

Learning Session 3

WIRI FAMILY DOCTORS

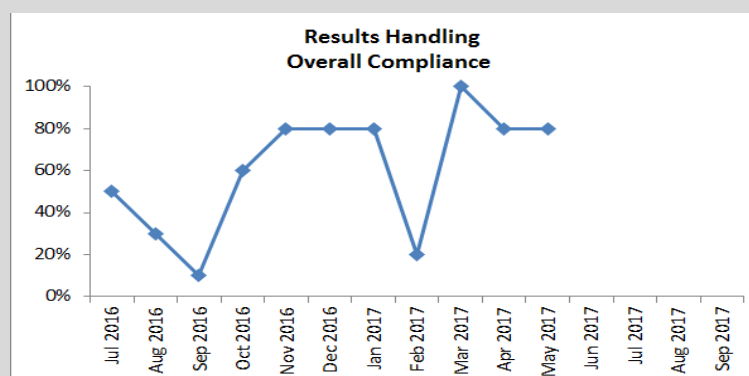
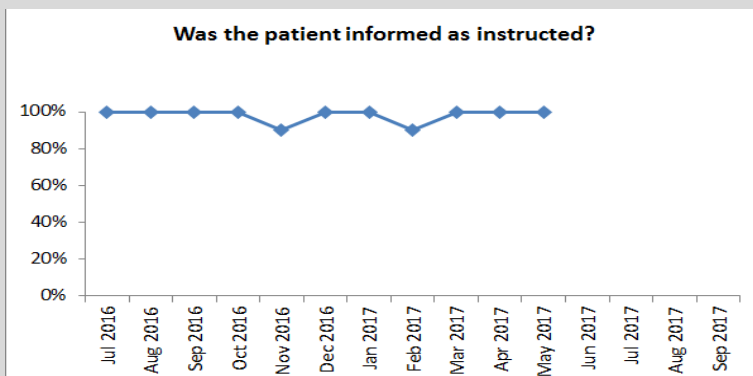
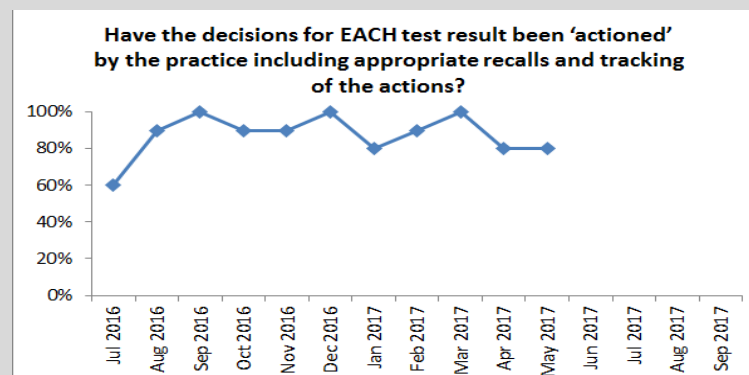
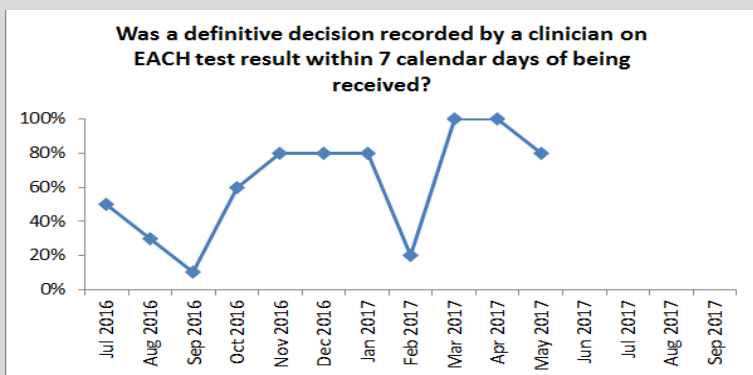
Dr Herman, RN Isabel Wong

PHO and Facilitator:

Jennell Bonner & Marleen Tuigamala

Measures Summary

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



Learnings & Change Package

1. How did your results change from the beginning to the end of the year?
 1. The first couple of months we needed to identify areas of improvements, We identified where our gaps were in our processes eg. communication between GP and Nurse, We started this programme at 50% and have maintained 80% and above.
- How did you achieve this improvement?
 - Communication
 - Utilized common codes
 - Documentation
 - Awareness, collaborative approach within the clinic
 - Working with the PHO

Learnings & Change Package

- Best Change Idea
- Common Codes to identify instructions of results to clinicians
- Communication improved within the practice
- Helpful to know
 - As a new clinic with one nurse and one GP we had to employ another nurse to alleviate the demand due to rapid growth and patient enrolment.
 - We found some results were going to the patients previous GP even if they had been enrolled for two years

Other Thoughts

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

Some results we were not receiving due to out of date hospital information e.g. still listed with previous GP. We would get our receptionist to contact the hospital to update the patients GP details.

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

Most times patients whom presented twice within a week were due to other concerns not related to initial consultation.

Highlights

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

- Awareness and importance of having up to date contact details
- Working as a team

Difficulties

- Changing behaviours of staff to start with
- Not receiving tests results due to previous GP details