

# Learning Session 3

## Crawford Medical Centre

### COPD

Team members:

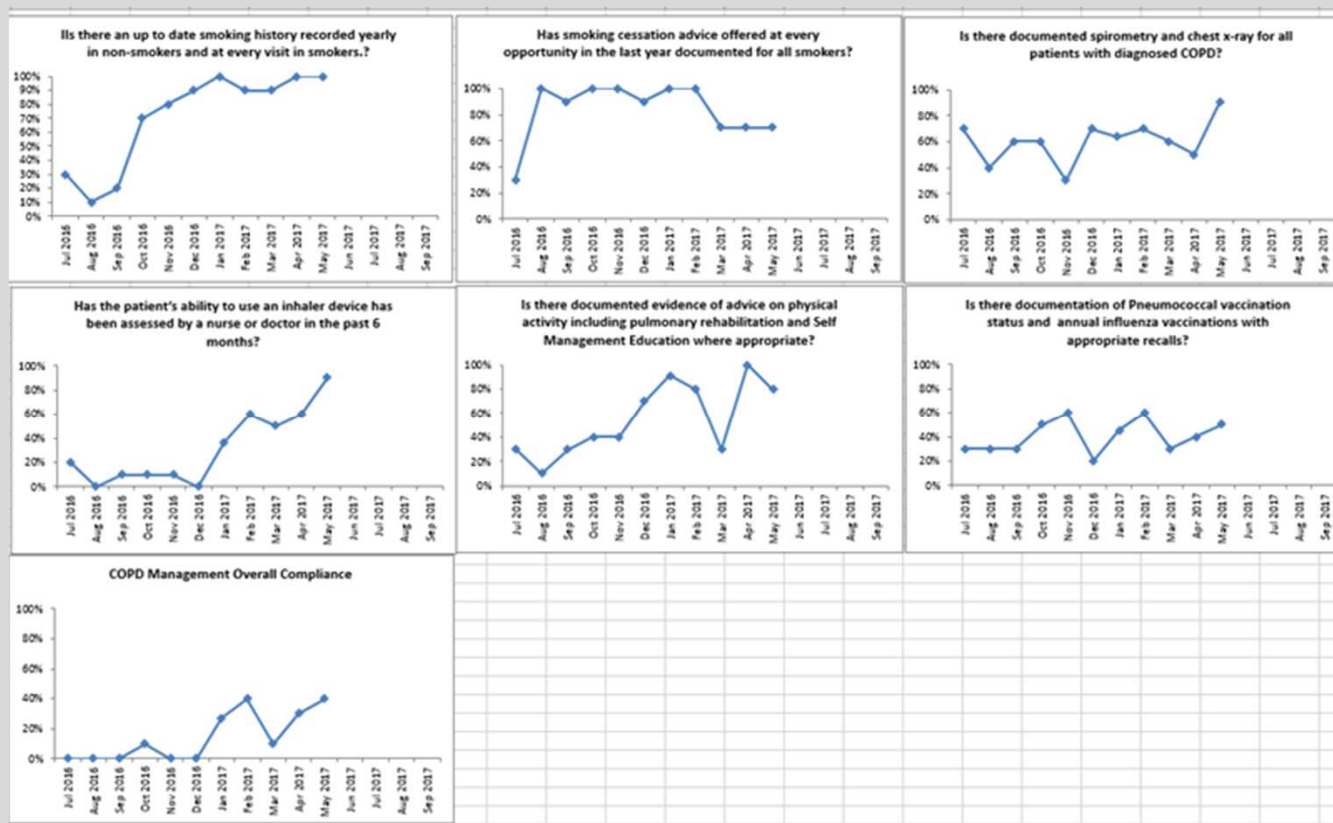
- Dr R. Greenman
- Yong Guo

PHO and Facilitator:

- Easthealth Trust, David Harrison

# Measures Summary

Share your results for the year and annotate any key change ideas



# Learnings & Change Package

- *How did your results change from the beginning to the end of the year?*
  - Initially poor documentation and needed improvement in best practice for COPD patients.
  - Improved documentation
- *How did you achieve this improvement?*  
*Key changes*
    - Patients with COPD enrolled on ARI.
    - Use of best practice template used.

# Learnings & Change Package

- | <i>Best Change Idea</i>   | <i>Lesson</i>   |
|---|---|
| <ul style="list-style-type: none"><li>• Using ARI for COPD patients (moderate/ severe)</li><li>• COPD assessment template on PMS (Medtech)</li><li>• Nurses upskill in COPD assessment, spirometry and documentation.</li><li>• Improvements for current patients specially regarding pulmonary rehab, quit smoking and improved inhaler technique.</li></ul> | <ul style="list-style-type: none"><li>• Query builder- Practice Population included rest home patients who do not come to Crawford – affected audit results</li><li>• Problem with audit question having two components to one question makes it harder to analyse.</li></ul> |

# Other Thoughts

*Is there anything else that the team would like to share, either with other practices this year or new practices starting soon?*

- Consider ARI for COPD patients helps with costs, nurse time allocation helps towards assessing adherence to medication assessment and best practices for COPD following guidelines.
- Trigger tool – record drug/ medicine allergy or interactions as the information comes to hand in medical warning.
- Safety climate survey – The practice decided to defer this to the later part of the year.
- Patient experience - Positive.

# Highlights

What are your main highlights from your year in Safety in Practice?

- developed a process for COPD patients
- use of COPD template
- enrol patients on ARI
- patient receives one on one education and action plan
- evidence of data to compare with future checks
- anecdotally patients seemed to find the process helpful especially regarding the COPD booklet educational materials and referral to “Better breathing course”