

Lejeune
Family Medical Practice



We listened to you

**We have implemented a number of
Quality Improvements for
Lejeune Family Medical Practice patients.**

And we are improving patient care. At Lejeune Family Medical Practice, we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us was we could improve on our patient wait times.

What we have done:

1. We have added **more long appointments** to our diary and implemented more breaks for our doctors.
2. For some patients we add to their notes if they require longer appointments on a regular basis.
3. **Patients are always encouraged to indicate to reception staff that they will require more time with their GP**, ensuring the day will flow smoothly for all patients after them.
4. We have created **more “on the day” appointments** within our Best Practice diary so that GP’s will have more allocated spots for sick, urgent patients.
5. **Catch up breaks** for some GP’s have been added to the diary during both the morning and afternoon sessions
6. TV in the waiting area is always appreciated.
7. Knitting/Colouring pages for children which is now popular.
8. New magazines and bookcase with resource materials for patients.
9. More chairs and areas for patients waiting so they can have a little more privacy whilst waiting to see their GP.

We have also been extremely busy implementing other improvements within Lejeune Family Medical Practice which are:

IT Improvements:

10. **NEW Computers – both server & doctors' desktops with the latest SAFE & SECURE software to protect your Privacy.**
11. **PenCAT & TopBar Software** has been implemented, this resource is available to ensure we are getting all the information required within Best Practice for patients when they are onsite at our practice. And for the RN's Care Plans, improving on-going care for our patients as the software identifies patients requiring increased care. Practice Management, identifies where improvements can be made at a glance.
12. **Best Practice**, our *Patient Management Program* is **maintained and updated** monthly to ensure data quality.
13. **Appointment system booking via OzDocs & HealthEngine on the Lejeune Website**, as well as ordering scripts, on-line uncomplicated consultations for current patients and results from GP's.
14. **NEW Updated Lejeune Website** with current Lejeune Family Medical Practice Newsletter, Privacy & Confidentiality Policy, eRx Script Privacy Policy and an easy link provided for patients to navigate to "My Health Record".
15. **Our Website contains** interesting & current articles for patients to read & listen to '**LejeuneCast**', **Dr Smith has some very interesting Podcasts for you to hear.**
16. We have included links for patients who would prefer to read medical information in their own native languages

Clinical Improvements

17. **Diabetes Management Program.**
18. **GASP Program.**
19. **On-site Case Conferencing** currently available for all our diabetic patients where **Endocrinologists'** from our local hospital work directly with our patients and a

Diabetes Educator together with our GP's and Practice Nurse. Ensuring best care available.

20. **NEW We have extend this service in 2019 for our GASP patients and Cardiology patients** with complex care requirements. We now also have a **Psychiatrist** visiting once a month with a **NO** out-of-pocket expense.
21. **On-site pathology from SydPath Pathology** 6 days a week. SydPath Laboratory is located at St Vincent's Hospital Sydney, therefore being a state-of-the art hospital lab the turn-around time for results is very fast.
22. **FREE Audio Assessments** available for our patients on-site
23. On-site **Physiotherapist** – Tracey
24. On-site **Psychologist** – Mary
25. On-site **Dietitian** – Katherine
26. On-site **Clinical Pharmacist** – John & Michael
27. On-site **Speech Pathologist** - Shobha
28. **Medications Reviews with “Medicine Insight” for GP's & NEW** you can now ask our Clinical Pharmacist for advice & help with your medications while waiting for your doctor + Home Medication Reviews for eligible patients.
29. **NEW Updated Triage Chart** with actions and contact details for emergency help/advice.
30. Infection Control, **NEW Masks** available at reception for sick coughing patients. Handwashing signs & **NEW Dettol wipes** also available at front desk for staff & patients
31. **Vaccination Fridge** – **NEW iSocket** to send SMS for Power Outage alerts.
32. **NEW WentWest Training** for all staff - GP's, RN's and Admin.

We hope you appreciate our improvements

The Lejeune Family Medical Practice team.