

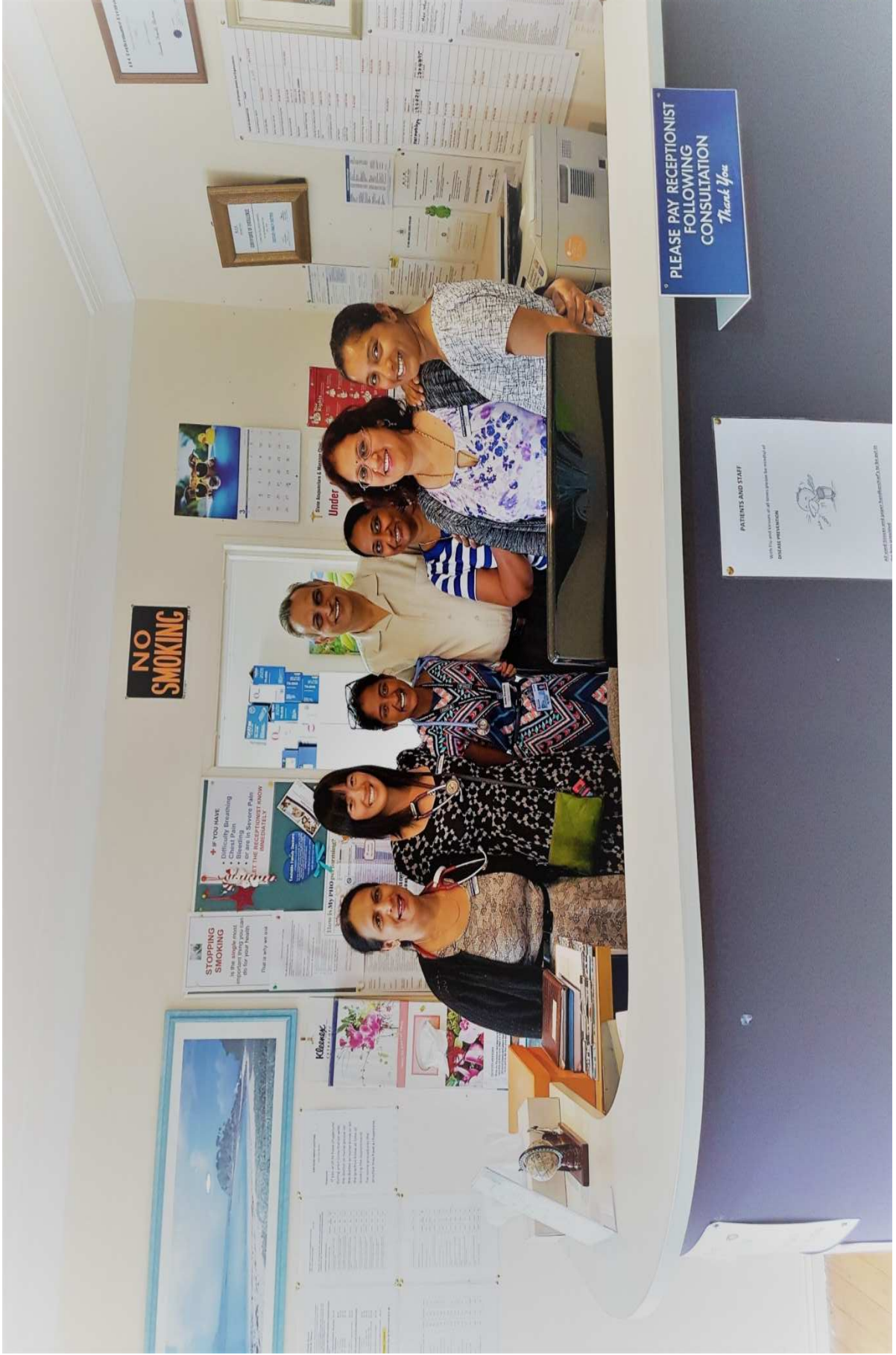
# Learning Session 3

## Eastside Family Doctors Cervical Smears

Dr Kulvant , Dr Ranjini Ram

Rekha Venet Sashi Plus house officers  
/Registrar / Medical students

Easthealth Trust PHO David Harrison



**NO  
SMOKING**

**STOPPING SMOKING**  
In the single most important step you can take for your health, please do not smoke.  
If you have:  
• Difficulty breathing  
• Chest pain  
• or are at least 35 years old  
... **IT'S TIME TO STOP!**  
... **IT'S TIME TO STOP!**  
... **IT'S TIME TO STOP!**

**PATIENTS AND STAFF**  
Please do not smoke in any of the premises.  
**PLEASE PREVENTION**

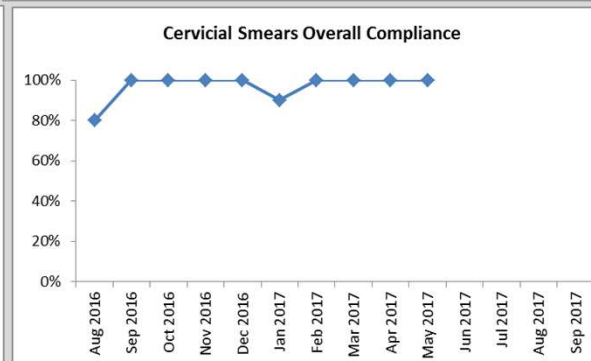
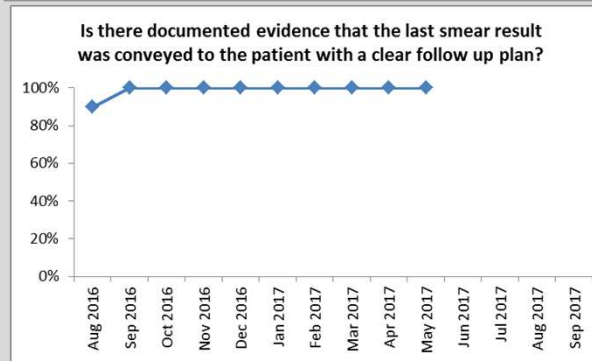
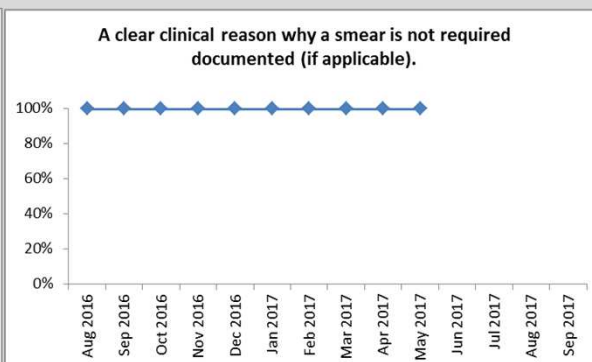
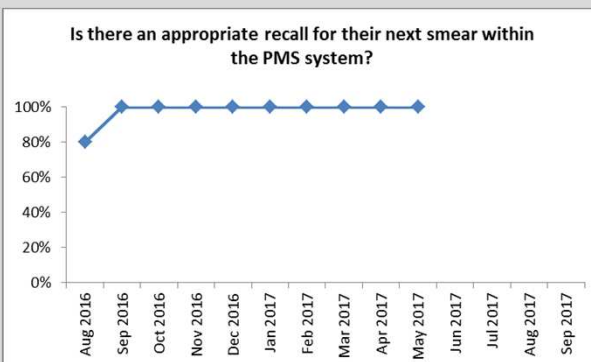
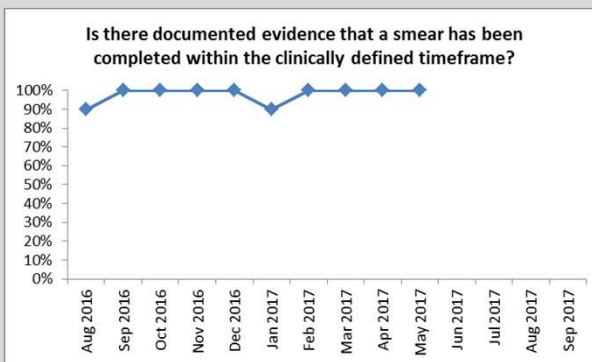
**PLEASE PAY RECEPTIONIST  
FOLLOWING  
CONSULTATION**  
*Thank You*

# Measures Summary

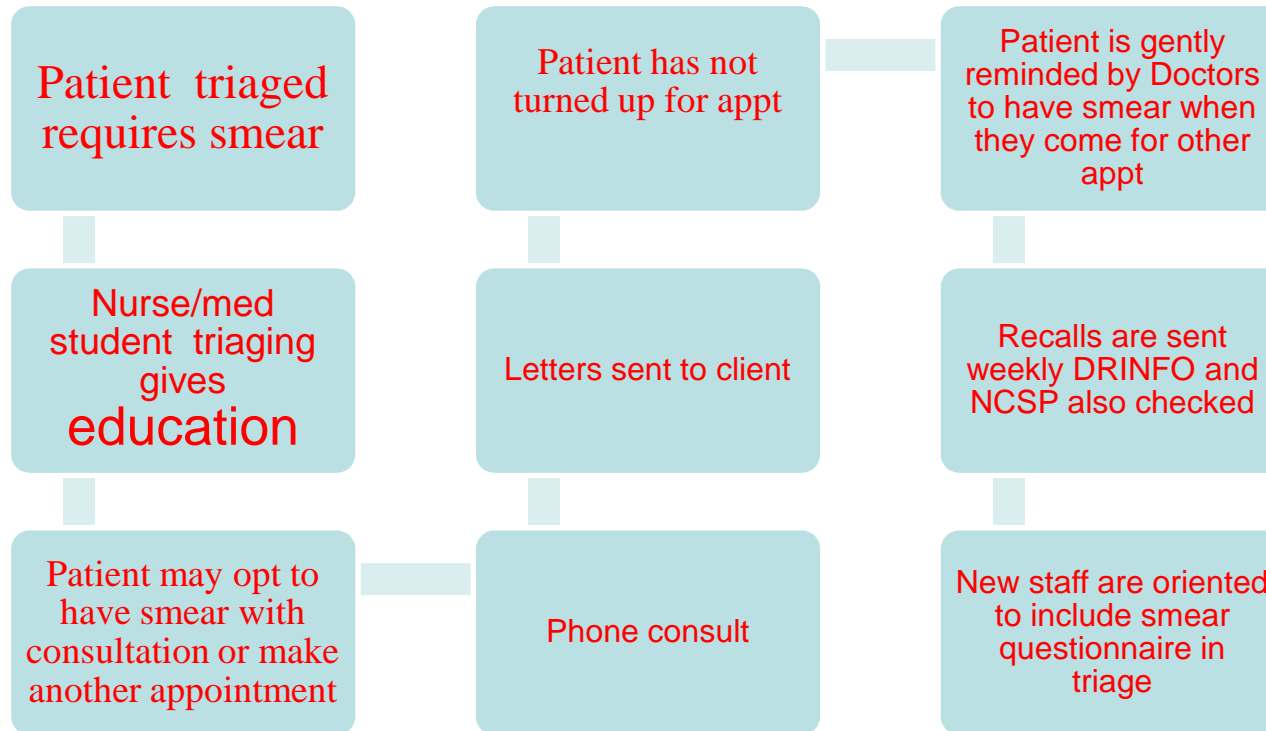
The results as below have steadily increased to 100%  
And with the present system in place has maintained a  
constant success .

The aim is: To work as a team and  
to provide quality care to a small practice with good patient  
/ staff ratio and place emphasis on education so that  
patients can make decisions that are beneficial to them.

# Measures Summary

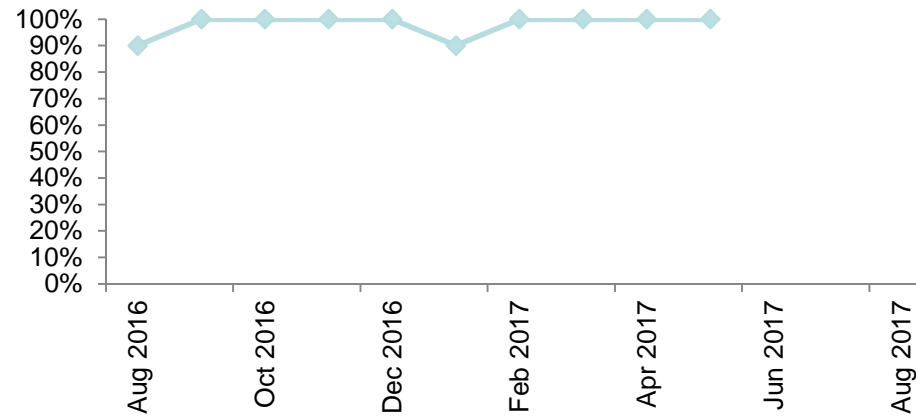


# Systems in place



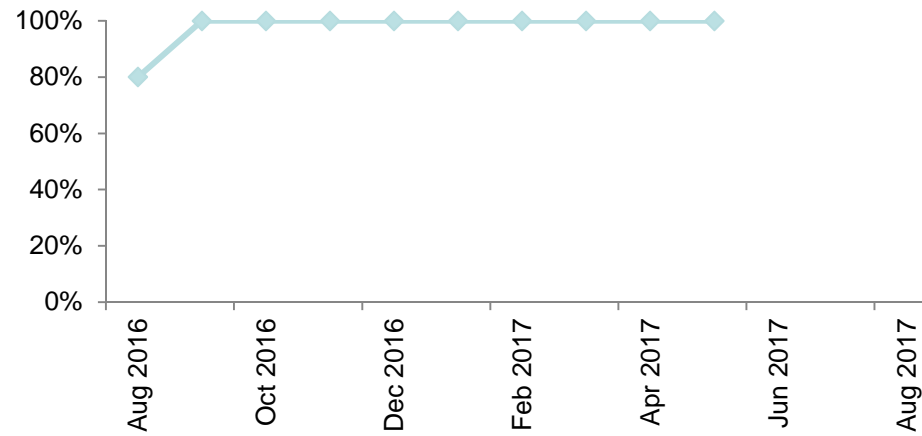
# *Smears COMPLETED within given time frame*

**Is there documented evidence that a smear has been completed within the clinically defined timeframe?**



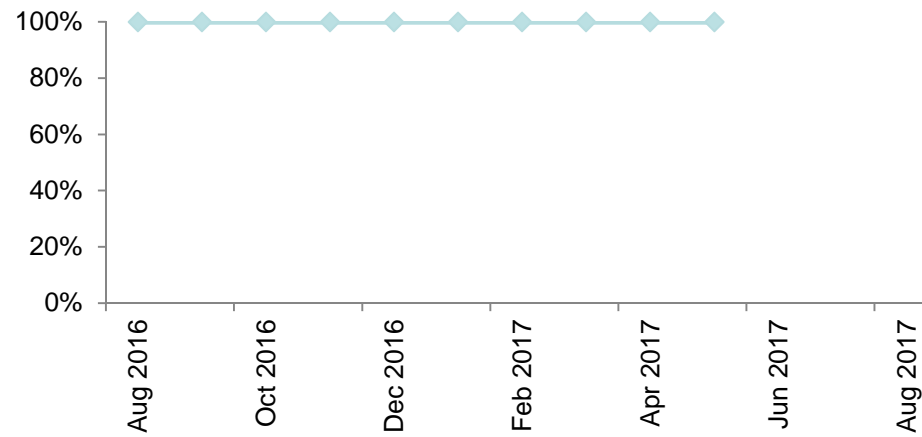
# An appropriate recall system in place

**Is there an appropriate recall for their next smear within the PMS system?**



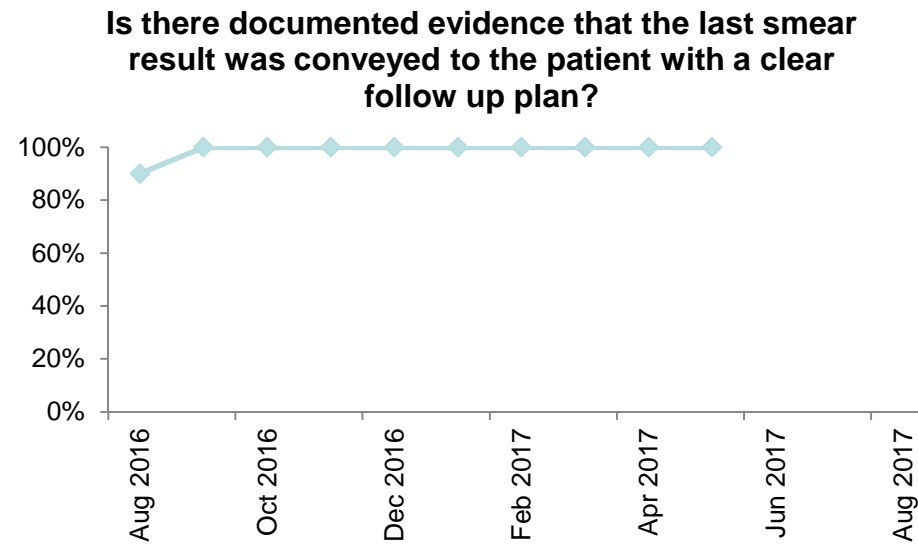
# Smear documented if not required

**A clear clinical reason why a smear is not required documented (if applicable).**

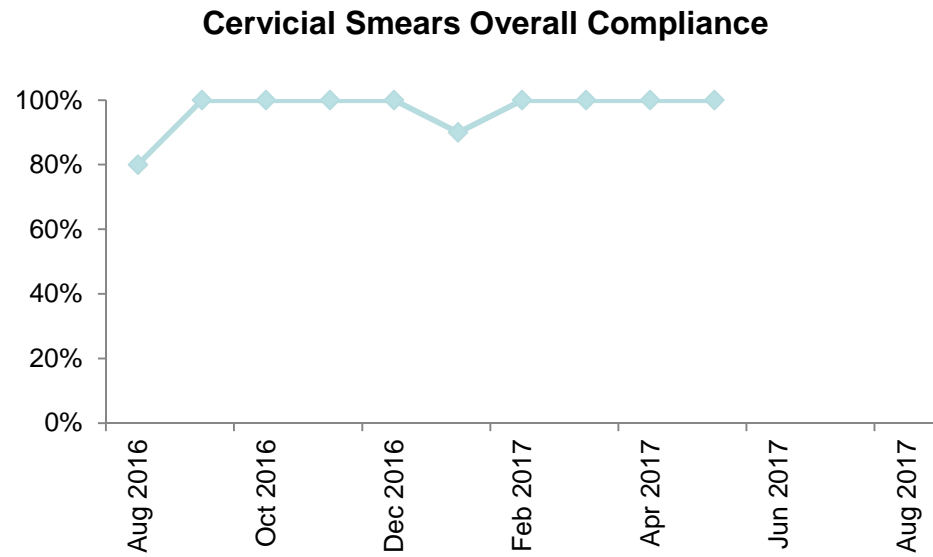




# Documented evidence that smears are conveyed to patients



# Smear compliance



# Learnings & Change Package

- How did your results change from the beginning to the end of the year? Results improved and stayed steady
  - Patient survey (random sample )
  - Every staff encouraged to work as a team
- How did you achieve this improvement?
    - Change ideas were discussed in staff meeting
    - PDSA cycle
    - Orientation package included change
    - Results of survey were implemented
- Monthly audits

# Learnings & Change Package

- Best Change Idea
- To listen to patient
- Understand their barriers

Give them best and honest advice

Everyone in practice to practice the same philosophy

- Helpful to know

A patient needs to know that it is normal to be fearful

A patient who has a fear of smear should be given the most experienced person

Listen to patients

# Other Thoughts

SIP requires commitment and with already a very busy schedule in our daily routine, it would seem impossible to do this as well.

Later it would materialise that the audits and surveys are very beneficial for practices to bring about change and create patient centred care .

In the long run this creates a safer practice and also “believe it or not” saves time.

# Highlights

- Our surveys revealed that patients were very happy with the staff in general and they felt safe and comfortable with all of them
- Our smears have improved and since we have implemented the change 2017 has been the highest smears done in a year so far .