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| **GOAL:** *(Specific, Measurable, Achievable, Realistic, Time-limited)* | To increase the number of patients aged 65+ who have had an influenza vaccination in the last 15 months from 40.3% (2019) – 50% for 2020 | |
| **TIME FRAME:** | *Start by 20/04/2020* | *Finish by: 1/08/2020* |
| **MEASURE:** | PIP QI dashboard provided by the Phn | |
| **STARTING POINT:**  *Background information*  *Initial discussion* | *Who will get things started?*  The nurse will get things started by ordering the flu vaccine. Clerical staff assist by taking names of patients who would like a flu shot and by also ringing our pts over 65 that we haven’t heard from to see if they are interested in a flu vaccination for this year.  *How is the owner or principle engaged?*  The practice manager is supportive of all research required and allows the time to facilitate the changed required to meet this PIP QI | |
| **IMPROVEMENT IDEA:**  *Engage team*  *Brainstorm ideas*  *Decide which idea* | *Team meeting? Team Poll– tea room sheet asking for ideas, digital polling tool?*  *Who decides?*  This topic was discussed at a COVID-19 meeting between all staff (nurse, doctors, reception)   * Run cat 4 tool to search for all patients over 65 so they can be contacted to see if they are interested in getting a flu vaccination * Haver reception take the names and numbers of patients that ask us for a flu shot prior to getting them in * Update Facebook page, website and noticeboard with information stating we have the flu vaccine in stock and are running clinics so the patients can make a booking if they haven’t yet been contacted * Run a flu clinic with a nurse and a doctor to rather than have patients booked in sporadically to help everything run smoothly and get through a large volume of patients * Have all appropriate PPE for flu clinic available | |

Step One: Consider the Change Management

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| **WHY will we do this?**  **What difference will it make?** | **Importance of doing this** *See QI starters for more information***Team Score 10/10** |
| Understand the depth of the team’s motivation to overcome the problems as they arise, complete the change and sustain the change. The stronger the motivation, the greater your likelihood of success.  *See QI starters for more information* |
| **What difference will this idea make to patients?**  The patients feel cared for when we think of them for specific issues especially in the light of COVID-19 |
| **What difference will this idea make to clinicians?**  Flu vaccinations create money for the doctors as all patients need a consult prior to receiving the flu shot. It also provides holistic care and for those doctors who have patients with comorbidities it helps to protect them and keep them safe throughout the flu season. | **Confidence we will succeed**  *See QI starters for more information*  **Team Score**  **9/10**  **Nursing home patients and flu shots given are not recognised in clinical software (Best Practice). Next year we plan to enter this data.** |
| **What difference will this idea make to the practice?**  Creates revenue for the clinic |
| **What difference will this idea make to the health system?**  Keeping those over 65+ safe during winter and in light of COVID-19 helps take the strain off the hospital system. |

Step Two: Planning-Testing-Analysing

|  | **PLAN THE TEST** | **RUN THE TEST ON A SMALL SCALE** | **ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION** |
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| **START TESTING** | **Who will do what, when and by when?**   * Reception staff to book patients in for the flu clinic * Doctor to consult with patient then send straight out to nurse for injection * Practice Manager organising flow of patients from waiting area into doctors room and then alerting them when their wait time is up * Nurse/reception to clean all areas during and after each flu clinic   **What data, who and how to collect?**  Review of the Pen Cat data | **Start date of test**  20/4/2020  **End date of test**  30/5/2020 | **Results**   * Great outcome running the flu clinic, patients happy at how things went. * Very organised with a good flow.     **Problems? Need more steps? Keep testing (below)**   * Doctors taking to long with consults as patients wanted to discuss things other than flu shots. |
| **KEEP TESTING – FIX PROBLEMS OR TAKE ANOTHER STEP**  *Delete if not needed and go straight to Rollout to Business as Usual* | **Who will do what, when and by when?**  Reception staff to advise patients that the flu clinic is for flu vaccines only and will not involve a long consult for any other issues | **Start date of test**  21/4/2020  **End date of test**  21/4/2020 | **Results**  Problem solved – quicker doctor consults kept the flow through the flu clinic running smoothly.  **Ready for rollout? Go to ‘Business as usual’ (below)**  Ready to roll out |
| **ROLLOUT TO BUSINESS AS USUAL** | **Who will regularly do what, when and by when? How will you maintain your improvement (what is your plan B if staff are on leave, etc)?**  Awaiting Pen Cat data to check statistics.  **We give nursing home patients flu vaccines but they are not recorded in Best Practice there fore we have at least 150-200 patients over 65 who will look like they have been missed.**  **What data will you collect to review your progress?**  Pen Cat data  **Results:**  As per pen cat data we have increased the amount of **flu shots given by 18%,** from 40.3% to 58.2% | | |