

Learning Session 2

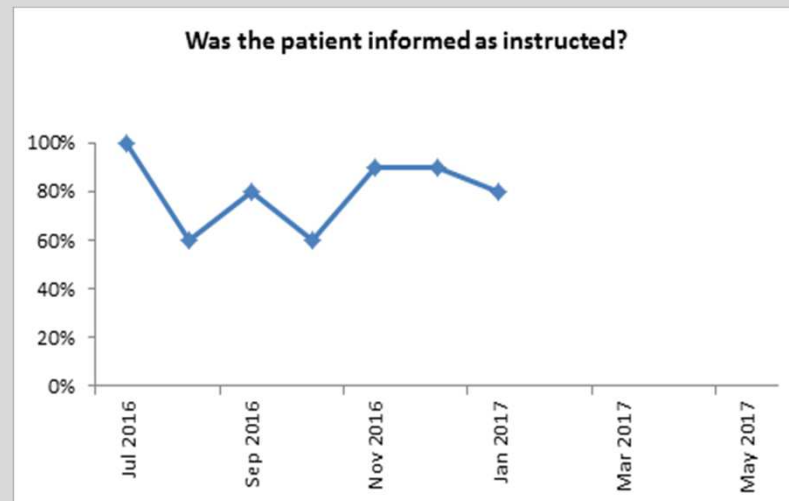
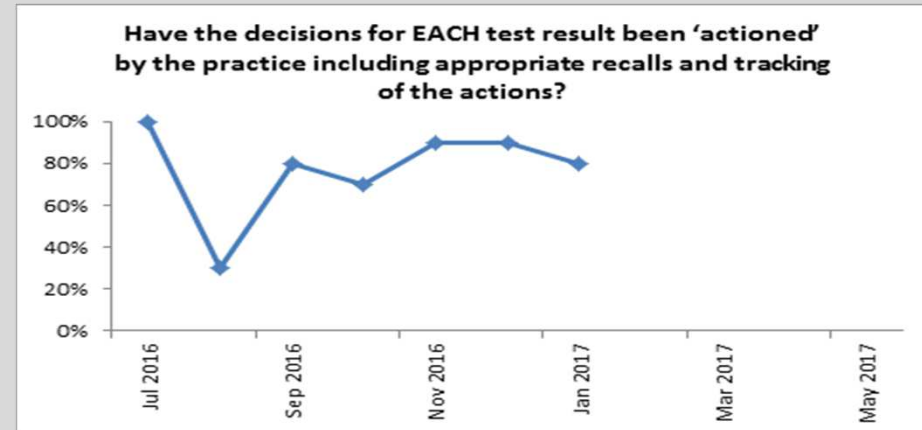
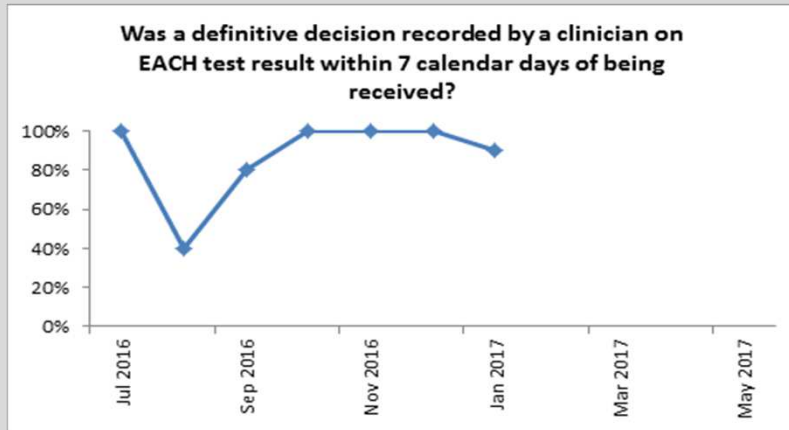
Symonds Street Medical Centre

Results Handling

Team members: Dr Andrew Grobler (GP), Aira Lanssi (manager), Sanaz Rezaeefard (clinical Manager, Shayna Nisha (PN).

PHO and Facilitator: Auckland PHO
- Jean Lyle

Measures Summary



Key Ideas Tested

	Idea tested	Outcome (success or failure)	Advice/message for other practices
1	Patient portal-beginning to utilize it more	Still in the process	Need to discuss with other practices regarding doubling of information.
2	New clinical staff	Routine introduction to SiP process	
3			

Highlights and Lowlights

Highlights:

- It's a very high demand general practice.
- Ongoing introduction of Online portal to patients where they can access their results.

Lowlights:

- Slow process-as had a new PMS system & introduction of Patient portal with some staff changes.

Trigger Tool

Please see the trigger tool report attached.

Safety Climate Survey

Aira/Manager will follow up on this