

Learning Session 2

EdenEpsom Medical Centre

Results Handling

Team members:

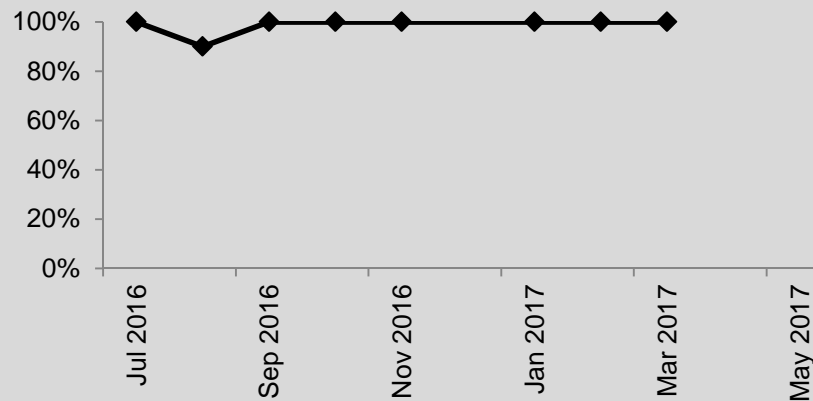
Dr Diana Good, Vicki Bennett (PN)
Evette Scopes and Louise Adams –
Reception

PHO and Facilitator:

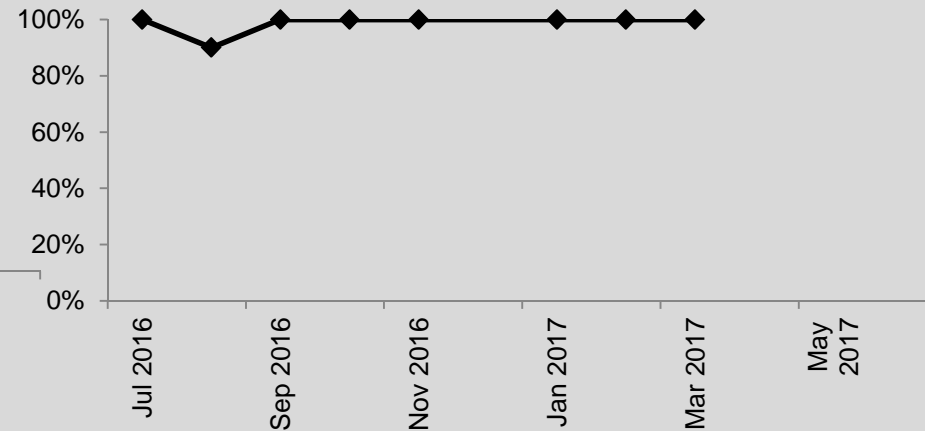
Nicki Brentnall & Bernie Tatton
(ProCare)

Measures Summary

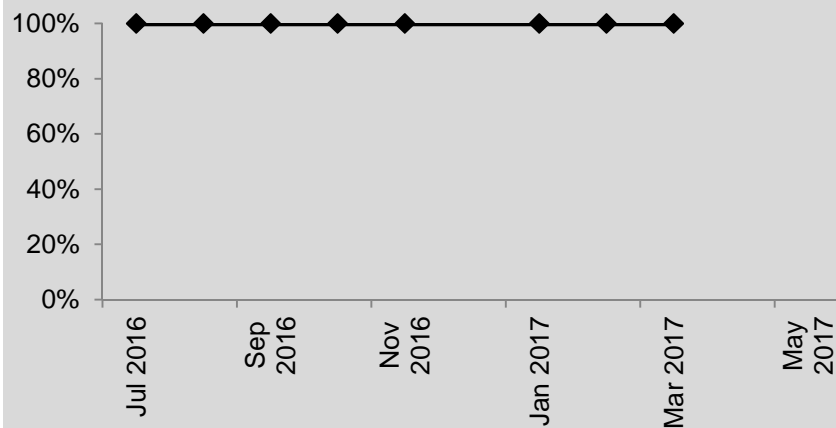
Was a definitive decision recorded by a clinician on EACH test result within 7 calendar days of being received?



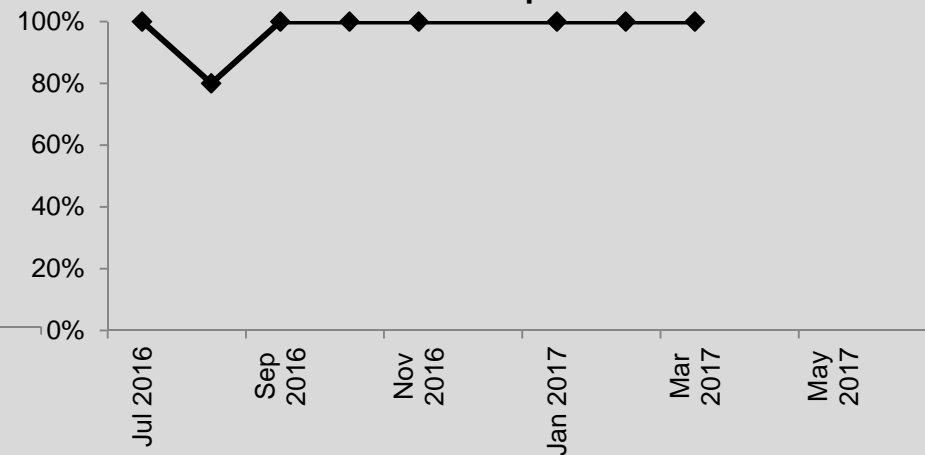
Have the decisions for EACH test result been 'actioned' by the practice including appropriate recalls and tracking of the actions?



Was the patient informed as instructed?



Results Handling Overall Compliance



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Quick keys for results	Working very well. More mindful of comments that patients see on the portal or use tasks instead	Be aware or plan for comments that are seen by patients on the portal eg educate patients
2	Active enrollment of patients in Connect Med – plus education pamphlet	Patient education on portal view of results & script requests ongoing	Good to use patient education pamphlets as well as conversations. Expect patients to take some time to understand.
3	Patients informed when enrolling and at consult regarding results policy	Using PMS quick keys to record patient informed of results policy	Quick key makes this much quicker process.

Highlights and Lowlights

Highlights:

- Our small team makes adopting & embedding changes much easier.
- Constant open communication means any issues are resolved with straight away.(= no lowlights)
- Less phone enquires for nurse as receptionists confident to provide normal result feedback.

Trigger Tool

Good support from Vikas to complete the exercise.

Recommend that solo GPs engage an external person to do x10 of the record reviews for learning & objectivity.

No harm identified or significant issues found.

Highlighted that GP to GP notes do not flag new patient recalls & specialist/hospital follow up requests which means a high risk of missing important follow up. Dr manually enters recalls & tasks nurse for any follow up as can be found. Inbox documentation remain a risk due to time required to check all notes.

Safety Climate Survey

Strong areas were positive leadership, communication and good teamwork.

An area to improve on was supporting the nurse over receptionist lunch breaks. Actions in place:

1. no vaccines booked at these times
2. medical student to cover front desk when available.

*our survey still included the negative ranked workload questions which resulted in some confusion & possible incorrect ranking.