QI Bitesize: Practice Stories

GP NI

FSU QI

The Quality Improvement Journey



[Understanding systems | Turas | Learn]

Understanding Systems – Process Mapping



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A system is a group of people, processes or parts that work together towards a shared goal

There are some tools in QI Methodology that can help us see the whole current system



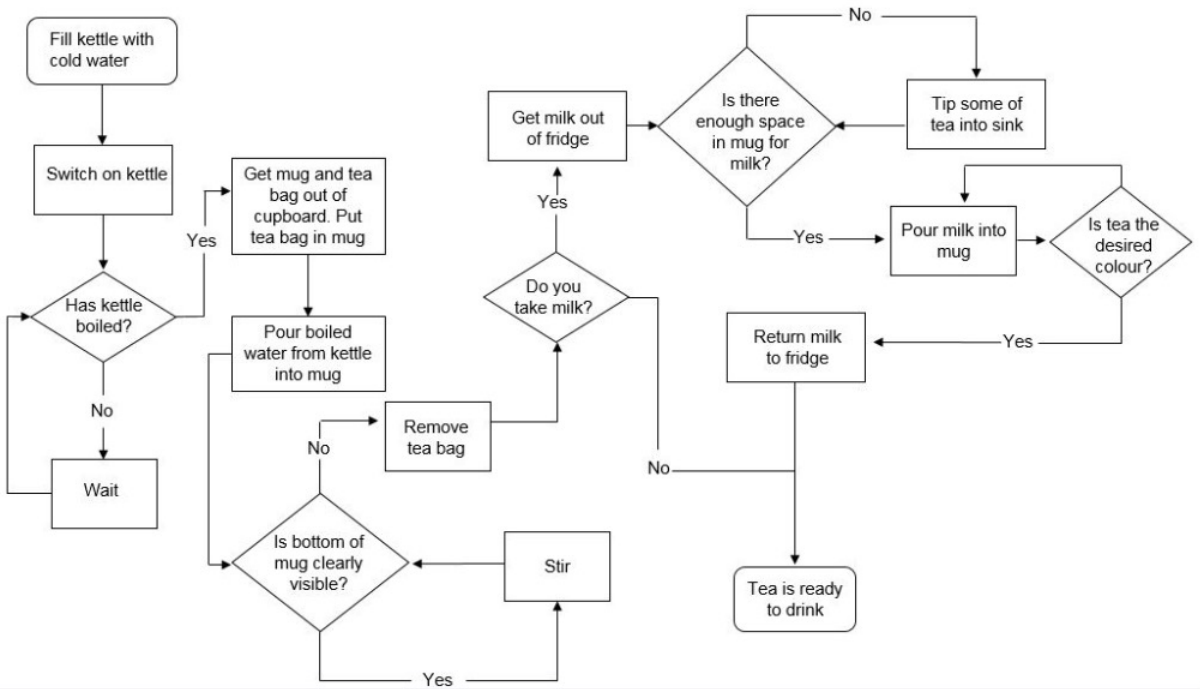
Complex Systems Where do Process Maps come in?

We cannot look at one part in isolation. Where does it start, end and connect with others? Can we see all the connected parts?

We can use these tools (Pareto, Fishbone, Process Mapping) to understand what is working well and what can be improved

Where do Process Maps come in?

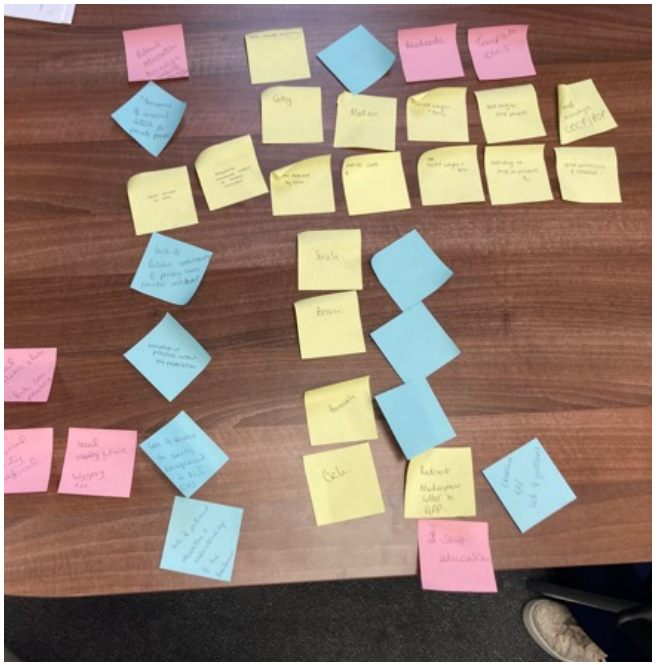
What does this tool look like?



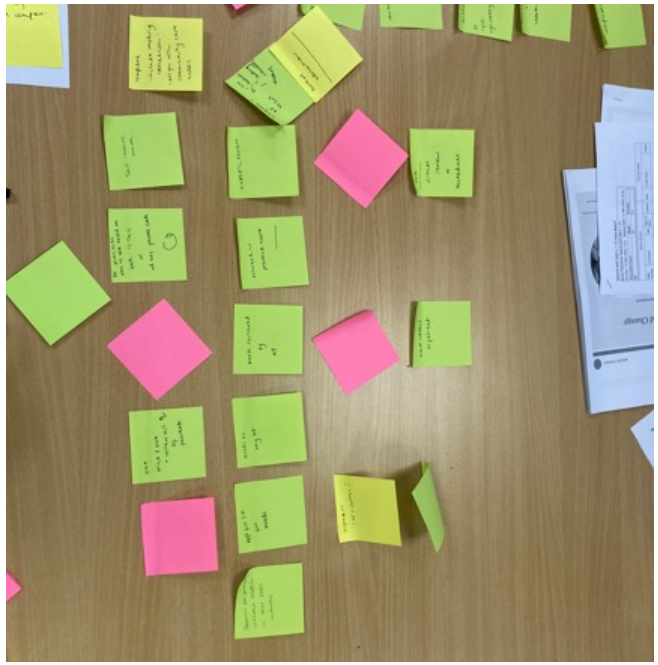
Process map example - making a cup of tea

[Process mapping | Turas | Learn]

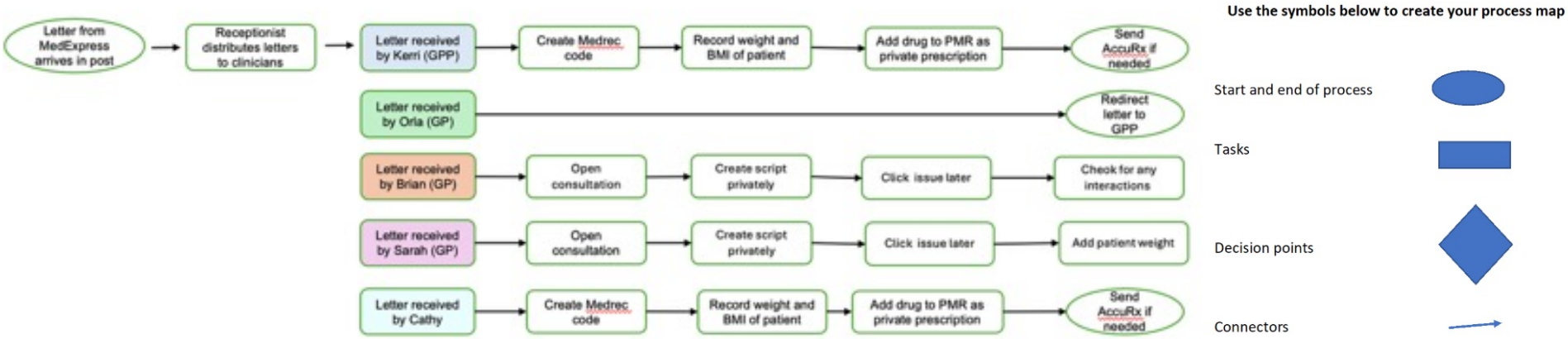
Process Mapping in Southern FSU







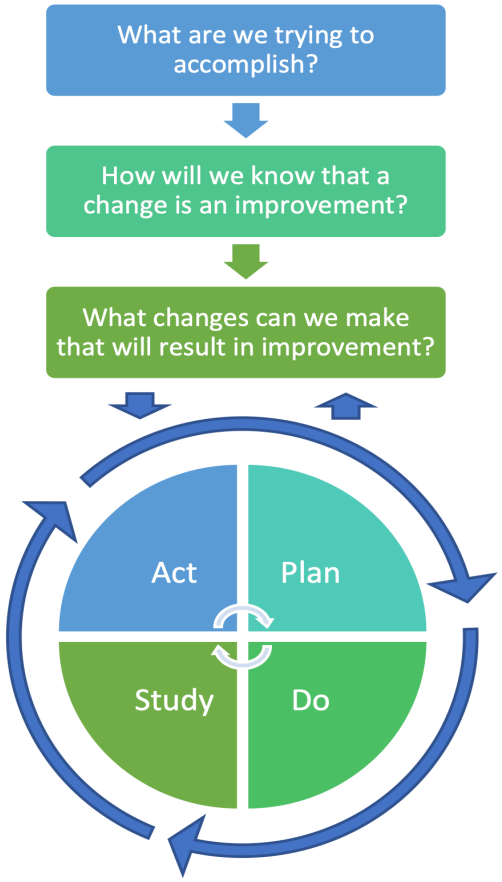
Process Mapping in Southern FSU



[Process mapping | Turas | Learn]

The QI Journey

Model for Improvement



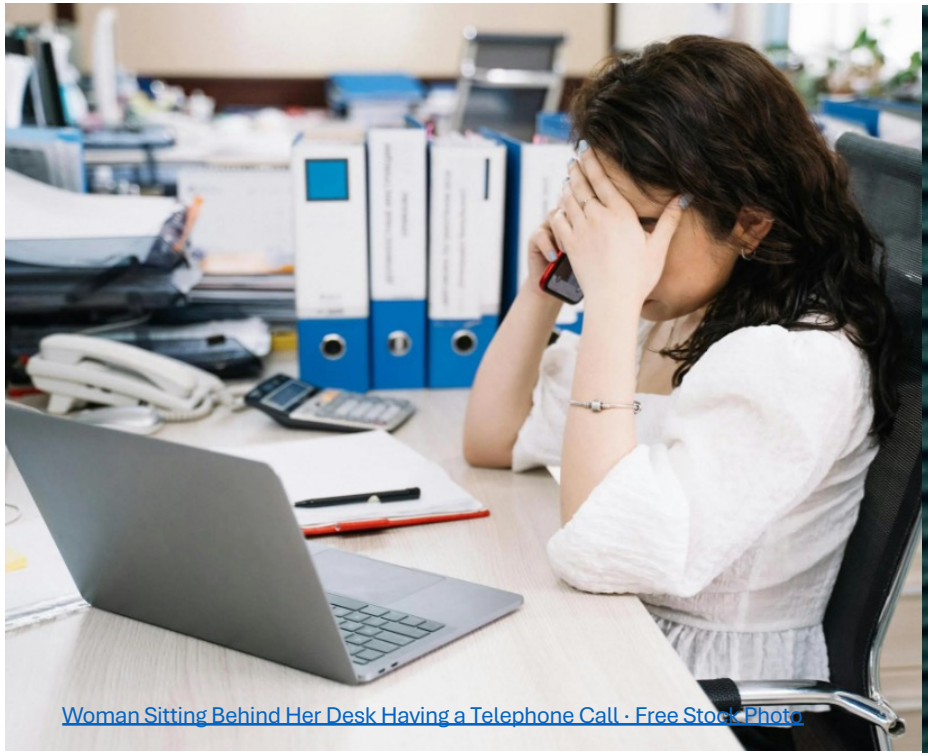
Practice Team: Cornmarket Surgery

Presenters
Mrs Roisin Meehan and Dr Elaine King

To enhance access to primary care services for our patients

What are we trying to accomplish?

Identify an Area for Improvement



Woman Sitting Behind Her Desk Having a Telephone Call · Free Stock Photo



Newborn Crying Photos, Download The BEST Free Newborn Crying Stock Photos & HD Images

What are we trying to accomplish?

Identify an Area for Improvement



Person Pouring Water on White Ceramic Mug · Free Stock Photo

What was our why?



Understanding the problem

- A whole systems approach
- A whole team approach
- Right person, right time, right place



Understanding the problem

- Being told the problem
- Seeing the problem
- Feeling the problem



Man Flexing His Muscles · Free Stock Photo

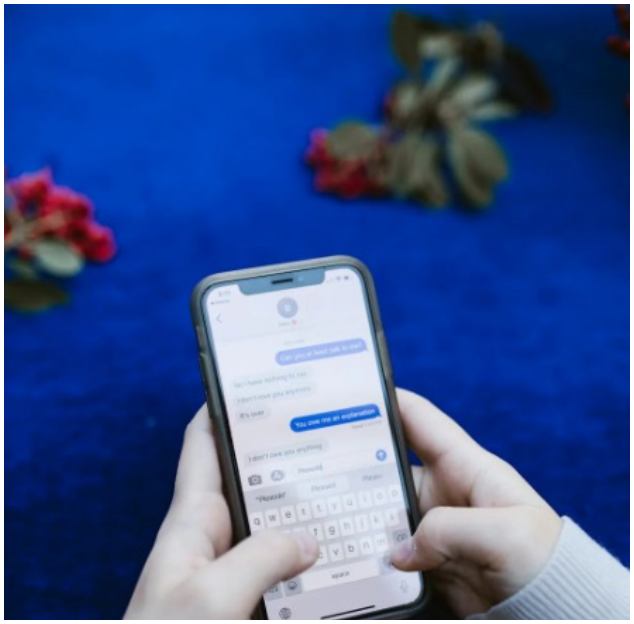
Understanding the problem

- Agency

Access in Cornmarket Surgery

- In Person
  - Accessible facilities
  - Transport Links and Parking
  - Flexible appointment times
- Telephone Access
  - Multiple phone lines
  - Automated systems
  - **Phone triage**
- Online Access and Digital Systems
  - Appointment booking
  - Consultation
  - Repeat Prescriptions
  - **Patient communication via SMS or email**





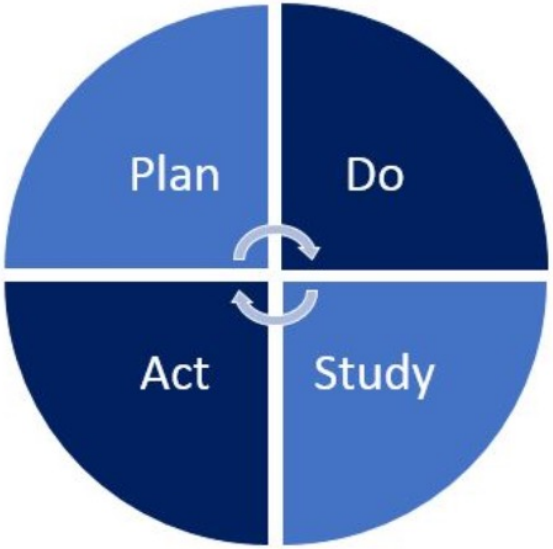
IHI Model for Improvement and PDSA cycles

[PDSA | Turas | Learn]

What does this tool look like?

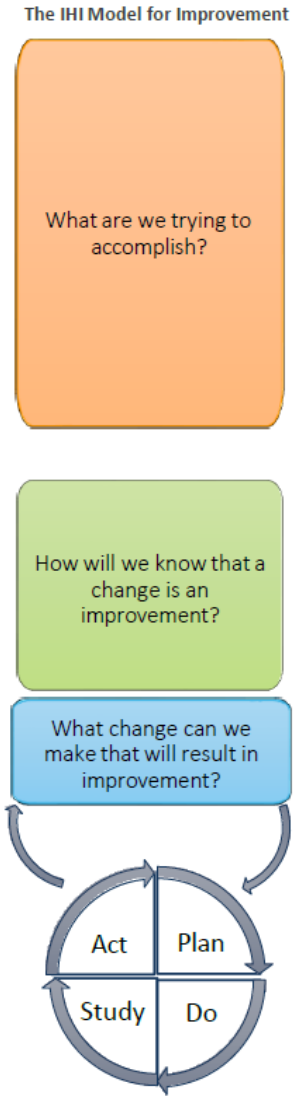
Plan
- Have a clear objective
- Make some predictions about what will happen
- Questions and predictions
- Plan to carry out: Who? When? How? Where?

Act
- Make decisions about what to do next
- Adopt, adapt, abandon
- Ready to implement?



Do
- Carry out plan
- Document problems
- Capture feedback/ observations

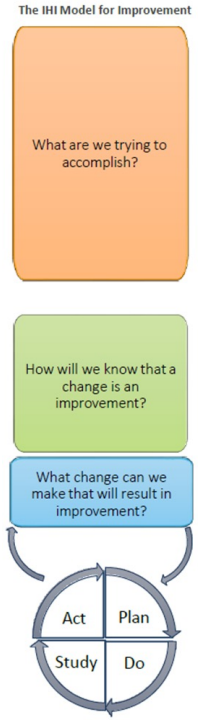
Study
- Analyse data
- Compare to predictions
- Summarise
- Use knowledge to update your theory about this change



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The IHI Model for Improvement in Cornmarket

- **What are we trying to accomplish?**
  - We are trying to enhance capacity to meet patient need
  - Proxy measure of demand meeting capacity = time of last booked urgent appointment that day
  - SMART statement – There will be an 40% increase to the period of availability for an urgent appointment over the next 6 months



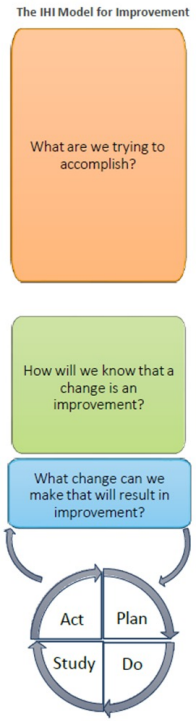
The IHI Model for Improvement in Cornmarket

- **How will we know that a change is an improvement?**
  - The average monthly last booked urgent appointment will become later
  - Fewer patient complaints
  - Higher staff satisfaction and morale

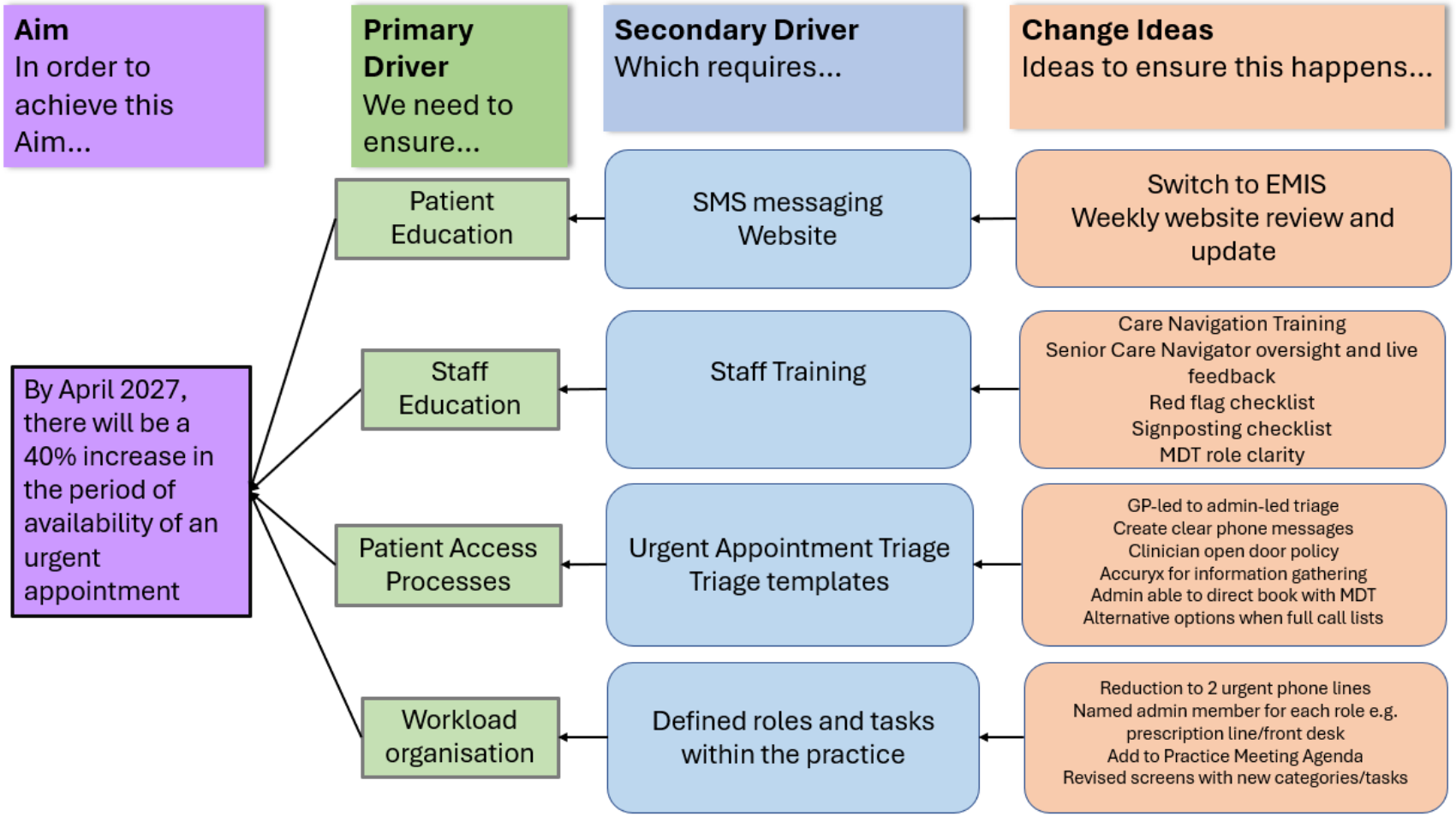


The IHI Model for Improvement in Cornmarket

- **What changes will we make to make an improvement?**
  - New GP led triage system and GP admin training PDSA 1 (November 2025)
  - Reduction in urgent phone lines with admin staff specialisation PDSA 2 (December 2025)
  - 25% increase in routine appointment PDSA 3 (January 2026)



Driver Diagram



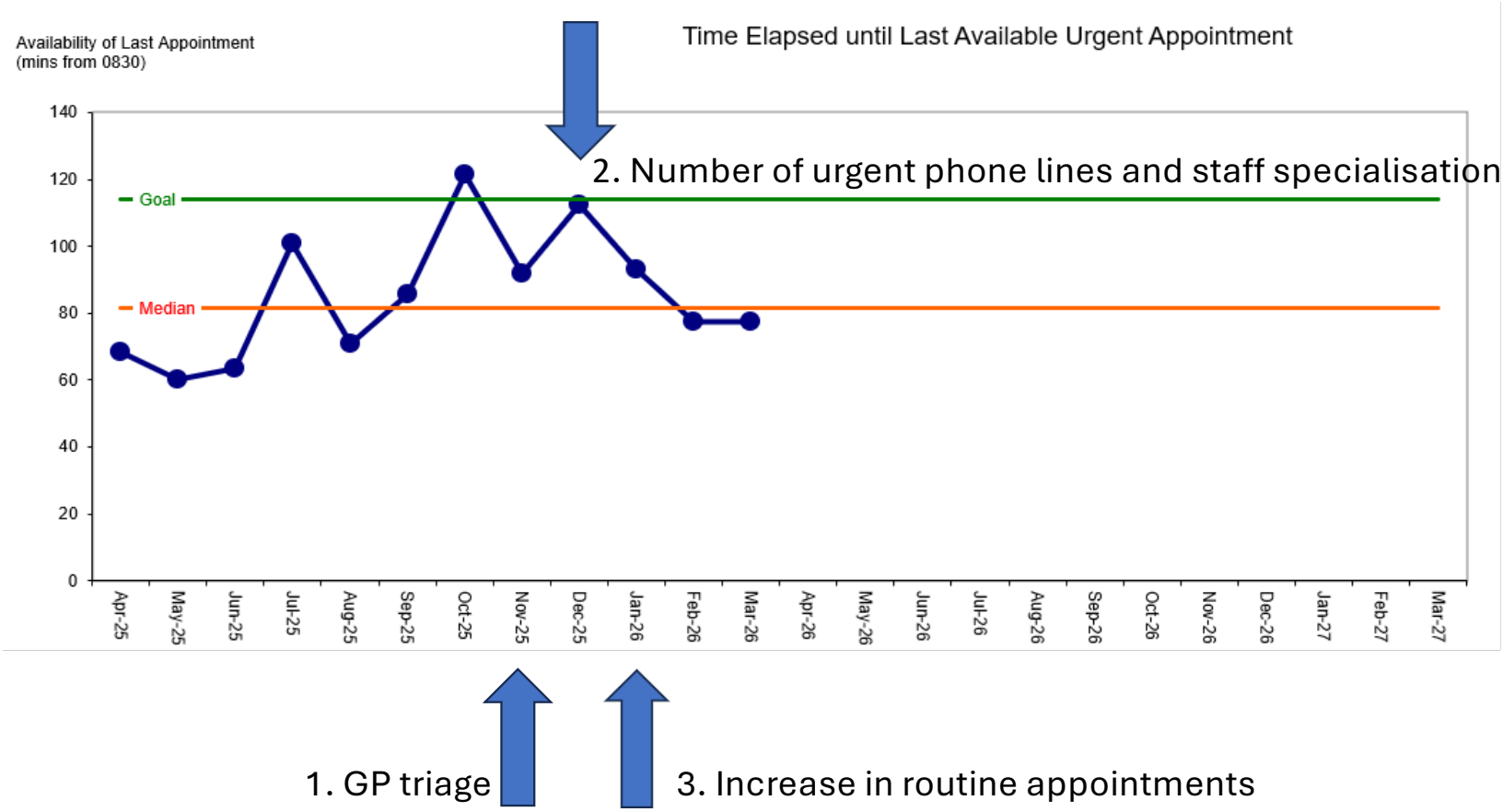
How will we know that a change is an improvement?

Measurements

- Last available urgent appointment used as a proxy for access
- Manual search
- Monthly



Outcomes


Availability of Last Appointment
(mins from 0830)
Time Elapsed until Last Available Urgent Appointment
2. Number of urgent phone lines and staff specialisation
Goal
Median
140
120
100
80
60
40
20
0
Apr-25
May-25
Jun-25
Jul-25
Aug-25
Sep-25
Oct-25
Nov-25
Dec-25
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Sep-26
Oct-26
Nov-26
Dec-26
Jan-27
Feb-27
Mar-27
1. GP triage
3. Increase in routine appointments

Patient and staff engagement

- Patient Survey
- Staff Feedback

"Oh, that is great to get a call at this time."

"You are all great!"

FSU QI

"You are the friendly ones."



Impact on Patients

"I never have any trouble getting an appointment"

"Thank you so much for this."

"I didn't think I'd get a call at this time, thanks so much"

Tops Tips/Challenges

FSU QI





Thankyou



QUESTIONS?

If you would like support to undertake QI in your Practice

Eastern FSU: Dr David McCarthy: David.McCarthy@easternfsu.co.uk

Western FSU: Dr Alison Vaughan: Alison.Vaughan@westernfsu.co.uk

Southern FSU: Dr Davina Carr: davina.carr@southernfsu.co.uk

Eastern FSU: Dr Kirsty McAvoy: kirsty.mcavoy@easternfsu.co.uk

Northern FSU: Dr Laura Caul: laura.caul@northernfsu.co.uk