

Unhealthy Behaviours: Quality Improvement in 2023/24

Dr Steve Harrowing / Mr Alex Davies
The Vale Of Neath Practice



What was the Problem?

- To focus on collecting data on new patient registrations for some unhealthy behaviours namely, smoking, excess alcohol consumption and weight.
- Better systems of collecting data would enable us to provide our patients with information and support in addressing these issues.

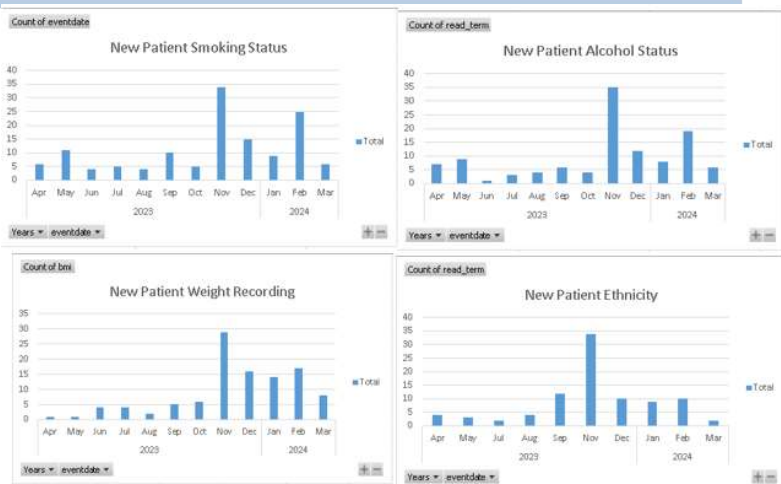
Who was involved?

- Mr Alex Davies (Practice Manager)
- Dr Steve Harrowing (QIP Lead)
- Julie Kemp (Nurse Practitioner)
- Clair Orrells (HCSW)
- Mair Williams (Practice Nurse)

Aim: What did we try to accomplish?

We have worked to improve our data collection by ensuring that our new patient questionnaire (paper and website version) specifically include questions about smoking, alcohol consumption and weight.

Measures: How would we know that a change is an improvement?



Changes: what changes did we make that could result in an improvement?

- We reviewed our new patient questionnaires (paper and website version), and found that these already included the necessary questions to capture the unhealthy behaviour data.
- Newly registering patients who had not completed the new patient questionnaire, were sent a text message with a link to the new patient questionnaire on the practice website.
- A new system of hotkeys has been introduced to further aid the data capture process.
- Read codes for BMI/Alcohol/Smoking behaviours are incorporated into the hotkey computer template used for New Patient Registration Health checks and Chronic Disease Reviews

What did we learn? What are the next steps?

- Not all patients responded to the text message request for them to complete the online new patient questionnaire.
- Ensure that the new patient hotkey is utilised to capture all of the data required.
- Give consideration to re-instating face to face new patient check appointments.
- Consideration to face to face new patient checks is dependant on sufficient staff and finance resources.
- Practice will continue to educate and signpost patients towards National Exercise Referral Scheme, Stop Smoking Wales scheme in local pharmacies, Parkrun and engagement with the All Wales Pre-Diabetes Program for behaviour modification/weight loss. Patients can self refer and information can be provided via digital methods such as website and via online communication service with patients via AskmyGP.
- In addition to some of the third sector organisations mentioned above practice continues to liase with secondary care for dietetic involvement to help with weight loss.

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Cluster/Collaborative: **Upper Valleys Cluster**
Health Board: **Swansea Bay University Health Board**