Plan Do Study Act (PDSA) Form

Person completing form:						
Descriptive project title: Workflow optimisation						
Work area:						
Cycle number:	**Start date:**				**End date:**	
Objectives of this cycle:		Test		Implement		Spread
Short objective of cycle:						

PDSA Form dd/mm/yyyy

PLAN:

Implement the workflow optimisation updated protocol over 1 week period and sample 20% for safety and compliance. Collect data to support changes agreed as per protocol.

Predictions: **Predict the outcome(s) of the test.**

The predicted outcome will see a reduction of > 50% admin volume being sent to GPs to action or outcome.

Data collection plan: **What data will be collected, how and by whom?**

Data collection will consist of the volume of documents, the type of documents and the person allocated to action or outcome the document. This will then be measured against the baseline data, cycle 1, 2 and 3 to determine if we have achieved improvement.

DO:

Observations and data: **What happened? Data: Table and/or graph?**

The audit will be carried out after the 1 week data collection period is complete. The protocol will be amended to reflect the results. Standardisation of the workflow optimisation process will be agreed.

STUDY:

Question: **How does what happened match up to your predictions?**

The practice saw a reduction of 80% in documents being workflowed to the GP. This is 30% greater than predicted. The GPs have verbally indicated they have noticed the change in time and volume. A 20% safeguarding audit of all documents workflowed is in place and will be carried out monthly to ensure staff comply with protocol.

Summary and conclusion:

The surgery implemented the agreed revised protocol and achieved predicted target set, a reduction of > 50% admin volume being sent to GPs. The actual achievement for the audit period exceeded the > 50% target by 30% with an 80% reduction of workflow being done by GPs. This is an improvement on cycle 1, 2 and 3 results. The results are greater than the local PASC project target of > 50% set for the pilot.

ACT:

Describe next PDSA cycle: Based on the learning in "Study", what is your next test/action?

The surgery will continue to work towards improvement in workflow optimisation. All staff members have had some form of training or supervision either in-house or external. It is clear from the analysis that the training has been beneficial. We have further training planned both in-house and external and aim to measure if the changes achieved can be sustained (cycle 5). Safeguarding measures are in place to audit document workflow being done

by admin team to ensure patient safety and governance policy is met. Feedback from GP indicates satisfaction with the team's progress to date. They have expressed they feel they spend half the time on admin than before the project. This is reflected in the results. Feedback from the admin staff also suggests satisfaction and increased confidence in the process and their ability to manage workflow. Admin staff would welcome more training both in-house and external if available. Topics suggested include, medical terminology, read coding and signposting. We aim to meet this need. This is the end of the pilot.