



ENABLING QUALITY IMPROVEMENT IN PRACTICE

## Tower Hamlets

LATEST NEWS 27/08/2018

# Island Health sweeps up its New Patient Registration Forms with EQUIP

My favourite version of this newsletter, the kind I don't write, but is in the voice and experience of our practices. In this case, Island Health's. Claire Murphy, a standout member of their fab admin team, shares their story.

*"QI has been a roller cost ride with the highs and lows, there are times when you can feel frustrated but with that comes the feeling of exultation when a project your team has done makes a real impact on your whole team it far outweighs any of the lows and it motivates you and your whole practice on to the next project. As such we at Island Health would like to share our story...."*

*Following on from the successes of previous projects we picked a new project with the help of our administration team. There was a huge need identified to clear a back log of new patient registration questionnaires and health checks with a base line data of over 1800 forms.*

***Aim:*** *To clear backlog by 50% of New Patient Registration Forms and to create a new system to manage NPRF by 1st May 2018*

*With the help of our QI coach and the QI team we constructed our driver diagram and change ideas emerged. What we noticed was not only had we a need to clear the back log of new patient health forms, but we needed to create a new process and redesign the form to capture key KPI data and initiate a new training process that allowed non-clinical staff to enter the data onto EMIS.*

*With the newly designed form, we realized that we would also need an EMIS template that followed the same order, this would allow smooth entering of data in to one place and avoid staff having to click on several templates or memorize lots of individual EMIS codes. We enlisted the help of Bob, our in house EMIS guru!!! and we were able to successfully design a template that met our needs. After this one of the worst parts was*

*counting and categorizing the back log of forms so that we could obtain our base line data, however, once this was done, they were distributed and entered easily on to the new EMIS template. Using our PDSA cycle we conducted a small test of change where by only three members of the admin team were trained and then once the kinks had been ironed out we rolled this out to the wider Admin team and within months our back log was gone!*

*Since launching the new forms we have been able to pick up key patient needs from their forms, identifying and booking patients in for their reviews as necessary. This has also helped us capture important KPIs such as encouraging sexual health checks and smoking cessation as these are now actively followed up and offered to all new patients. We now have no back log and a functioning new patient registration system."*

This last graph brings sunshine to this drizzly day, and if I could twerk, that's what I would be doing right this minute. Or even just floss dancing would do.

Speaking of both entertainment and practice successes, 'tis now time for the third GP Summit, where we will both be showcasing practice successes such as Island Health's (both off and ON stage...) and trying to provide some growthful entertainment at the same time. It's in one of Tower Hamlets' coolest, snazziest venues – the Rich Mix Cinema. The sort of place you almost need to grow a trendy beard and ride a bike to enter. Pretend-vintage-Shoreditchy clothes are encouraged

but not mandatory. Anyhow – for your diaries:

## **October PLT: General Practice Summit 2018!**

**Thursday 4<sup>th</sup> October, 1330 – 1630**

**Rich Mix, 35-47 Bethnal Green Rd,  
London E1 6LA**

There will be a huge stage, but no twerking. Not unless you volunteer.

Have a lovely and well deserved bank holiday weekend folks, and may Eid celebrations continue into the next few days for those who celebrate. J

Virginia