



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

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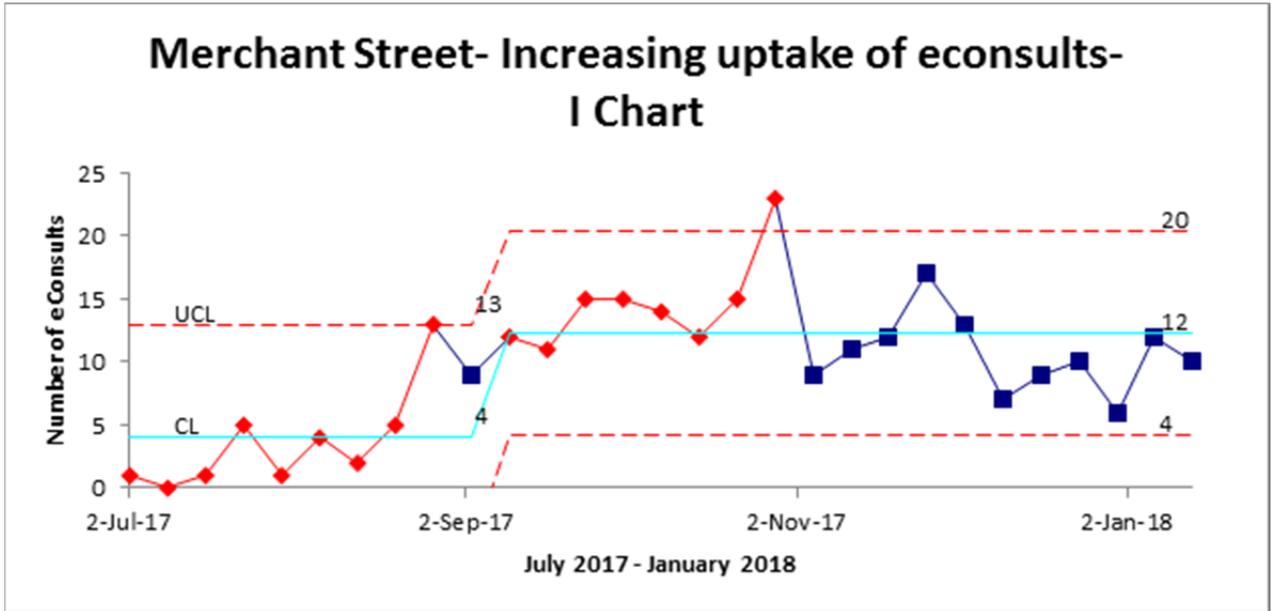
One of our wonder projects comes from Merchant Street Practice, aka Rana AK. Together with their coach, Mike Fitchett, the practice QI team set about in July last year, trying to increase their uptake of Econsults by 5% by March 31st 2018. Not only did they manage to achieve this, they managed to do it in just a few months.

For those of you who don't know what Econsult is (because you have been on a retreat for the past two years?), it is an online triaging tool that allows practice staff to capture patient symptoms and identify the most appropriate service for them before they see a clinician. This works wonders as it allows staff to determine the best course of action for the patient, makes consultation time quicker as we won't have to ask them so many questions, helps us to work more efficiently and helps give patients better access. From a patient safety point of view Econsult allows us to capture critical illnesses faster as it puts a red flag against any serious symptoms and signposts the patients to 'seek urgent medical attention' if needed.

In proper QI fashion, the team started by drawing a driver diagram. The primary drivers that they identified were the promotion of Econsult to patients and raising awareness of it to staff. The PDSAs they decided to run were to promote Econsult to patients by adding information about it to patient result letters and to train patients in the waiting room how to use it on the practice iPad (eek!!). Receptionists also became much more comfortable with the service, and started offering Econsults as an alternative to face to face appointments.

By doing these things, the practice increased their weekly uptake from 4 Econsults per week to 12 per week after. That's an increase of 300%. Well done!

This has had an impact on their workload, but currently due to the numbers of Econsults, it is small and variable. In the future the practice is planning to start another QI project that aims to use Econsult for up to 50% of daily demand. Now wouldn't that be amazing...



Now, who else wants to try this? Or thinks they can do it better?