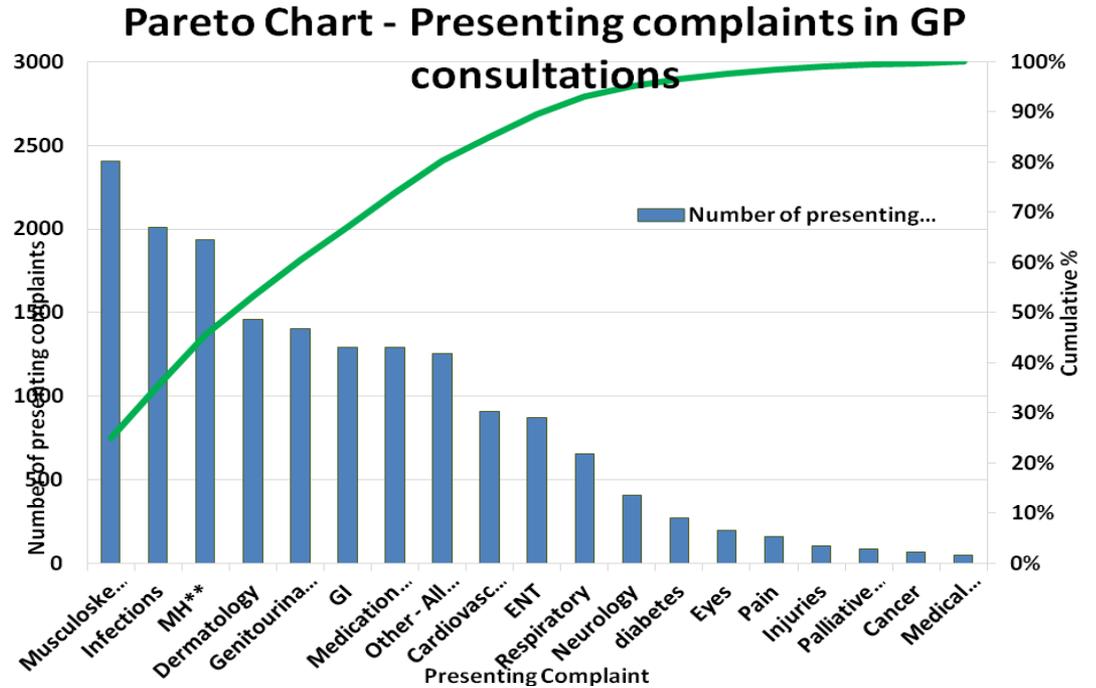


Elouise Johnstone

Quality & Safety Improvement Manager – Primary Care



Project Aims



Background



Improving Document Management

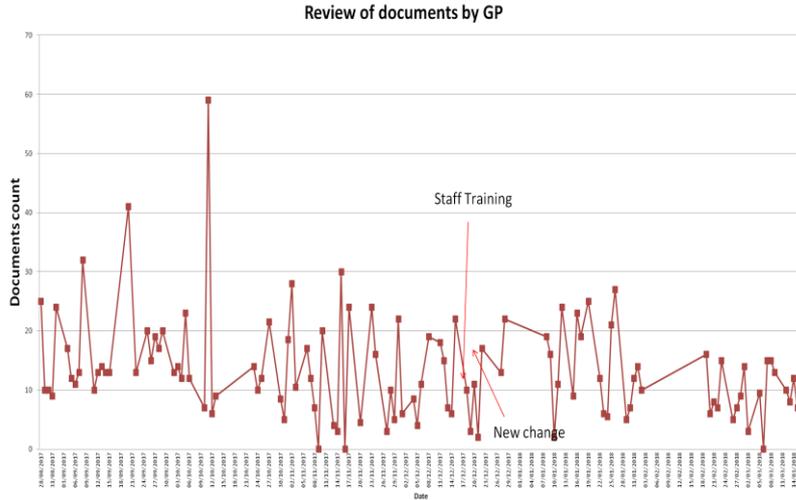
To increase the percentage of hospital results, letters & discharge letters being sent to the correct GP via electronic document management system to 80% by December 2017

Improving Document Management in General Practice

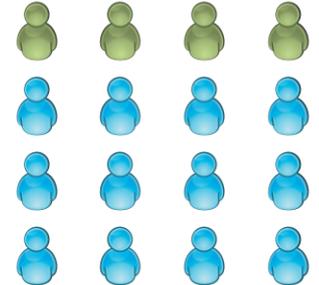
To reduce GP time spent managing correspondence by ensuring it is managed by the most appropriate person in team & that mail managed by GP's adds value to patient care by February 2018

GP Practice Administrative Staff Collaborative

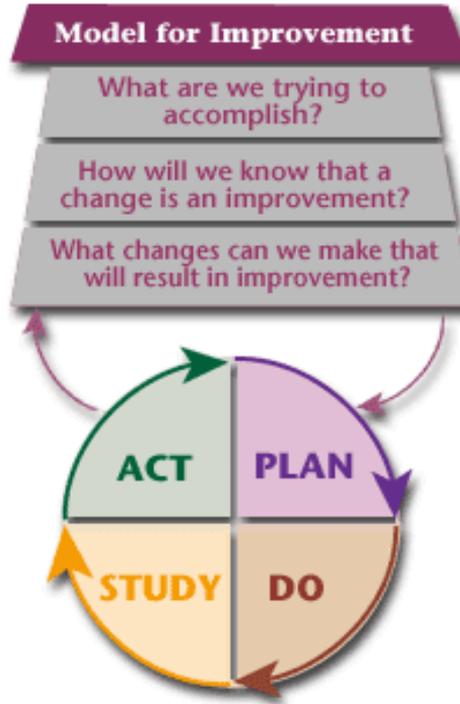
To improve processes and develop protocols for seamless documentation management and reduce GP workload/involvement in document management by March 2019



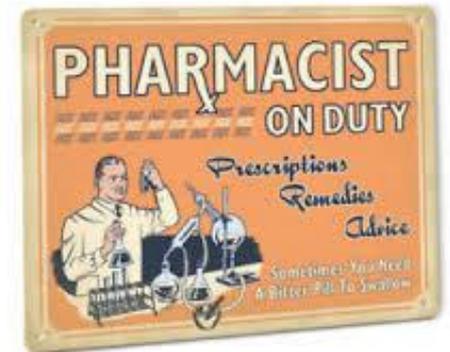
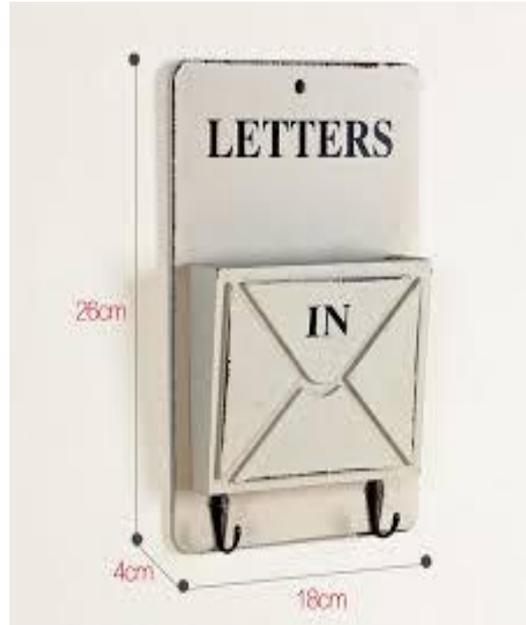
Current data shows GP time saved = 6 hours per week, per practice



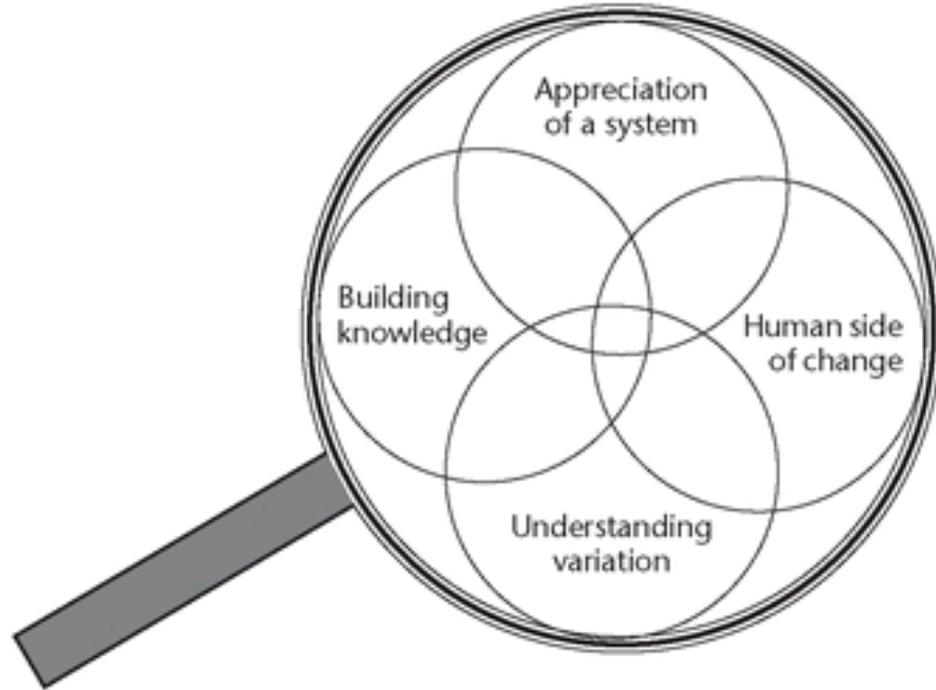
QI Tools



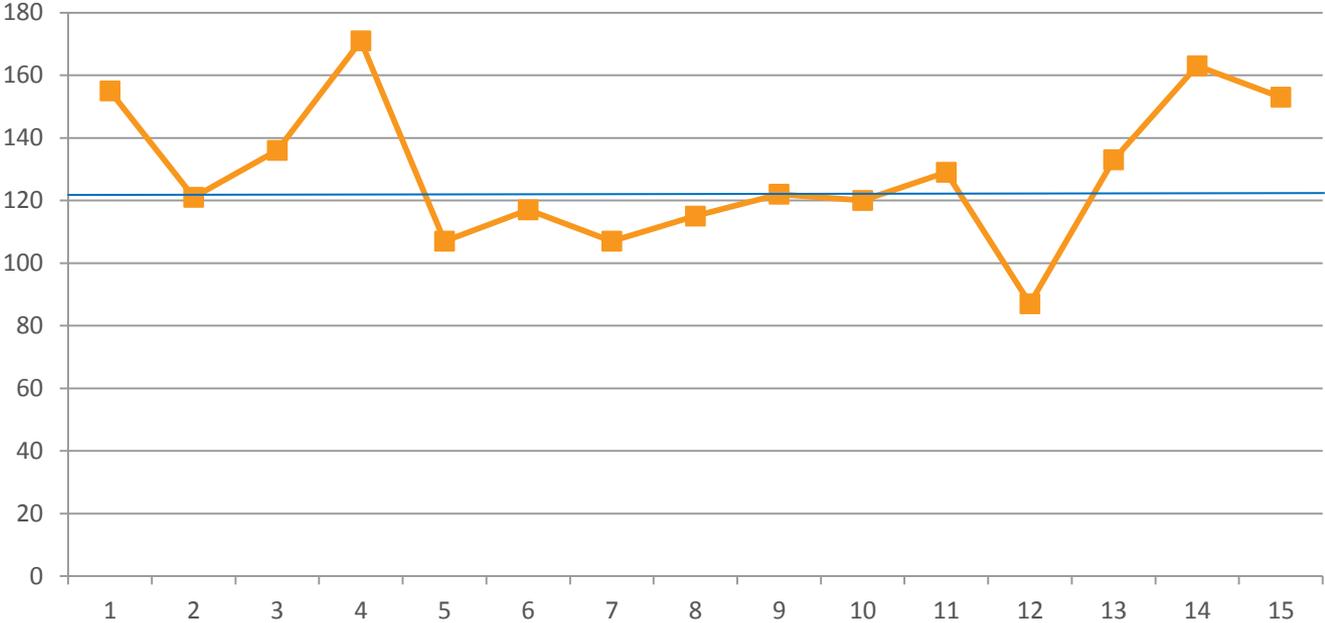
Change Ideas



How we are learning

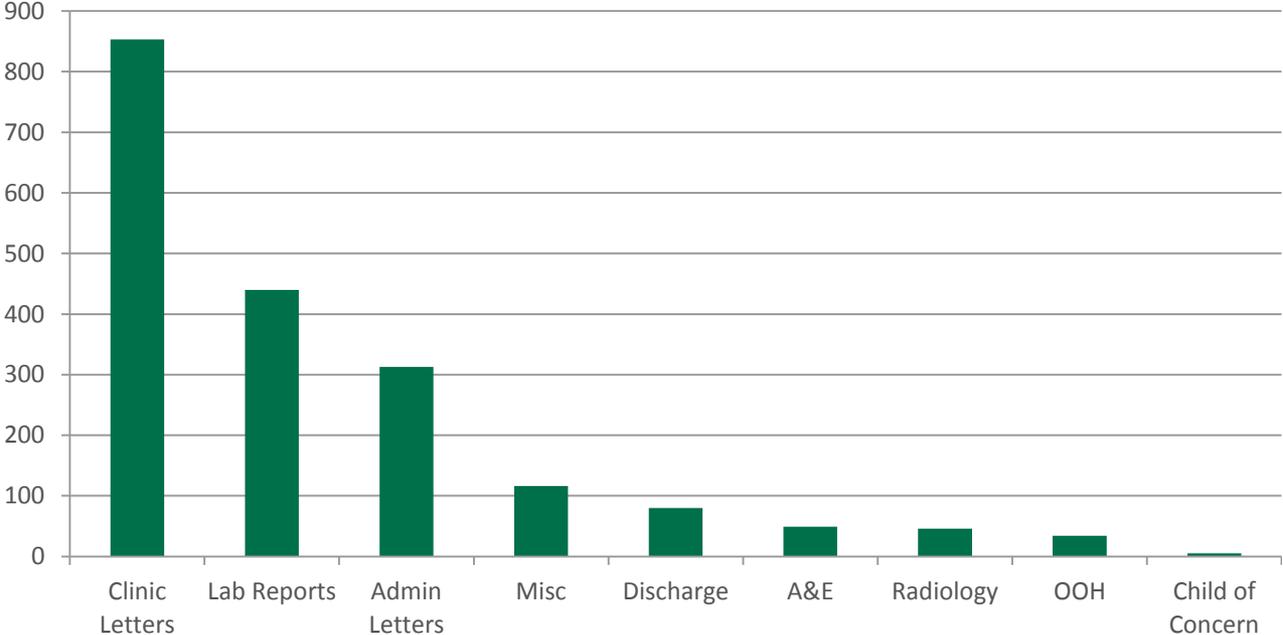


Baseline Data Collection June 2018



Total number of documents received in the practice per day

Baseline Data Collection June 2018



Type of documents received in the practice

Document Management

“Whilst the team have already been workflowing and coding for a number of years in our practice it has been really surprising how much their confidence dipped when increasing the role. It has been a long and very slow process. Whilst confidence and skills are improving these need to be sustained and I am hopeful that the document management training will build a base for this and with further support in the practice we will be able to achieve our goals. ”

Safety first

“We are following the proforma put together for PASC so there are lots of documents not forwarded to GP's. We are also carrying out fortnightly audits of information sent/not sent.”

Signposting Skills Workshop

“The true life scenarios & input on signposting as although we have started doing it the extra information and understanding of it was brilliant and very useful”

“Words and phrases to use when signposting patients”

“It is a shame that this couldn't be tailored to specific GP surgeries during a PLT as we are all so different & while the essence of signposting is the same each surgeries will be providing it on different levels it would have been great if whole team could participate including GPs”

“Was fabulous and looking forward to November!”

Wider benefits

“Admin team have benefited greatly from training provided and enjoyed networking with other practices.



I feel admin team enjoyed the inclusion and being part of decisions being made on taking the practice forward; contributing to quality improvement.”

Challenges

We're all fired up as Practices to signpost and have been, but we signpost to services that often send them back to us as they have no capacity to deal with an "urgent" issue.

Also, why can't we have a bit of general patient education from Central Scottish Government? Making it clear to the general public what is and isn't acceptable for your Pharmacist or Optician to deal with. (Just a thought!) Get the word out there more.

Celebration...

