

Gabriel Medical Practice

Warfarin

Team members:

Lucien Gabriel GP

Sue Matthews PN

Anne Marie Davis PN

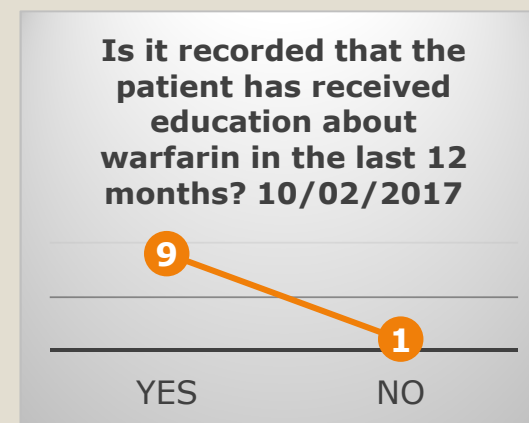
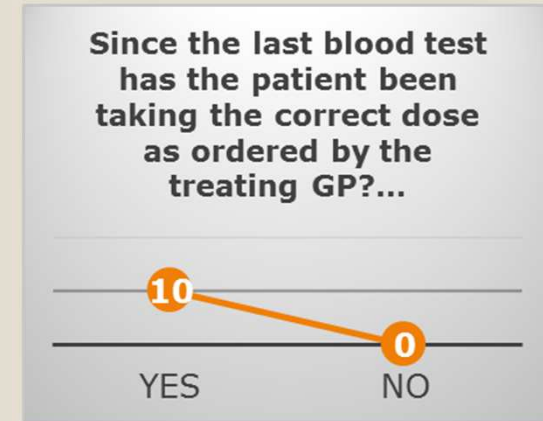
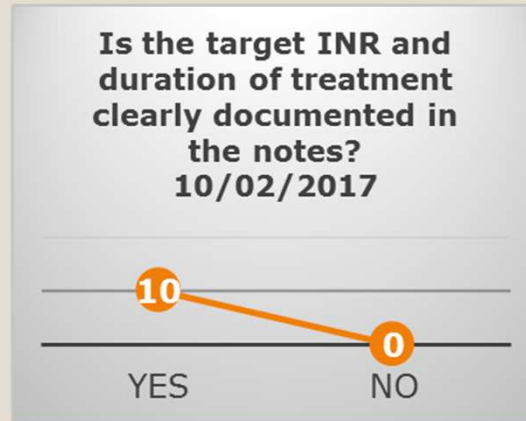
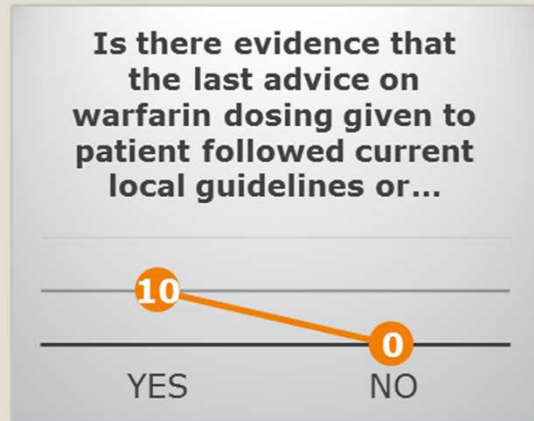
Chrissy Gabriel PM

Veronica Jane, Pauline Harris, Jenny Wilton
(Administration)

PHO support:

Carol Ennis APHO

Measures Summary



Focus

- Continue to add education to practice visits and telephone contact.
- Liaise with patients to ensure their understanding of the effects some foods may have on their medication.
- Alerts added to patient notes to ensure that all Practice Staff are aware of the need for the patient to be seen by the Practice Nurse.
- Practice Nurse will document education provided and any concerns that they have for patient understanding.
- Patients generally demonstrate understanding and compliance with their medicines.

Results

General

- All Practice staff completed the climate survey.
- The results were very positive and compared well with other practices.
- The results and comments indicate a highly cohesive practice team who respect each other particular skills and knowledge.
- Communication is seen as positive and effective within the team
- There is a high degree of trust and respect.

Climate Survey

Communication
Respect, trust,
small team

Leadership
Team respects
the clinical and
administration
leaders
Outcomes
focused

Workload
Highly experienced
staff. Practice
Nurse triage
capabilities

Teamwork
Mutual respect,
encouragement,
job satisfaction

Clinical
Assessment,
pathways,
treatment
options.
Non clinical
Financial
management,
budgeting

Safety systems
Updating skills and
knowledge
Significant events
appraised.

Climate Survey

Trigger Tool Summary

- The trigger tool indicates that documentation in the PMS is to be expanded to ensure that actions taken can be clearly understood.
- Record rationale between reduction or cessation of medicines.
- Clinical Team to support each other to complete fully all documentation to prevent any misunderstanding.
- Summary indicates that the findings were preventable and originated in the Practice.

Trigger Tool