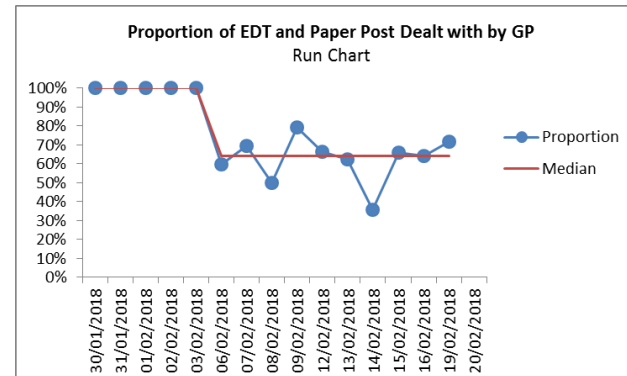


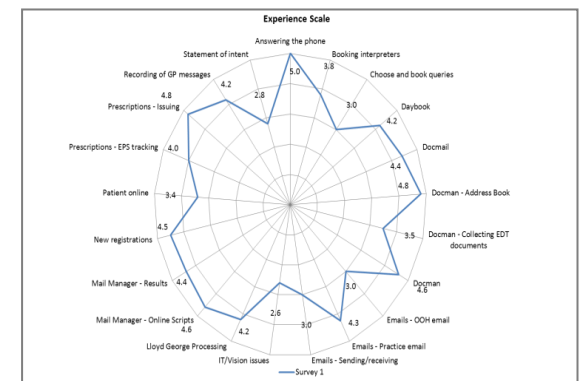
# Orient Road Medical Practice

## Initiatives

- Work Flow Optimisation
  - Staff Training
- Development of new work regime for admin/reception staff



This run chart shows the proportion of EDT and Paper Post which is dealt with by our GPs



This radar chart shows how we are upskilling our staff by providing regular training

## PDSA Cycles

- Optimized workflow freeing up clinicians time and enabling of better read coding
- New regime – achieved via 3 PDSA cycles involving optimization of prescription workflow, this then developed into working rotas focused on prioritizing tasks for the working day

Time taken to action workflow has been reduced by at least 1 hour per week per clinician.

Dr Raj – General Practitioner

Documents being sent to clinicians are relevant and work is more concise, and also spend less time reading documents

Caroline Bourke – Nurse Practitioner

New working regime enabled prioritisation of work but highlighted gaps within the workforce

Rachel Statham – Secretary/Admin