

# Learning Session 3

## Kumeu Village Medical Centre Results Handling

- Team members: Dr Nathan Joseph, Lesley Clapshaw, Liane Otto
- PHO and Facilitator: Nicki Brentnall

# Measures Summary

- Gains have been made in the area of the timeliness of reviewing and processing the lab results. Also the use of comments in results the GP is waiting to decide on.
- The codes that we created are working well and being used.
- Cascade effect of not meeting question 2 has meant we have been unable to maintain high levels of patient contact when results are normal. This is in part our own undoing?? Because we have a stringent policy that all patients with normal results will be advised. Its not the system that's broken is putting it in place = time.

# Learnings & Change Package

- How did your results change from the beginning to the end of the year?
  - Peaks and troughs. Started off well, dipped over the Christmas holiday period slowly coming back up.
  - Infrequency of clinical meetings has had an impact.
- How did you achieve this improvement?
  - Consistently reminding clinical staff of the process.
  - Moving some of the work flow to the nurses.
  - Team buy in from the beginning.

# Learnings & Change Package

- Best Change Idea
  - Finding out how to use the shortcut keys in the in box comment field.
  - Policy to text patients normal results has saved timed for GPs and nurses and reception.
- Helpful to know
  - Consistency in how we record patient contact needs work

## Other Thoughts

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

- Well worth the time, good to have a common goal all agreed on at the beginning to work towards. Been great having the comfort of knowing that we now have good systems in place for the areas we have now audited.

Have you anything to share from the trigger tool, safety climate survey or patient experience?

- Happy with results in climate survey. Good to know where the team thinks the practice is at in line with where management thinks things are at.
- Trigger tool has been good to fit in with a Quality Outcome Framework we are working on with the PHO and also gives some good time for reflection that you don't have time for on day to day basis.

# Highlights

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

- Getting the new system and codes in place.
- The appreciation from the patients when we call to inform them.
- Comfort in the timeliness of the results been reviewed.