

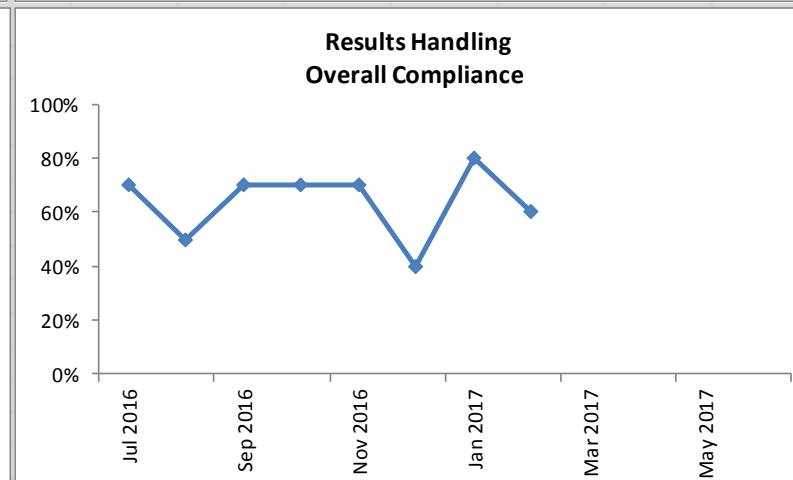
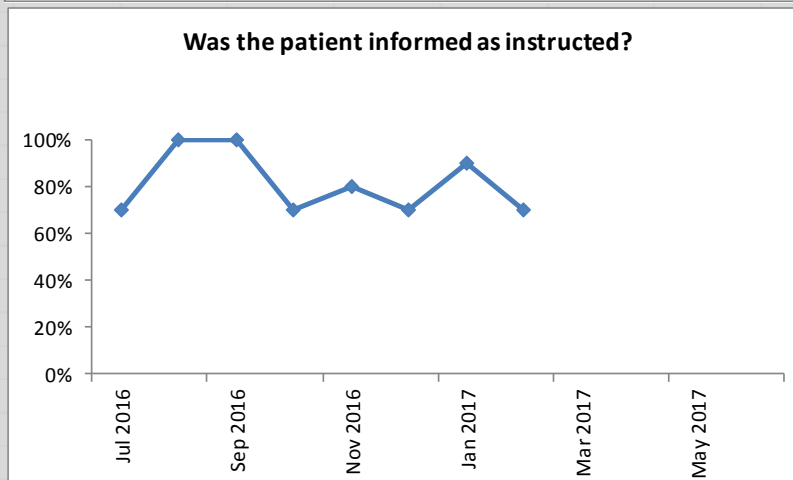
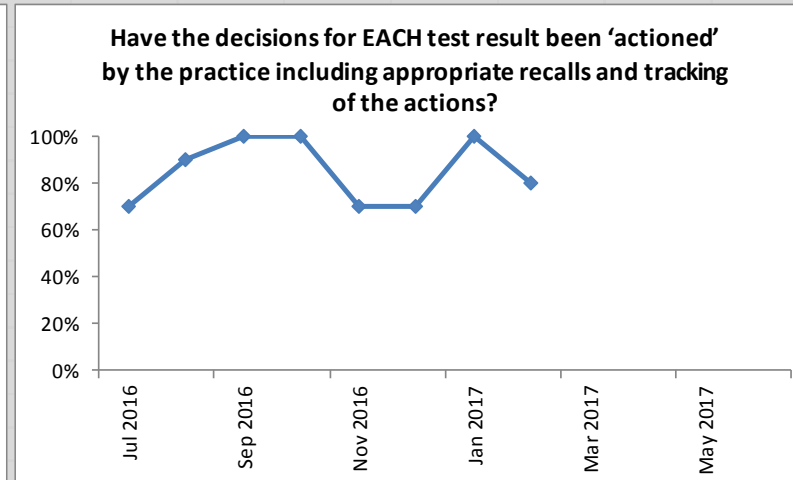
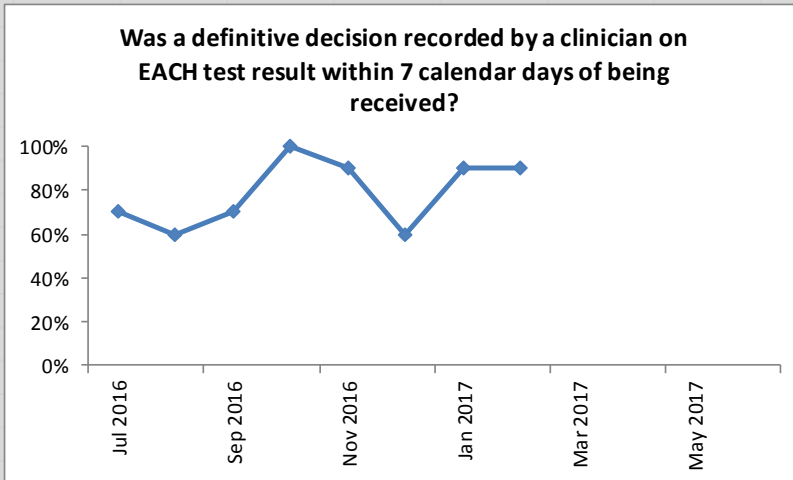
Learning Session 2

Kumeu Village Medical Centre Results Handling

Team members: Dr Nathan Joseph, Lesley Clapshaw, Liane Otto

PHO and Facilitator: Procure/ Nicki Brentnall

Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	The set up of quick keys for the comment box of results.	Successful	Team agreeance on codes to use, laminated code list and placed by each GP/Nurse computer.
2	Nurses to notify patients by text - normal results.	Successful	Annotated bottom of lab form that normal results will be texted as well as GP informing.
3	Continual reminder at a clinical meetings of new process	Ongoing	When reminded results improve.

Highlights and Lowlights

- Positive response from patients via text when notified.
- Win win with texting normal results, saving Doctor time with phone consults and patients informed in a timely fashion.
- Learnt how to utilise Medtech more efficiently , consistent use of codes by Doctors.
- Need to regularly remind Doctors.
- Graphs reflect seasonal disturbance.

Trigger Tool

We used one of our PHO Quality Outcome Framework audits as our data list.

Recalls to be set for follow up for patients not seen identified from various audits we are running.

Update on best practice for recurrent UTI prophylaxis and CVA prevention protocols.

Some patients not had recent necessary bloods.

Safety Climate Survey

Overall happy with feedback. Above average on all tables and particularly strong in teamwork - which is an area we work hard on maintaining.

Discussed results with Owner GP/Clinical Director /Nurse Leader and will discuss at next full team meeting – April.

Two areas to work on as a team - clinical workload and performance of the team impairment by excessive workload.