**North Wilshire PCLS Quality Improvement Project-**

**Non Urgent Medication Advice Line** Tel: 01380737840

**Purpose**: What are we trying to accomplish?

* For all stakeholders we would like to make sure we are doing things right as well as doing the right thing.
* To ensure NW PCLS and GPs can work together to provide an effective, safe and timely medication advice service for our service users.

**Goals:** How we will know that a change is an improvement?

* Reduce the number of referrals to NW PCLS
* Improve the quality of referrals to NW PCLS
* Improve the communication between NW PCLS and General Practitioners
* For patients - aim to implement intervention early to prevent relapse/crisis

**What change can we make that will result in improvement**?

* Established a non-urgent medication advice line for General Practitioners
* Offer training sessions on mental health topics for GPs and practice staff who make referrals to NW PCLS. The aim will be to conduct sessions fortnightly/monthly on a virtual platform.

**Time**

* The aim is to run this project over a three month period, Monday-Thursday from 09:30 am-3pm. Just contact PCLS on the number above.

**Initial actions**

* Send a qualitative survey to gauge current satisfaction with the service among GPs and assess interest to engage in training sessions

**The NW PCLS team would greatly appreciate your participation in this survey as we aim to improve our service.**

Please indicate your level of satisfaction with each category: 1: not interested – 5: very interested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** | **5** |
| Accessibility to medication advice |  |  |  |  |  |
| Responsiveness to your medication advice request  |  |  |  |  |  |
| The quality of medication advice received |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** | **5** |
| Psychotropic medications |  |  |  |  |  |
| Risk Assessments |  |  |  |  |  |
| Managing Challenging Behaviors in Primary Care |  |  |  |  |  |
| The interface between Physical and Mental health |  |  |  |  |  |

Please indicate if you would be interested in participating in refresher sessions on the following topics: 1: not interested – 5: very interested

Please outline any suggestions you have on how we can improve the quality of our medication advice service?

**Thank-you**