



Improving Access Services

Clinical Case Audits in Improving Access Services

Distribution: GPs and ANPs in B&H and HWLH

From: Dr Lucy Bamford (Clinical Audit Lead IAS) & Dr Simon Hincks (Clinical Lead IAS)

Dear Improving Access Clinicians,

We are in the process of rolling out a Clinical Audit process for our Clinicians over the next few months. Based on some initial sampling of Consultations we have identified a couple of areas that we feel we could improve on, and that may be particularly relevant to acute Consultations in the Extended Hours Setting.

These include the following areas:

- Is there documentation of relevant negative features within the history of the Presenting Complaint?
- Documentation of advice around prescribing, including common side effects or interactions
- Sufficient record of continuing care arrangements with a specific safety net plan.

In more than 50% of the sample of Consultations audited documentation was lacking, or non-existent in these areas.

The MDU have identified that documentation of **specific** safety net advice given to patients can be helpful when they are reviewing patient complaints. This advice should be specific, rather than 'advice given' ideally **with timescales**, and signposting to OOH providers where necessary. They also recommend written as well as verbal information if available.

We are considering adding these areas into a new template to help prompt Clinicians to document these areas more efficiently.

In the near future, we will provide you with more information on this process and offer you the opportunity to become involved as an auditor if you should wish.

Best Wishes,

Dr Lucy Bamford & Dr Simon Hincks

Improving Access Services
Clinical Case Audit Template

The current suggested audit areas involve the following questions:

Data Entry and Decision Making

- Are the notes well structured, including all contacts?
- Have any problems been appropriately Read coded?
- Are the positive features of the presenting complaint documented adequately?
- Are the negative features of the presenting complaint documented adequately?
- Is there appropriate documentation of clinical examination findings?
- Is an appropriate working diagnosis made from the information acquired?

Prescribing

- Does the prescribing within the Consultation meet current acceptable guidelines?
- Has appropriate advice been documented regarding common side effects or interactions?

Clinical Guidelines and Planning

- Does the Clinician follow formally agreed clinical practice guidelines (National and Local)?
- Have good quality, appropriate referrals been made?
- Is there good documentation of continuing care arrangements with a specific safety net plan?

The Audit process is currently under development, and we are considering adding prompts or new templates if these are felt to be helpful.