



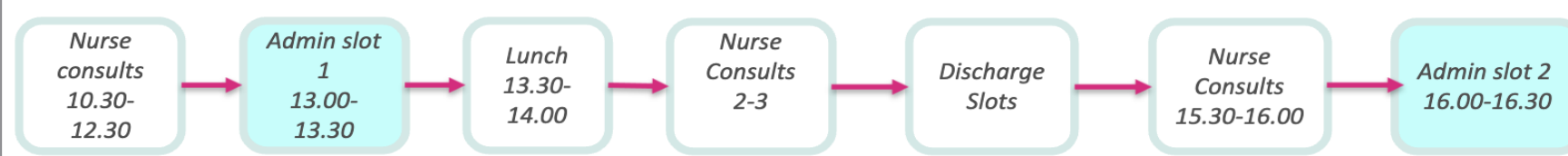
BACKGROUND

Nurse's need admin time for important tasks like repeat prescriptions & online post op checks but nurses find they frequently don't get the allocated time meaning these important tasks build up, pets miss prescriptions and checks and clients get frustrated.

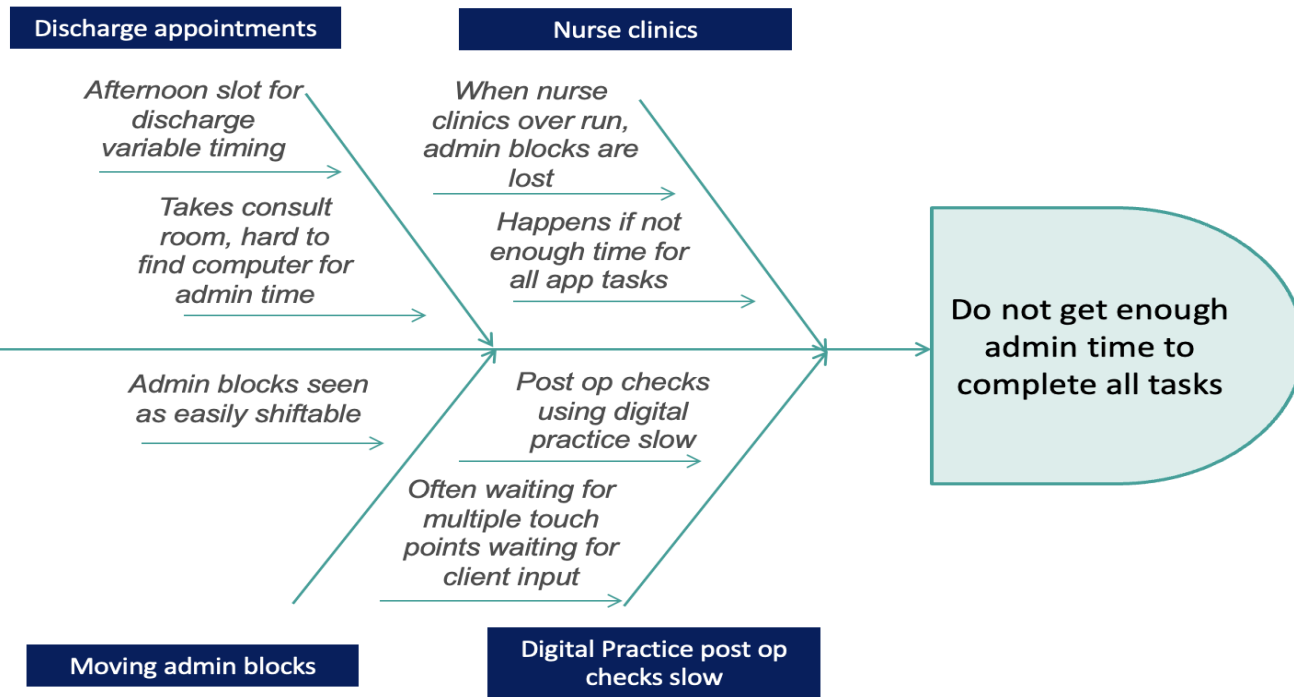
PROBLEM
No admin time means missed prescriptions, less post op checks and frustrated clients.

DIAGNOSTICS

High level process map:



Fishbone diagram:



AIM: By the end of March '25, nurses will get 8 out of 10 admin blocks as planned.

MEASUREMENT DEFINITION:

- Nurse scale rating of admin time: 0-2
0=no time, 1=some of the slot available 2= all time
- Include one morning and one afternoon slot, planned to be 30 minutes each session
- Exclude additional slots, nurse consults slots
- Sampling via WhatsApp group, 2 scores/day

CHANGE IDEAS:

Nurse clinic overrunning related change ideas:

- List of nurse clinical appointment types that need >15 minutes
- Stagger nurse and vet appointments
- Keep colour coded emergency slot within nurse clinic block
- Provide list of appointments that don't need to be same OR next day
- Lock discharge and admin slots on PMS so they cannot be moved

Admin slot task related change ideas:

- Batch together flea and worm check signs offs for vet and book as vet consult
- Review asynchronous/online Post op check system

PDSA cycles

1.1

ADAPT: Need to make this list simpler to use. Could trial only listing top 3 causes, or find simpler way to help reception book correct amount of time for nurse clinic

Reception book double block (30 mins) for more complex nurse consults appointments
One of nurse created a list of appointments needing double slot

Head nurse advised does not add any more information than already given to reception and its too long for reception to follow

List was shared with head nurse prior to being laminated and placed on reception

1.2

Likely to run AGAIN after PDSA cycle 2

Reception to ask clients if they need additional tasks done at time of appointment when they phone to book. One of nurses to create sheet with reminder of this question for reception

More practical for reception. Waiting for more feedback and measures to fully assess

½ A4 notice with question: 'Booking a client in for nail clip or anal gland nurse clinic, ASK if client would like nurse to check anything else. If YES, book double slot'

2

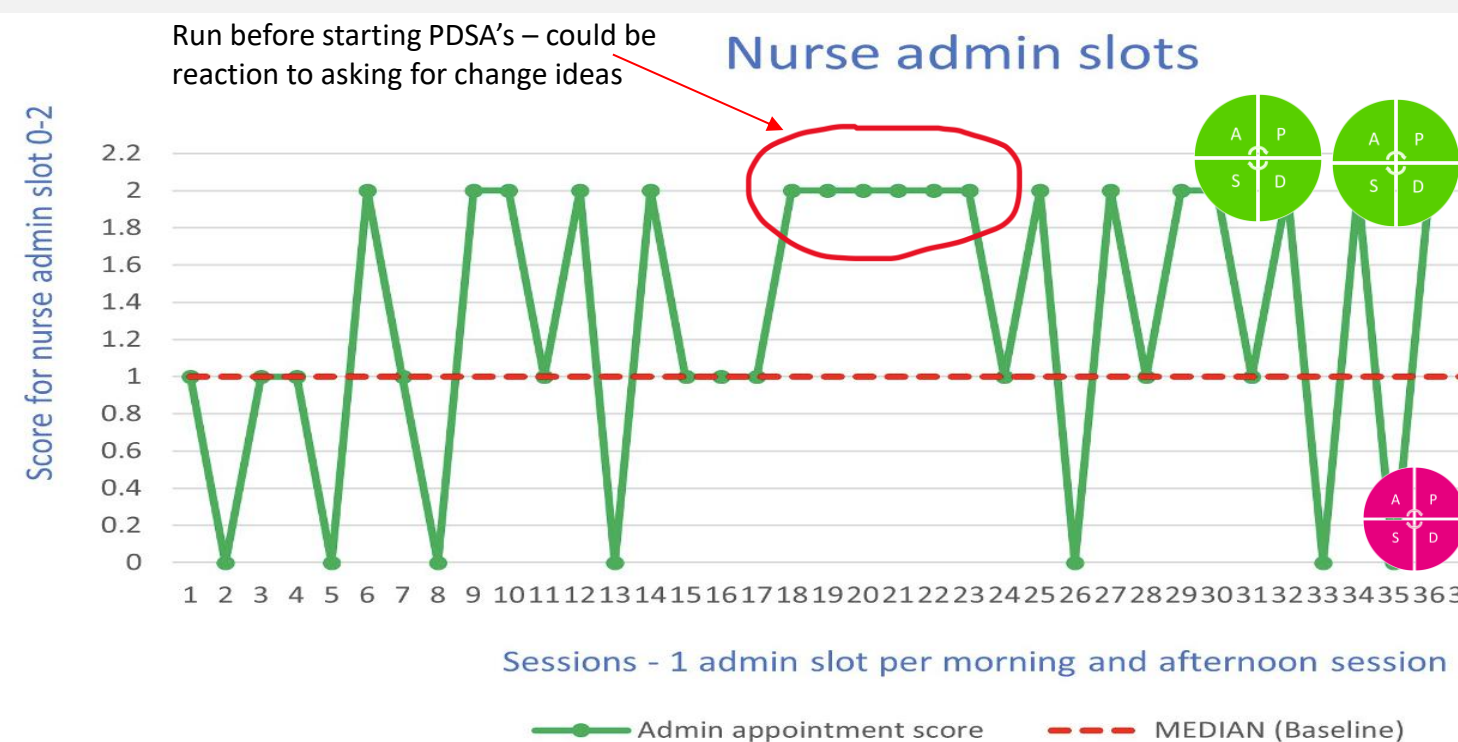
TBD

Reception team need support to understand importance of admin slots and to make it easier for them to leave them in place

Awaiting feedback

Head nurse setting meeting with reception lead and practice manager

RUN CHART



CONCLUSIONS

My run chart shows it is possible for admin slots to remain as planned. Need 1 or 2 more data points on PDSA 1.2 and then to introduce more cycles.

Exploring anything happening during run could help **REFLECTIONS & LEARNING**

Spending longer understanding the problem and engaging all teams is critical, I could have involved reception team more and sooner. Keeping PDSA cycles small is crucial.

Acknowledgements:

Huge thanks to Sarah Carrick, Emily Foster, Helen Trory and the whole team at York V4P Turner Close

