completed - still need to have facilitated discussion around this.
- Climate survey completed – to be discussed as a team 10<sup>th</sup> April.
- Check in place for tracking histology results.

We do not have a measure for the impact results handling is currently having on our practice or patients.



## Any other achievements?

- We have been shown on how to annotate prescriptions and this is working well.
- Audits and other tools being completed with no stress. (however not finding time to analyse and discuss the results just at the moment).