

# Learning Session 3

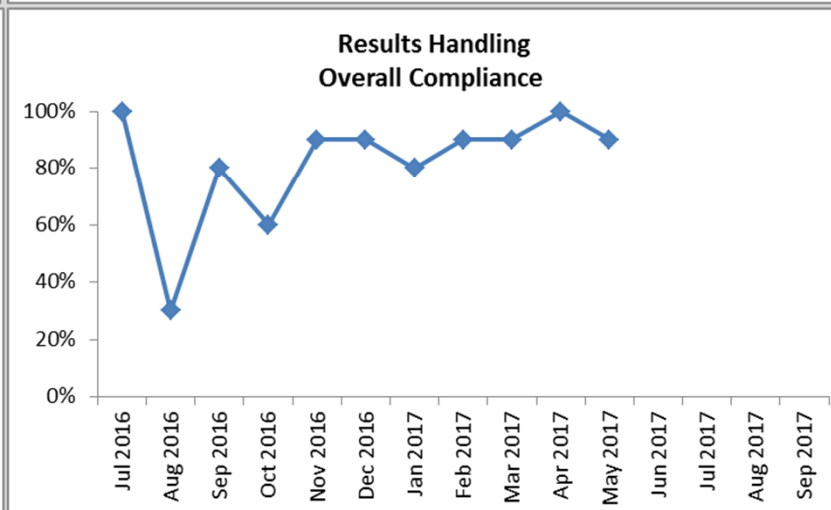
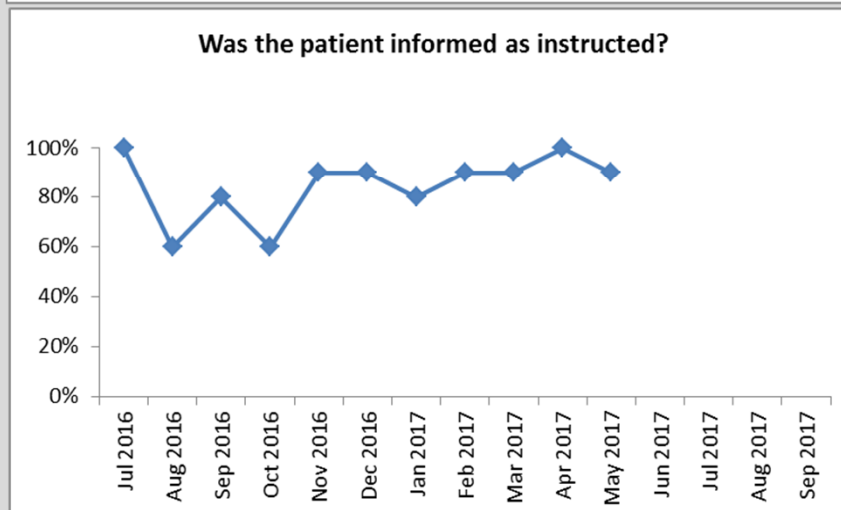
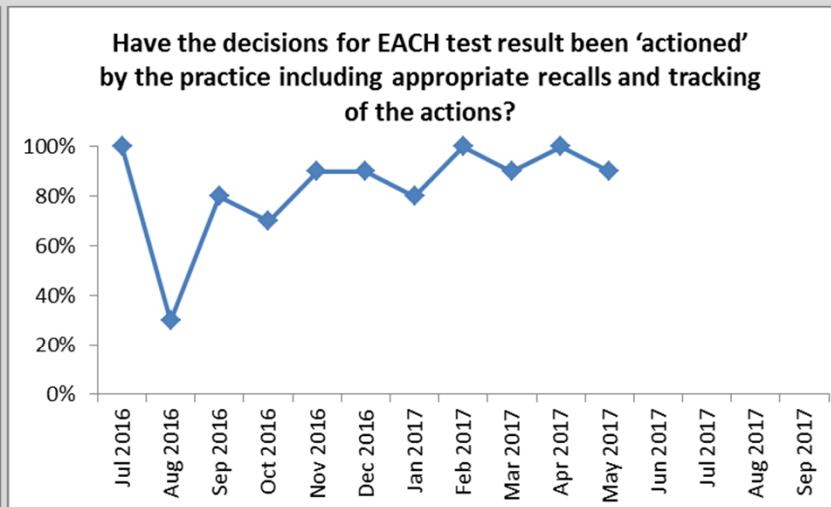
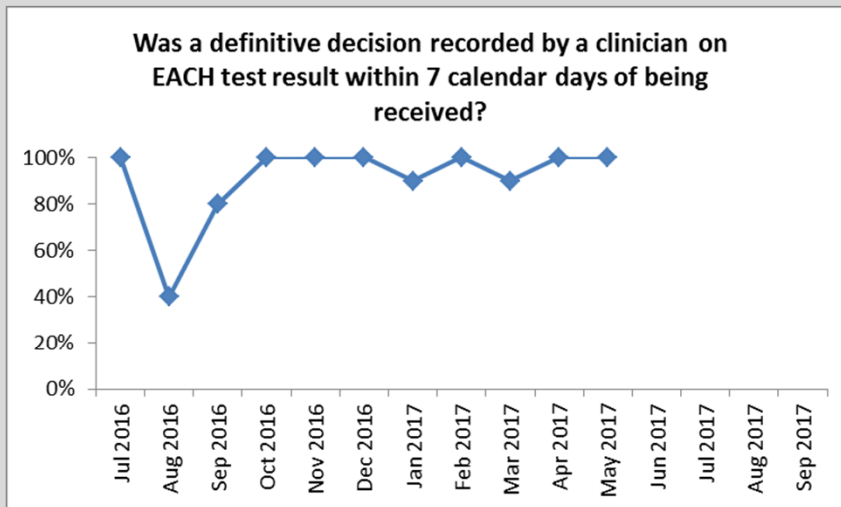
## Symonds Street Medical Center

### Results Handling

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

PHO and Facilitator: Auckland PHO-  
Jean Lyle

# Measures Summary



# Learnings & Change Package

- Our initial results were on 30% which was mainly affected by the change of PMS system in the very beginning.
- But by the end of the year we have seen massive improvements in overall results-fluctuating from 80%-100% level and we are aiming to maintain this level from here onwards.
- **Initial improvement was achieved by making sure that ever doctor recorded their decision even for normal results as putting “n”.**
- **We also had doctors assistant following up at there doctors patients results when doctors were on leave & requesting other doctors to action it**

# Learnings & Change Package

- Best Change Idea

Doctors commenting on even normal results made all clinical staff/nurses clear about the follow up action/plan required for patients instead of just leaving it blank.

- **Helpful to know**

Change of PMS system had a great impact on our results as the doctors/clinical staffs were still learning the new system.

## Other Thoughts

- Get more “Everyone” involved instead of just few members of the clinic.
- Complete the trigger tool earlier to see if it provides any change ideas.
- Need to start utilizing Patient portal more.

# Highlights

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