



23/11/2017

Bonjour a toutes et a tous !

So as you may all know Virginia is cooking Thanksgiving dinner so I am doing the writing today – Pfiou!! Not an easy task but let's give it a try... Today is thanksgiving and I would like to take the opportunity to **THANK YOU ALL** for embarking on this amazing journey with me. I hope you are enjoying it as much as I do 😊.

I'm going to cheat now – don't tell Virginia! - and hand over this newsletter to Globe Town so you can hear all about their latest QI Project. So here's the story coming straight from Globe Town itself!

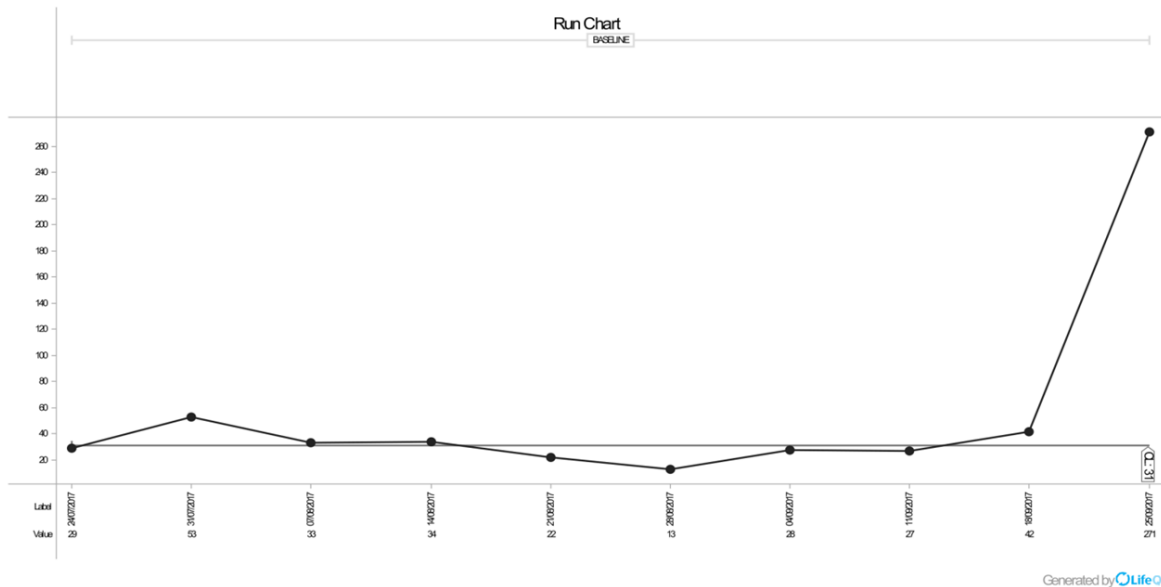
Increase patient online registration and usage by 20% by end of September 2017

“At Globe Town Surgery, we were finding that our phone lines were always busy. Always! This had an adverse impact on our staff and patient satisfaction. We struggled to deal with patient requests as promptly and efficiently as we would like. The solution to this, much like in Blithehale's case was to empower our patients to take responsibility for some of their medical needs, such as booking appointments, reviewing their test results, ordering repeat prescriptions, accessing a summary of their medical records etc. This could be achieved by patients taking advantage of our GP online services.

So, we worked with our QI Coach to set up a QI project to increase our patient online registration and usage by 20% by the end of September 2017. Our change ideas were slightly different to Blithehale's because a large proportion of our patients are students attending Queen Mary University of London. We agreed that the best way to reach and engage with said patients was by going to them!

So, our kick-off Change Idea and subsequent PDSA cycle was to book a 2-day Promotion Stand at the University's Freshers Fair. We also arranged to open our on-site Health Centre and have it fully-manned by our staff during Fresher's week rather than at the start of the academic year (which was a week later). This meant that as we promoted our online services to students that came to our stand, we were able to direct them straight to the health centre to register, get their codes and even book their first appointments on the same day! Back at the surgery, our other PDSA was being kicked off as doctors were promoting online services directly to patients.

Over the course of 2 months, we saw a 600% increase in new patient online registrations. Our numbers went up from 29 in late July to 271 at the end of September. Absolutely phenomenal work!



We are so proud of the team effort! Our weekly registration figures have remained significantly higher than they were prior to Freshers Week, and we are now working on ensuring that registered patients are making full use of the services available to them online.”

Well done Globe Town! We look forward to hearing about how well patients are doing using these services !! Speaking of online services ... If you haven't signed up to our learning systems on patient accessing their medical records online and you are available on the 30th of November, 11th of January and 15th of February (12:00 to 5:00) please get in touch and join the squad. Thanks to Island Health, JSP, SPW, Albion, Chrisp Street, Tredegar who have signed up!

Also a quick reminder to register for Edenbridge workshops. We are hosting two sessions at the following.

6th December 12am to 2 pm
 14th December 3 pm to 5 pm
 At the IT suite at: 75-77 Worship Street, London, EC2A 2DU

If you are a member of a QI team and don't know how to use Edenbridge you should definitely sign up! Please sign up ASAP as there are limited spaces available. You can sign up here: <https://www.eventbrite.co.uk/e/edenbridge-workshop-tickets-39618956365>.

Thank
you

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