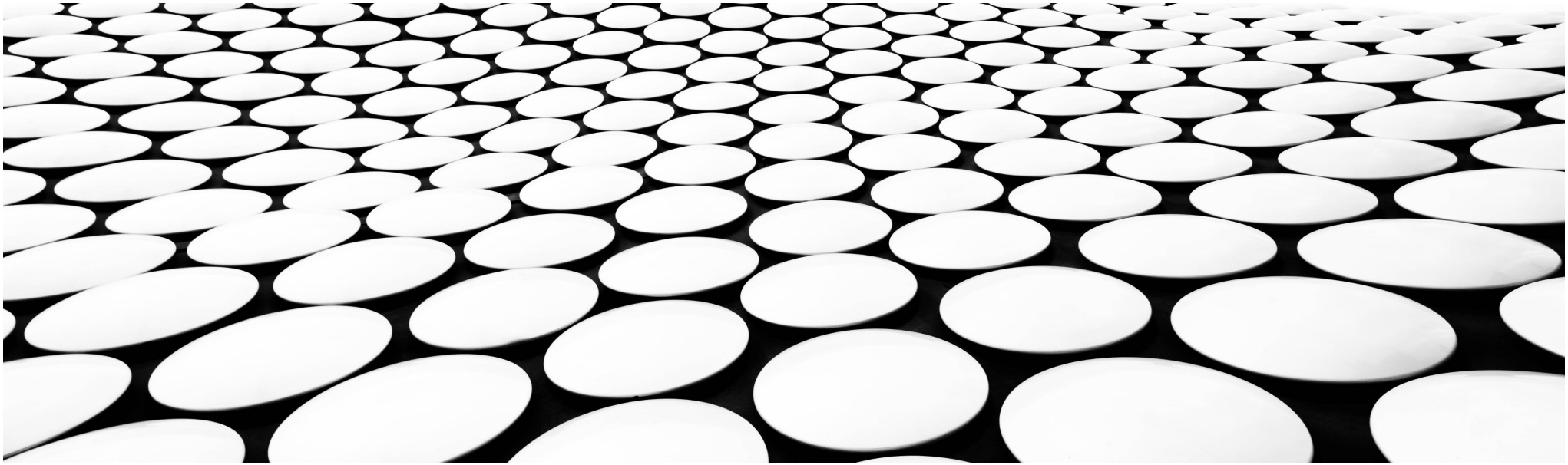
QI Bitesize – Practice storie

Sharing and learning together – June 2026



SAVE THE DATE!

Northern Ireland Primary Care QI Conference



GP NI

FSU QI

Wednesday
14th October

Glenavon Hotel
Cookstown, Co. Tyrone

- Chance to hear about real **improvement work** happening in your local area.
- **Keynote** speakers.
- Opportunities for interested Primary Care teams to **present their improvement work.**
- **Submission information** will be shared shortly.

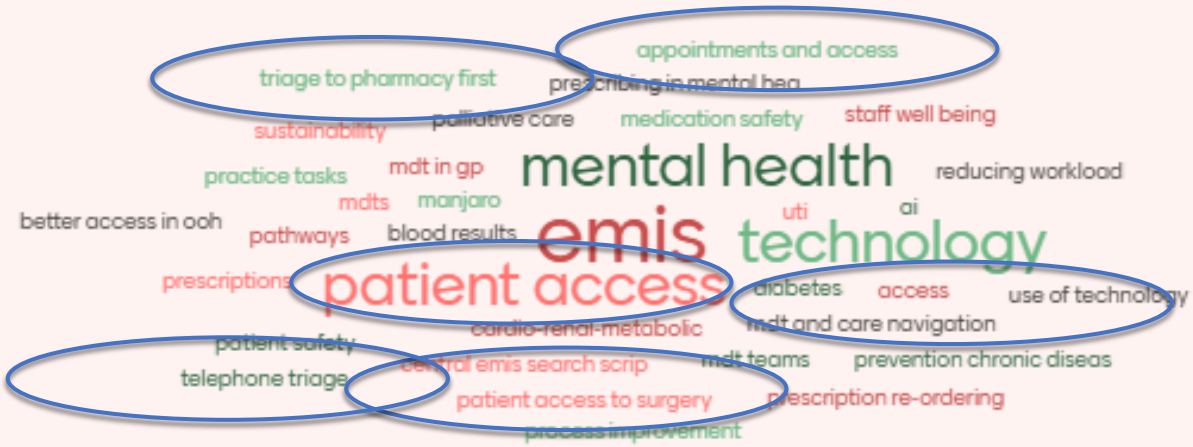
Join us as we share, learn and improve together to deliver the best possible care for our patients and communities.

Purpose of session

- Your Feedback
- Practice story – Signposting
- “How to” Process Map
- Practice story – Triage and managing patient appointments

You said, we listened

What improvement areas are you most interested in for the future?

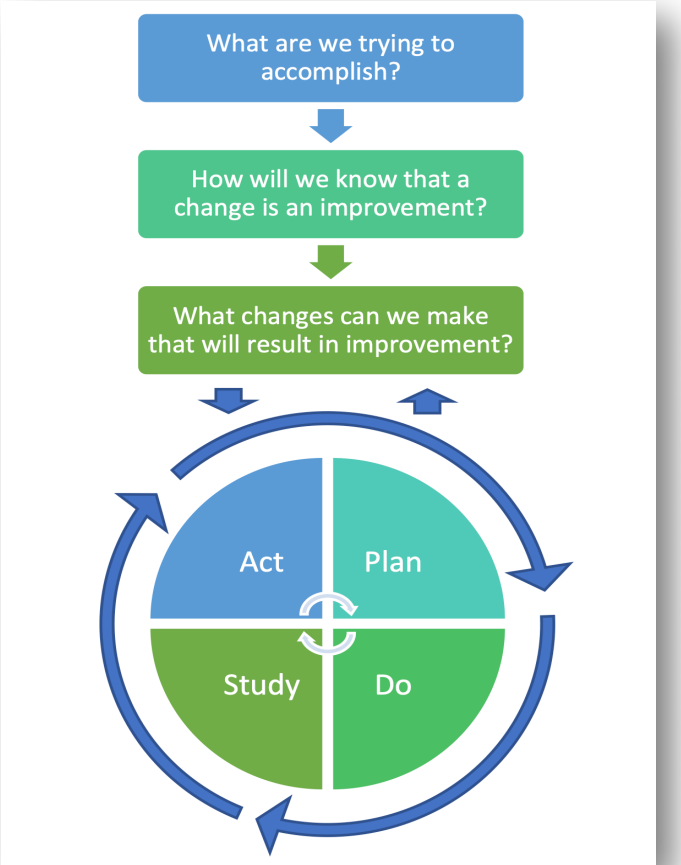


QI Bitesize: Practice Stories

SIGNPOSTING

THE QI JOURNEY

Model for Improvement



'Optimising Patient Access: The Impact of Care Navigation in General Practice'

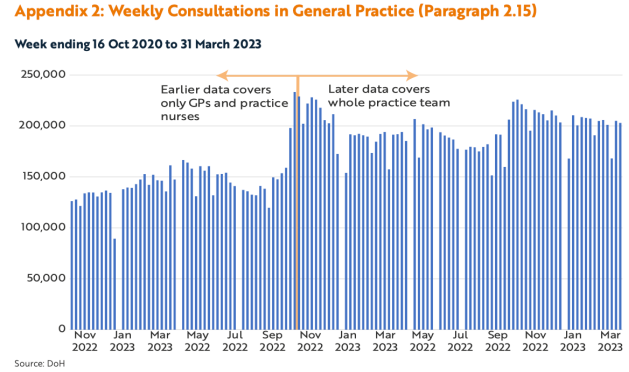
Speaker:
Paula Douglas, Practice Manager

What are we trying to accomplish?

IDENTIFY AN AREA FOR IMPROVEMENT

Approx 200,000 PC contacts per week in NI
10% Population

How can we meet patient demand with limited resources?



Sought to direct patients more efficiently to the appropriate healthcare professional,

- reducing unnecessary GP appointment use
- improving patient satisfaction.

Investigate whether better use of optimising Care Navigation can improve outcomes

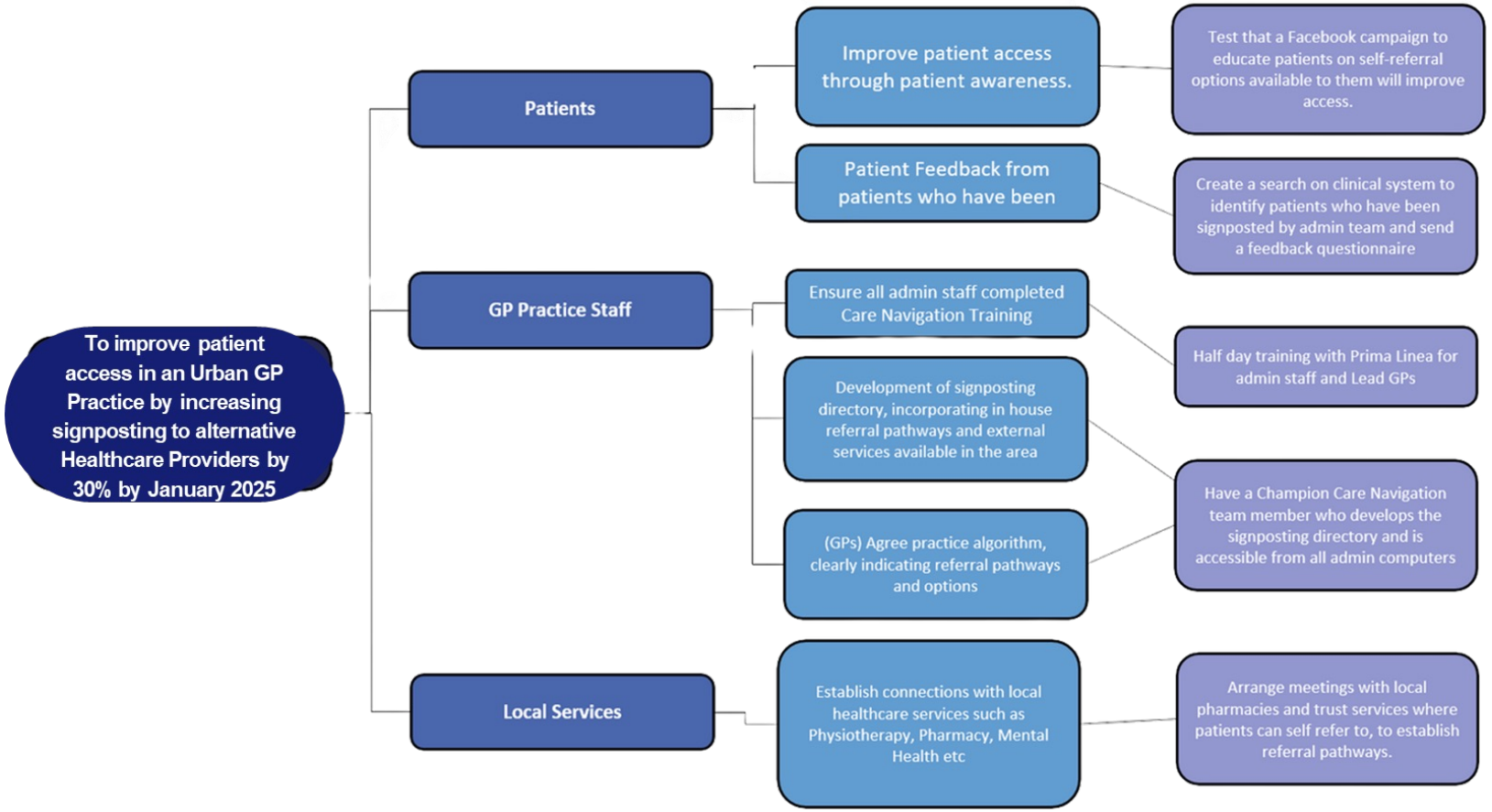
What are we trying to accomplish?

UNDERSTAND THE CURRENT SYSTEM

- **Driver diagram** - key influences on patient access to develop change ideas
- **Run chart** - tracked trends & revealing intervention impacts / variation
- **Patient satisfaction surveys & staff feedback** - ensured changes improved access without increasing workload pressures

What are we trying to accomplish?

UNDERSTAND THE CURRENT SYSTEM



What are we trying to accomplish?

AIM

Aim:

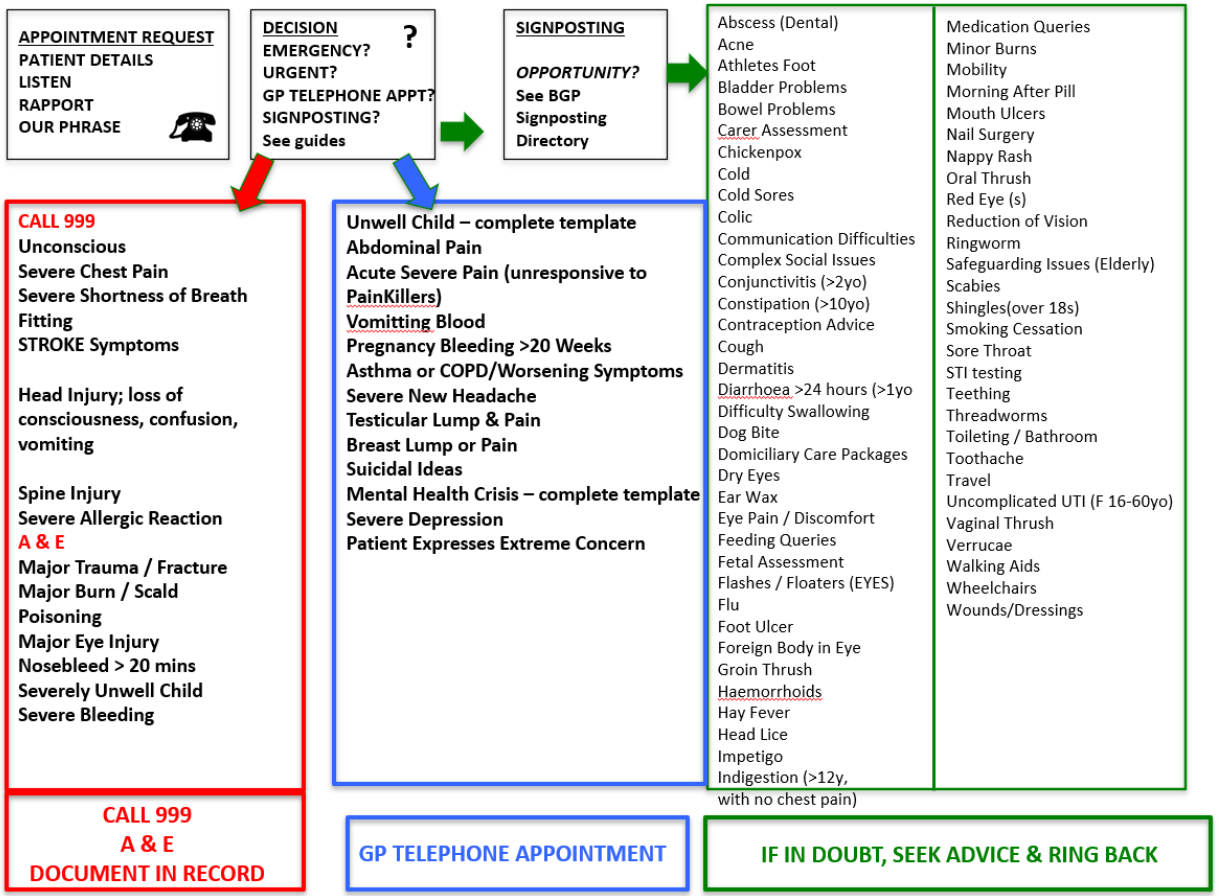
To improve patient access by *increasing signposting* to alternative Healthcare Providers within an Urban GP Practice by 30% by January 2025

What changes can we make that will result in improvement?

STRATEGY AND CHANGE IDEAS

- Care Navigation Training improved staff signposting decisions
- Signposting directory streamlined referral pathways
- Clinical priority algorithm system enhanced triage and urgent case prioritisation
- Dedicated urgent slots and telephone consultations reduced unnecessary use of GP appointments
- Daily huddles and staff feedback reinforced and sustained improvements

SUPPORTING MATERIALS – GO LIVE



SUPPORTING MATERIALS

Signposting Directory

Pharmacy First Scheme in community pharmacy Ballyclare Pharmacy Plus 028 9360 6029 Clear Pharmacy 028 9335 2385 Boots Pharmacy 028 9335 2289	• Acne • Athletes foot • Cold sores • Constipation • Dermatitis • Diarrhoea – over 12 • Ear Wax • Emergency contraception (morning after pill) • Groin area infection • Haemorrhoids • Hay fever • Head Lice • Impetigo • Mouth Ulcers • Nappy rash • Oral thrush • Ringworm • Scabies • Shingles • Smoking cessation service • Sore throats 5+ • Teething • Threadworms • UTIs in women aged 16-64 • Vaginal thrush • Verrucae

OT To self-refer contact OT on 02890341555	• Wheelchairs (only if required for indoor and outdoor use) • Toileting aids • Bathroom aids
Private travel clinic *add names and contact details here	• Travel related queries • Travel vaccinations
Podiatry Self-referral form: northerntrust.hscni.net/services/podiatry 028 2563 5672 Self-referral forms can be collected from the Podiatry office	• Ingrown toenails • Ulcers

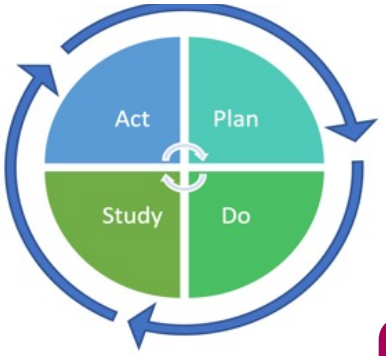
Continence service Braid Valley Hospital Central booking office 02825635521	• Pelvic floor muscle exercises • Bladder re-training • Lifestyle changes • Dietary advice • Bowel management • Continence device provision
Speech & Language Therapy 028 9034 1571 In house 02893343513 (Ext 513)	• Swallowing problems • Communication difficulties
Social services – adult 028 2563 5678 Option 1 – Eldercare department	• Complex Social Issues • Domiciliary Care Packages • Carers Assessments
Contraceptive services Moyle Hospital – Larne Central booking office 02828266163	• Contraception – free counselling, assessment and dispensing of the full range of methods • Coil and implant insertion • Emergency contraception (Morning after

Emergency dental clinics Saturdays/Sundays/Bank holidays 02825663510 0800-1200	• Dental swelling • Trauma to teeth • Dental pain
NI Primary Eye care Assessment & Referral Scheme (PEARS) Local Optician - McCandless Opticians 02893323394	• Red eye(s) • Pain in the eyes or around the eye • Sudden reduction in vision one or both eyes • Recent flashes or floaters
Phlebotomy Clinic 02894481754 10-12 – 2-4	• Hospital bloods
MSK Physiotherapy self-referral Form found online Send PD form for website	• Over 16 • Muscle strains • Joint sprains • Back and neck pain
Ear Microsuction – Antrim Ear Wax Clinic 07859882664 Online appointment enquiry form available on the website www.antrimwaxclinic.co.uk info@antrimearwaxclinic.co.uk	

How will we know that a change is an improvement?

MEASUREMENTS

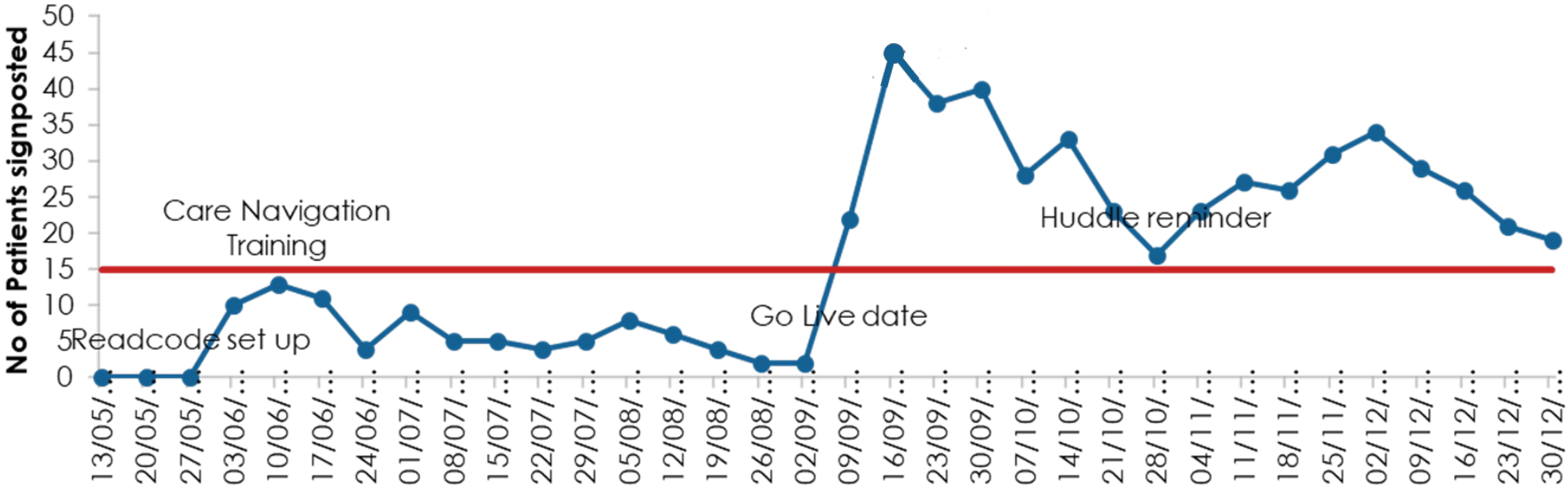
- What did you collect? – Read code Care Navigation recorded
- How did you collect it? – Emis search
- When / how often? – Weekly
- Process measure – Number of read codes related to Care Navigation recorded per week
- Balancing measures – Patient feedback



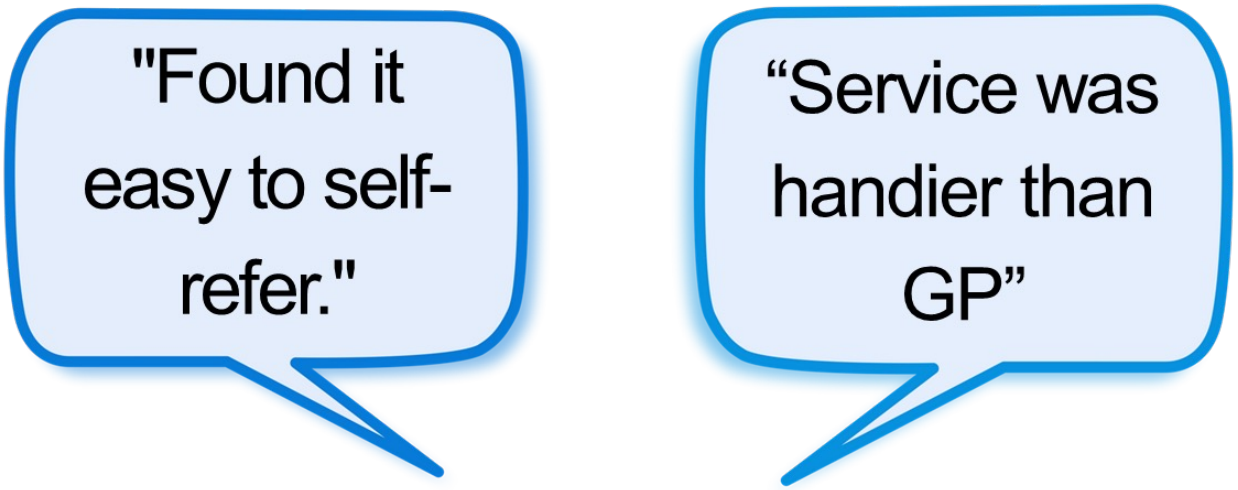
PDSA CYCLES

- PDSA 1: Care Navigation training
- PDSA 2: Go Live date
- PDSA 3: Huddle reminder

OUTCOMES


No of Patients signposted
50
45
40
35
30
25
20
15
10
5
0
Care Navigation Training
Readcode set up
Go Live date
Huddle reminder
13/05/...
20/05/...
27/05/...
03/06/...
10/06/...
17/06/...
24/06/...
01/07/...
08/07/...
15/07/...
22/07/...
29/07/...
05/08/...
12/08/...
19/08/...
26/08/...
02/09/...
09/09/...
16/09/...
23/09/...
30/09/...
07/10/...
14/10/...
21/10/...
28/10/...
04/11/...
11/11/...
18/11/...
25/11/...
02/12/...
09/12/...
16/12/...
23/12/...
30/12/...

PATIENT FEEDBACK



IMPACT/IMPLEMENTATION

Strengths & Successes	Limitations
Showed increased signposting after Care Navigation Training and the signposting directory	Fall in compliance after initial training highlighted the need for daily team huddles and support
Overall trends confirmed improved patient access and reduced GP appointments Reception not saying “No” to patient – identifying appropriate other resource	September decline due to staff absences
Positive patient feedback	Would have been easier if already working within the team

Could a Local directory be created within each local area and shared between practices?

TOPS TIPS/CHALLENGES



- **Training** improves signposting, increasing staff confidence and accuracy.
- **Monitoring** ensures sustainability, identifying trends and setbacks.
- **Staff engagement** is key, with huddles reinforcing processes.
- **Workforce stability** affects success, as absences impacted signposting.
- **Alternative pathways** ease GP demand, with most patients finding them effective, though some experienced delays.

THANK YOU



QUESTIONS?

IF YOU WOULD LIKE SUPPORT TO UNDERTAKE QI IN YOUR PRACTICE:



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