



18/10/2017

The day has finally – *finally!!* - come! Several QI projects have reached an IHI rating on QI Life of 4.5. This rating means that not only have the QI teams been able to reach their goal, their data is actually starting to indicate sustainability. The three projects that have achieved this score are from Blithehale, Globe Town and Island Health. Good job guys! And insert swoon from me here. Rather than wax lyrical “about” Blithehale, however, the practice and it’s coach, the magical Obi, are telling the story in first person. So, straight from the horse’s mouth, let’s hear it from Blithehale:

Blithehale (QI Life ID: 103774)

At Blithehale, our list size has constantly been growing, creating problems with patient access, and an enormous amount of work for reception. At our data wall session, we learned that our patient use of online services was lower than other surgeries in Tower Hamlets. We were already having a tough time dealing with incessant telephone calls, so this validated our need to make some changes. We had an eureka moment! If we formed a QI team made up of both clinical and admin staff, and focused on increasing patient use of online services, we would not only increase access and shift work (such as booking appointments) away from reception, we would provide our patients with more options and flexibility. A win-win for everyone!

So, we set up a QI project with an aim to increase patient use of online services by 50% by the end of September 2017. With the help of our QI coach, weekly team meetings and involvement of all staff, we created our driver diagram, came up with a range of change ideas and started to run PDSAs. Some of our PDSAs were to advertise and promote online services, provide new patients with an information leaflet, increase patient awareness and use of econsult, and promote online access to patient records. All hands were on deck – clinicians talking to patients about online access and handing out codes, reception staff handing out codes and tracking registrations and everyone getting on the same page on “how things are done around here”! The results were astounding. Our weekly number of active online users skyrocketed from 579 in April to 804 at the end of August this year. That’s an increase of 40%! But it doesn’t just stop there- from early July, the number of active users grew so strongly that it’s almost exponential. If you don’t believe us, see for yourself – chart below. Even our patient use of E-consult doubled in less than two months!

So, what’s the secret to our success? We had all hands on deck, made it a bit fun by getting doctors and reception to compete on handing out codes and getting patients to register etc. Of course, we’re not done yet. As we move on to our new project (DNAs), we have a couple of team members keeping this project alive to ensure sustainability!

