

LEARNING SESSION TWO

Crawford Medical Centre

PHO and Facilitator:

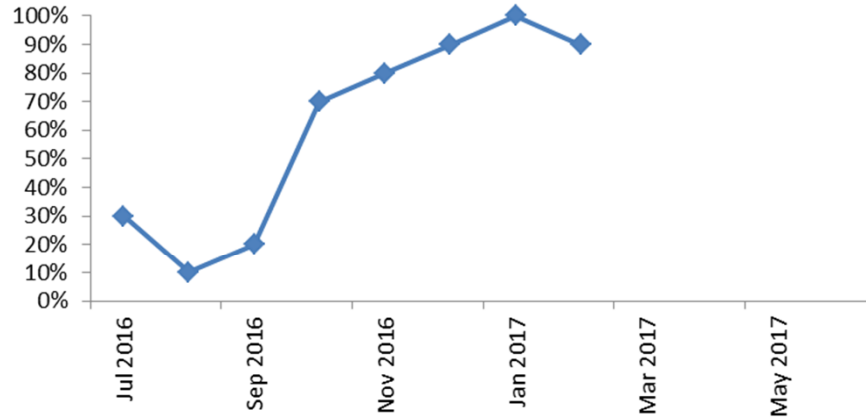
- Easthealth Trust, David Harrison

Team members:

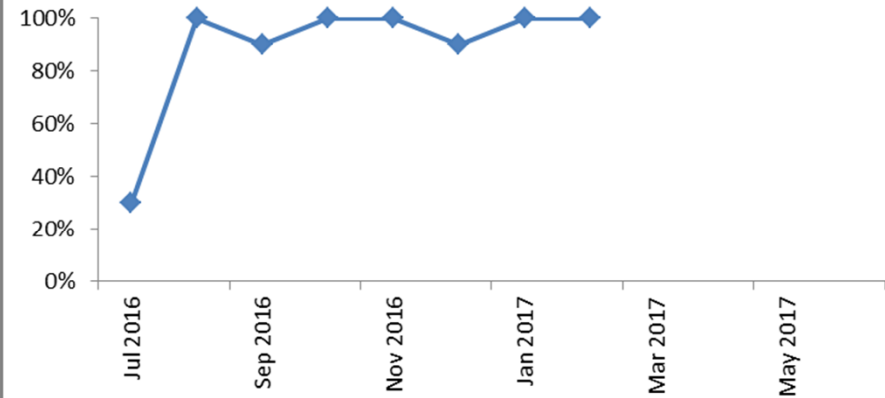
- Dr R.Greenman,
- Dr C.McIntosh,
- Yong Guo

Measures Summary

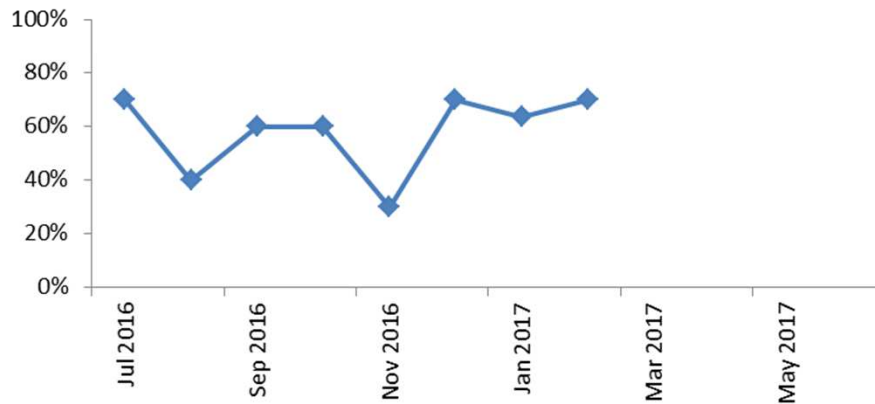
Is there an up to date smoking history recorded yearly in non-smokers and at every visit in smokers.?



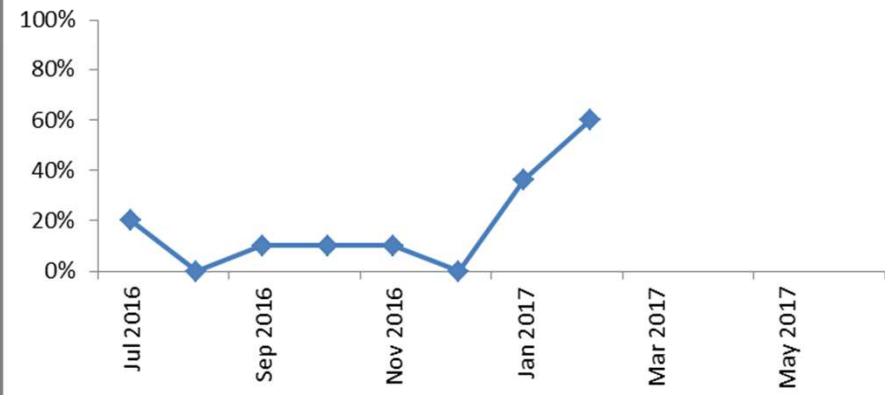
Has smoking cessation advice offered at every opportunity in the last year documented for all smokers?



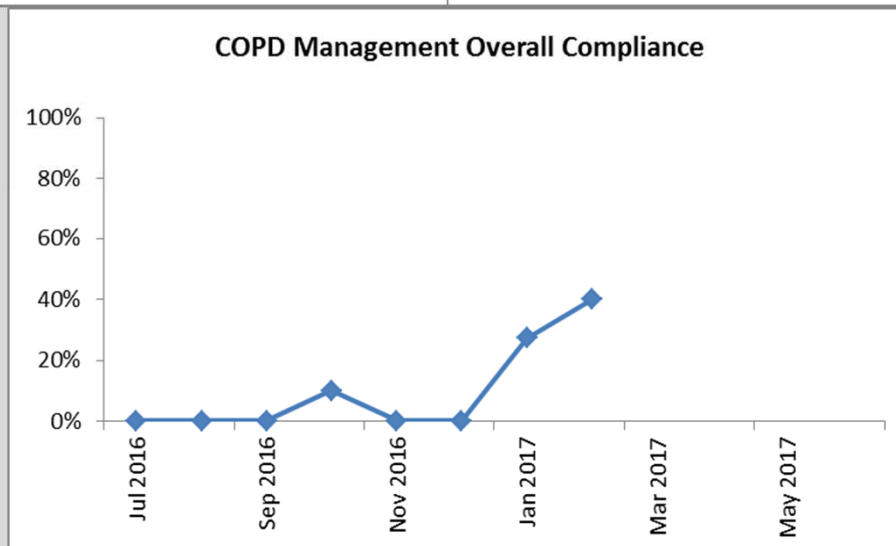
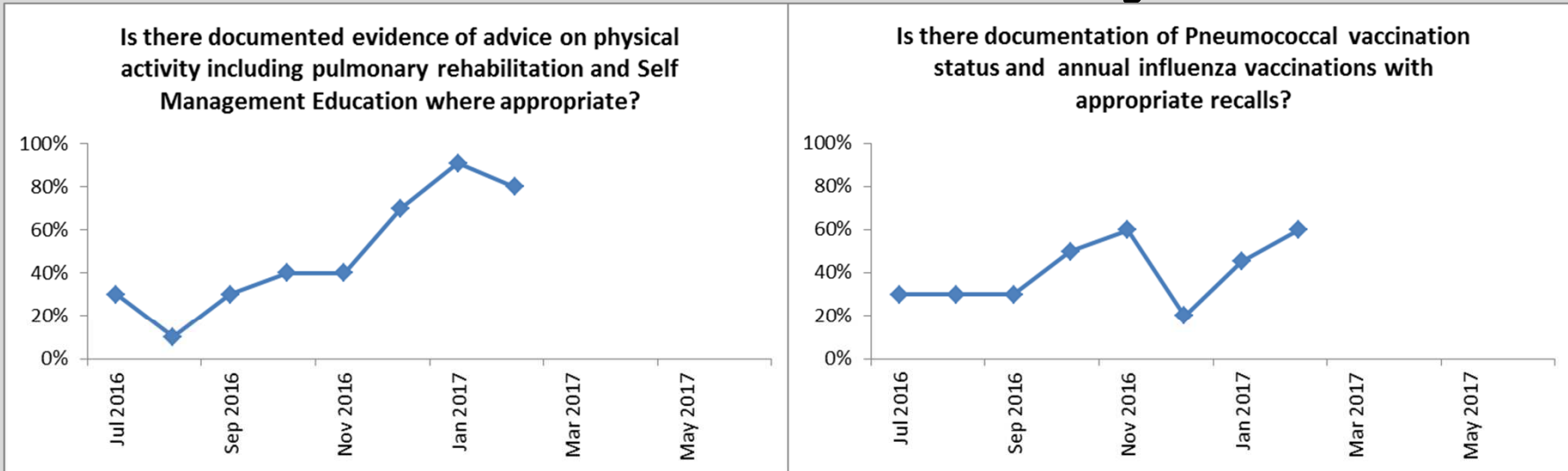
Is there documented spirometry and chest x-ray for all patients with diagnosed COPD?



Has the patient's ability to use an inhaler device has been assessed by a nurse or doctor in the past 6 months?



Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/ message for other practices
1	COPD online assessment template	<p>Success</p> <ul style="list-style-type: none"> Nurses and GPs found the template useful One stop data storage facilitates fast retrieval of critical information and enable easy assessment of client's condition. Enable nurses to provide timely and comprehensive education to patients in terms of care and self management <p>Failure: Time consuming for nurses and doctors. For doctors this may not be taken up readily.</p>	<ul style="list-style-type: none"> To ensure consistency, all doctors and nurses need to be very clear on the specific instructions related to various fields in the template. To be mindful that some staff may need reminding and extra training.
2	Spirometry screen on suspected and existing COPD patients	<p>Success- resulting in:</p> <ul style="list-style-type: none"> Increase number of spirometry performed. Improved patient care and treatment management More accurate recording of COPD in disease register 	<ul style="list-style-type: none"> Assigning a champion to go through the disease register will ensure all patients have up-to-date review individually, and any issues quickly resolved. Fully trained spirometry nurse – as spirometry recordings requires specific technique for accuracy

Key Ideas Tested (continued)

	Idea tested	Outcome (success or failure)	Advice/message for other practices
3	Spirometry screen on suspected and existing COPD patients	<ul style="list-style-type: none"> All COPD read coded patients contacted for assessment Eligible patients enrolled on ARI programme <p>Failure: Only has 1 nurse trained to do spirometry as we need 3 nurses fully trained in order to function efficiently.</p>	
4	Develop a Lung Health check survey targeting at smokers 40 years and over	<p>On hold as practice does not have the resources to implement this due to staff changes and other priorities (vaccines recalls).</p> <p>However doctors are referring opportunistically those patients who may be at risk of COPD</p>	More appropriate to target this group pre-flu season.

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)

- “It has been great, wish we could have run a clinic of COPD patients as it would benefit patient with this holistic care approach”
- “Has encourage me to be more aware, I’m doing more spirometry on my patients to establish a diagnosis”
- “COPD online template is time consuming but easy to use but once I get use to it , it’s straight forward
- “Spirometry equipment is easy to use”

Trigger Tool

Please provide a brief summary of your experience of using the Trigger Tool and subsequent actions taken following the use of this tool

Experience with the Trigger tool:

- Easy to use tool
- Completed audit on 25 patients' file
 - No harm or significant events identified that may result in patient safety incident but minor issues that may cause potential harm

Actions taken:

- Feedback given to colleagues

Safety Climate Survey

Please provide a brief summary of your experience of using the Safety Climate Survey and subsequent actions taken following the use of this tool

- The last survey that was conducted less than 12 months ago was well received by the staff and management team. The team identified workload as the main issue and is currently addressing this.
- With the current changes in staff, the practice plan to conduct another survey in April/ May 2017.