



ENABLING QUALITY IMPROVEMENT IN PRACTICE

## Tower Hamlets

### LATEST NEWS 14/05/2018

Ok folks.. This will be one of those lovely newsletters written in the voice of a QI team. In this instance, Jubilee Street's, led by our legendary coach, Obi. If you're looking to save time and money, read on...

## **New patient registration process improvement**



***When was the last time the registration process was reviewed for new patients?***

***How much time is spent on this process – for the patient, for reception, for the HCA?***

***At the same time we all know how important new patients are to the sustainability of primary care with a very mobile population.***

At JSP, we decided to cast our QI eyes on the process; this is our QI journey in transforming the new patient registration process.

Baseline data: November 2016; 130 patients registered, 98 of those not needing a face to face appointment, that's 24.5 hours of HCA or nurse time in a month. Food for thought.....

Aim: to reduce face to face new patient check appointments with HCAs and nurses by 70% by November 2017.

We formed a group of like-minded people; Patient Assistants (PAs) HCAs, and nurses. Armed with our then basic knowledge of Improvement Science in Action (ISIA), we set about process mapping the current registration process.

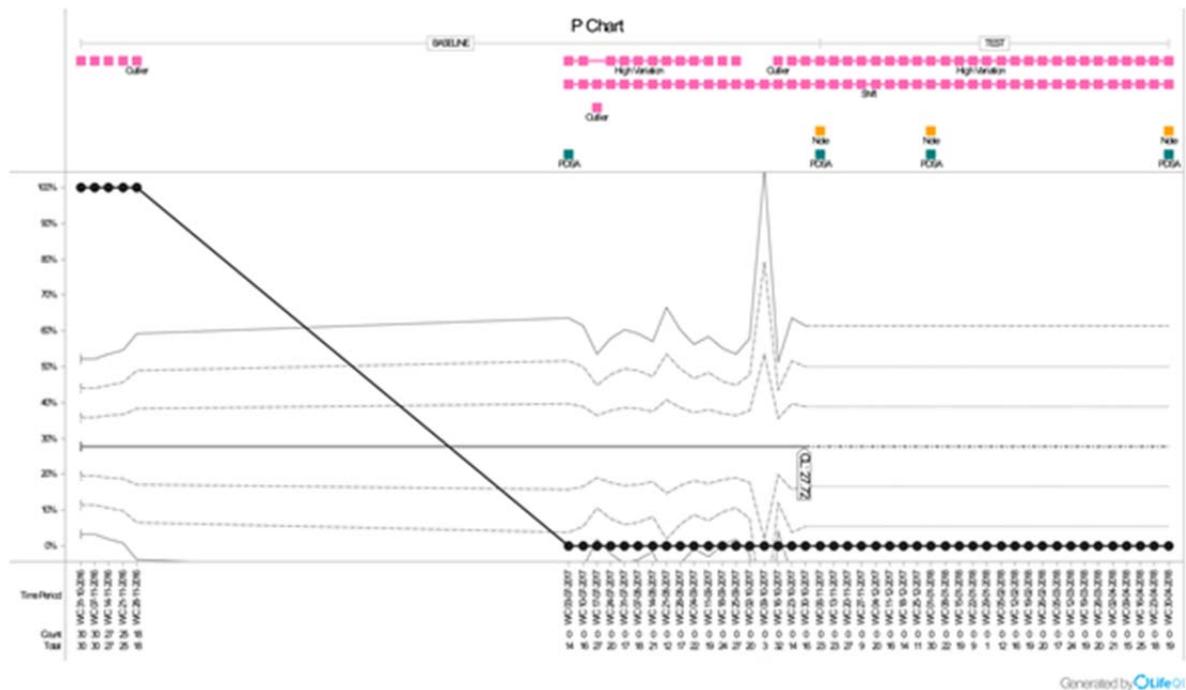
Change Ideas: we unanimously agreed that the highest impact would be to revamp the new patient registration form (the purple one).

With consensus we added additional lifestyle questions from the EMIS NPC template.

The questionnaire is completed at point of enquiry at reception; PAs check the relevant documents and register new patients typically on the same day and if not, within 5 working days. PAs would transcribe into EMIS template. Quality control was overseen by an HCA within the group to provide a "safety net" for patients with a long term condition (LTC) or regular medication.

Data collection: daily count of registrations VS who needed to be seen carried out by Kamal who loves a bit of data!

Study showed target surpassed by September 2017, reaching **100% reduction in F2F appointments.**



At this stage some people may argue, job done, target met, let's celebrate and get back to our partners and children and catch-up on those all-important episodes of Game of Thrones, but not us.

Having been well and truly bitten by the QI bug, we decided to run a further cycle of improvement

We wanted to see if we could do one better and wondered, "out of the small percentage of patients that required a F2F appointment could we in fact "triage" their needs using the registration form and the expertise of our in-house pharmacist Harriet?"

We could! We found every patient that would have received a F2F appointment with an HCA was successfully being triaged by Harriet for any intervention needed around LTCs and /or regular medications. However, short of cloning Harriet, the additional workload needed on a patient by patient basis was not sustainable.

Project team agreed to a trial of protocols that enabled PAs to triage appropriately, request tests for patients with diabetes, IHD, STI and medications and then book in follow up appointments with a nurse.

With each of the PDSA cycles we noticed anxiety around the increase of workload and also consistency in the process at reception. We are still perfecting the teaching and training elements of the new way of working. However, we are celebrating that due to our clear protocol to follow and invaluable support from our dear clinicians, it's now over a year of trialling this process and we have not had any significant events around patient safety – one of our top priorities. A QI mindset can feel like an addiction and is infectious. This journey allowed us to focus on one process.

However, once you go QI, you can't stop! You will start to view everything through the QI lens.

Me again. Virginia. *"A QI mindset can feel like an addiction and is infectious." "Once you go QI, you can't stop!"*. Someone pass me a tissue so I can dab my eyes. The rest of you, enjoy a hopefully sunny weekend.

What an awesome achievement!!

Virginia