

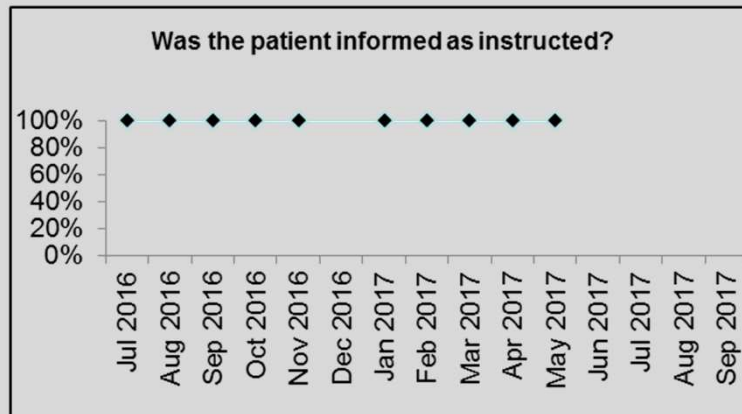
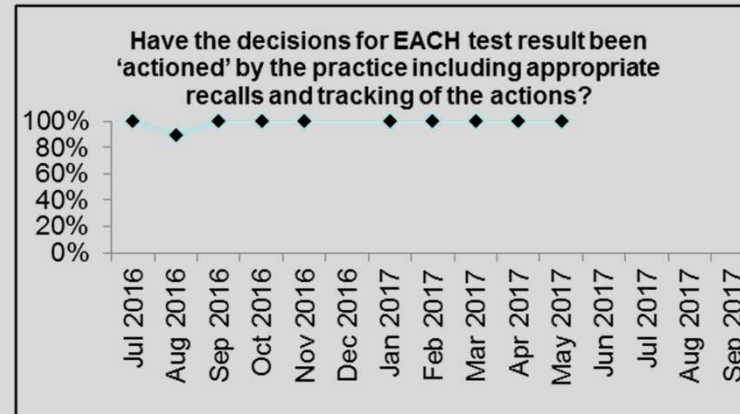
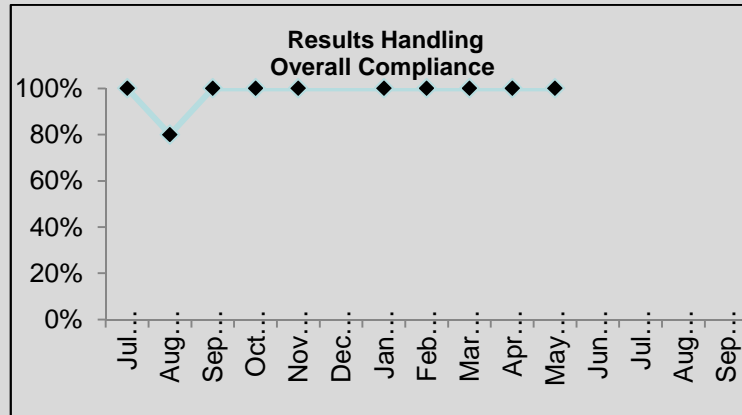
Learning Session 3

Eden Epsom Medical Center Results Handling

Team members: Dr Diana Good,
Vicki Bennett (PN) Evette Scopes
and Louise Adams (Reception)

PHO and Facilitator: Nicki
Brentnall (Procure)

Measures Summary



Learnings & Change Package

How did your results change from the beginning to the end of the year?

- Constant open communication means any issues are dealt with straight away
- Educating patients regarding patient portal and planning on comments seen by patients on portal.

How did you achieve this improvement?

- Quick Keys
- Pt education and encouraging Connect Med use.
- Receptionists confident to provide normal result feedback, so less phone enquiries for nurse to handle
- Small team means adopting and embedding change is easy

Learnings & Change Package

Best Change Idea

- In a small Practice we felt that it would be more appropriate for an external person to do x10 of the record reviews for learning and objectivity.
- Set up protocol for locums regarding results.
- Quick keys make a much quicker process.
- Open communication between all team members

Helpful to know

- Adopting and embedding change is a good thing, positive leadership, communication and good teamwork make change easy.
- GP to GP notes do not flag new patient recalls and specialist / hospital follow up requests which means a high risk of missing important follow up.
- Inbox documentation remains a high risk due to time required to check all notes

Other Thoughts

Openly sharing information in a positive way between Practices benefits everyone.

We appreciate the great support from Vikas and our facilitator Nicki.

Highlights

Achieving the goal of 100% in audits constantly.

Learning and working together alongside other Practices.