

# NOTICING NOTICEBOARDS

Optimising noticeboards in clinical rooms in Gillbrae Medical Practice, Dumfries

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## Aim Statement

By 29th of March 2023, healthcare professionals working at Gillbrae Medical Practice will increase their useful engagement with noticeboards in consultation rooms by 20%, in accordance with recommendations for quality improvement in general practice (NHS England, 2019).

## Background

Noticeboards are a ubiquitous constant in clinical areas and hold potential as a clinical tool for healthcare workers. We identified an opportunity to provide additional value to consultations by optimising noticeboards in general practice clinical rooms, ensuring they are up-to-date and contain useful, requested resources.

## Measures

Run chart 1 displays a 25% baseline percentage of useful looks at noticeboards and an 88% final percentage of useful looks, well surpassing the 20% increase target from our project aim. This target was met before two weeks since project inception and surpassed predictions, ending on a 63% total increase in useful noticeboard looks.

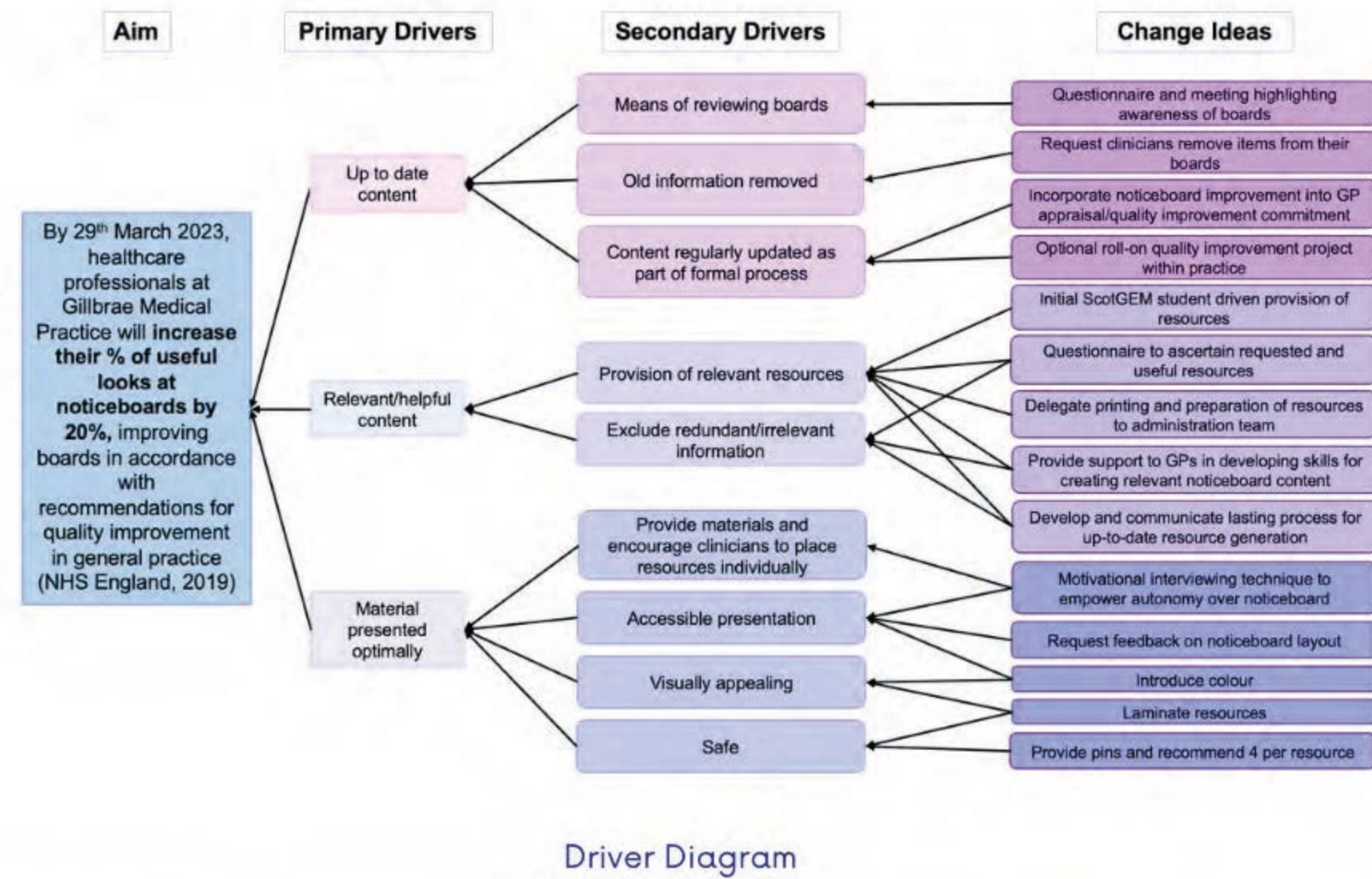
Run chart 2 displays our process measure – the quantity of resources (inferring changes) on noticeboards each week across the project. When the project began, an average of 11 resources were found per board, dipping as we began to raise awareness of boards, before an average of 15 resources per board were found towards the project end.

## Change ideas

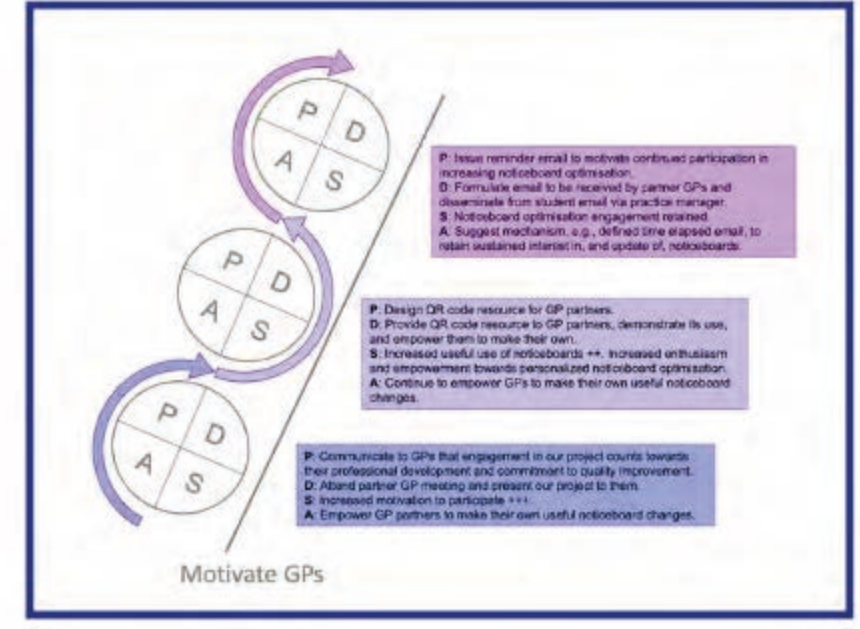
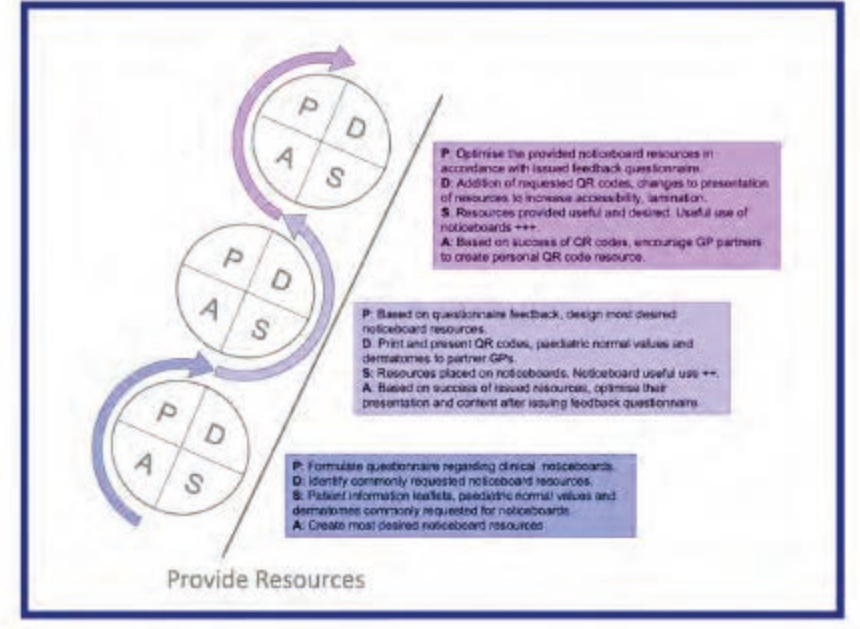
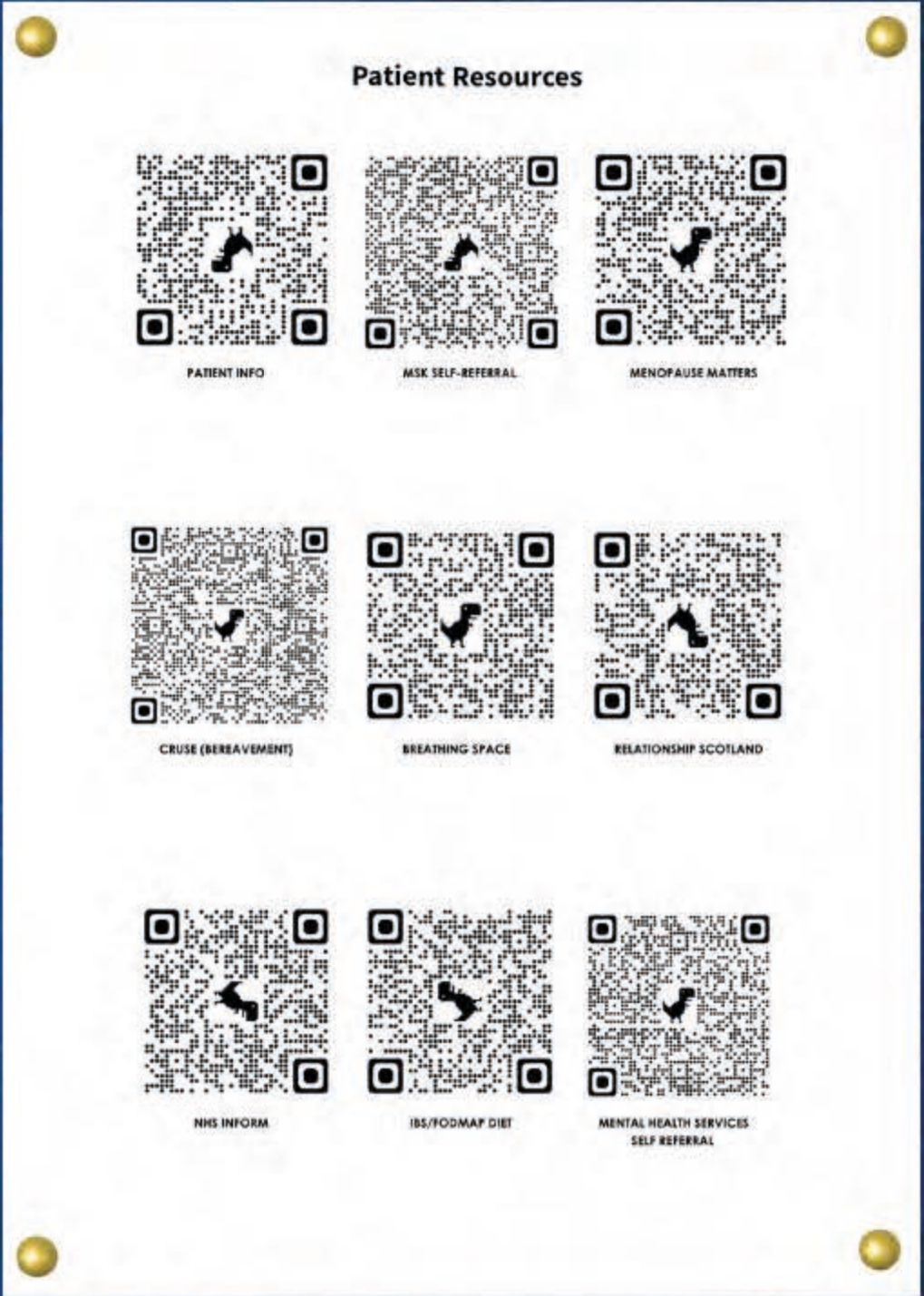
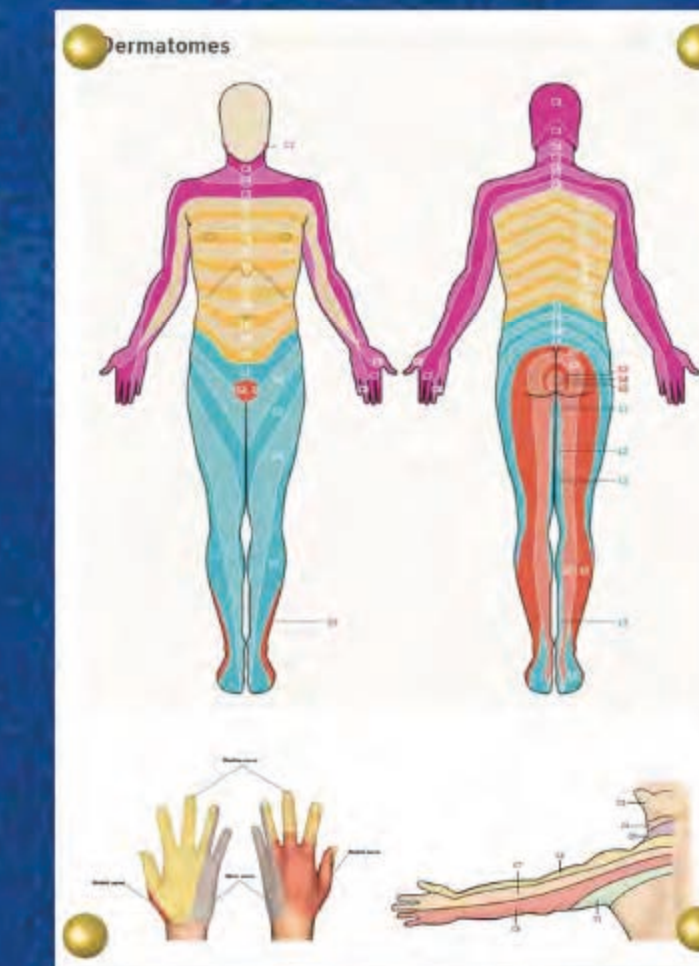
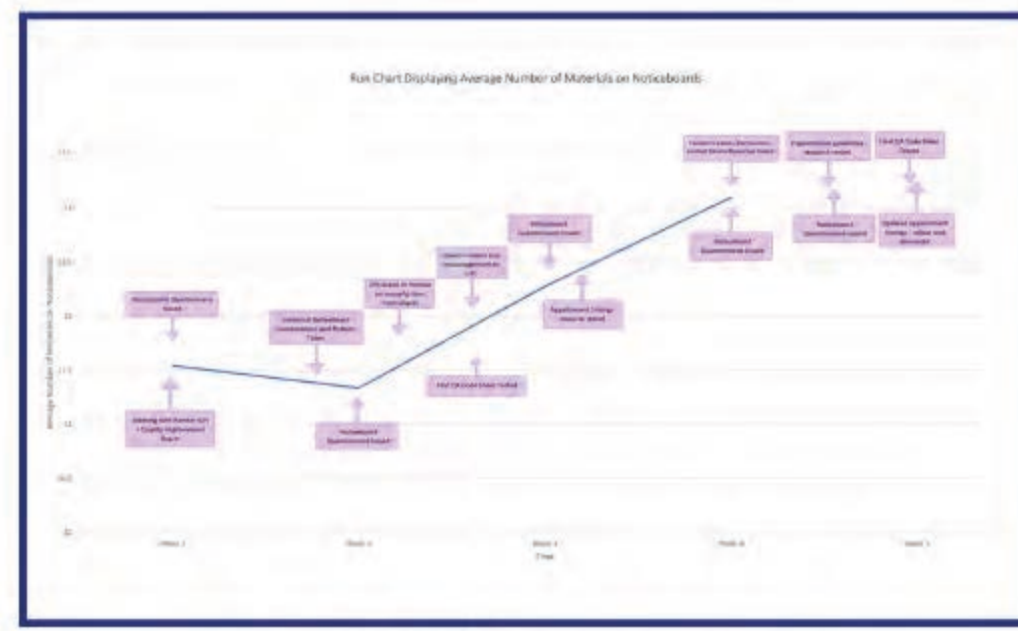
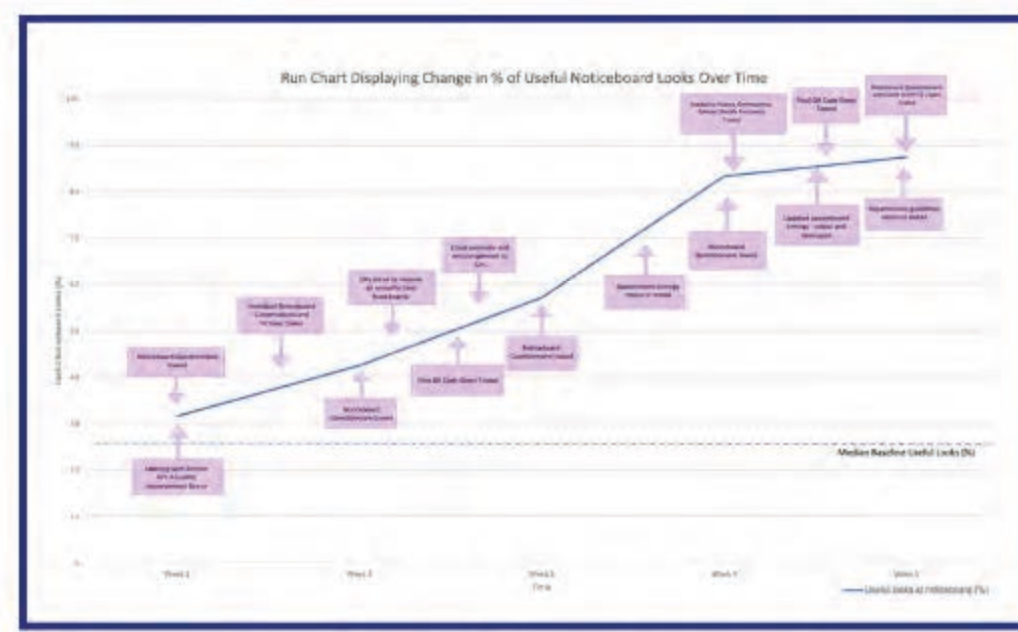
Our change ideas were based on two key areas.

First, we identified time constraints and lack of awareness of how useful noticeboards could be as major frustrations to optimal noticeboard use. To address this, we explored resources that would be of most value to the GP partners using a pareto chart, and then designed and laminated these resources for them to put on their boards.

We then set about empowering GP partners to continue to invest time and effort into exploring the opportunities presented by their clinical noticeboards and encouraging them to keep the content relevant and up-to-date in line with their commitment to continuing professional development and quality improvement.



Driver Diagram



## Moving Forward

We concluded that GP partners were motivated to reach our target increase of 20% in useful engagement with noticeboards by talking about and raising awareness of noticeboards, and the further 43% increase was driven by the introduction of the resources they requested.

The QR code resource was found to be qualitatively extremely useful, and a resource not previously considered by GP partners, although other existing resources, such as the contact details, that were updated and optimally presented were also well received.

Our tests of change drove 63% total increase in useful looks at noticeboards, providing scope for further optimisation and addition of clinical value in the future. For future sustainability we would recommend implementing a practice protocol for clinical noticeboard use (East London NHS, 2021).

NHS Scotland Paediatric Early Warning Scores

PEWS are not validated for use in Primary Care. It can be useful to refer to these tables to ascertain how far outwith the normal range a set of observations are. This can assist with the structured referral of acutely unwell patients if you are concerned about a child you should not feel reassured by a normal PEWS.

0-11 months	3	1	0	1	3
Heart Rate	>99	100-109	110-155	160-169	>170
BP	>99	80-89	70-99	100-109	>110
CRP	>10	5-10	<5	0	<5
Resp rate	>30	20-29	30-49	50-69	>70
SaO2	<93	93-95	95-98	98-99	>99
o2 delivery	<10	10-14	15-24	25-34	>35
temperature	<36.0	36.0-36.9	37.0-37.9	38.0-38.9	>39.0
Conscious	U/S/U	U/S/U	U/S/U	U/S/U	U/S/U

