

PROJECT TEAM

GP partners, Practice Management, Clinical Pharmacist, GPs, Nurse, Health Care Assistant, Senior Administrator, Reception Team

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AMNA MAGREY, CLINICAL PHARMACIST

AIM

To increase Bisphosphonate medication (BP) reviews at Sutton Medical Centre by 80% within 4 months (July - October 2022)

BACKGROUND

Problem Unmet need for Osteoporosis management at Sutton Medical Centre

Why?

- **Lack of medication reviews**
Patient is affected
- **Compliance issues**
Adverse GI effects
- **Drug interactions**
Drug bioavailability
- **MHRA (June 2011)**
Long-term risks of Osteoporosis of jaw & atypical fractures

METHODS

Diagnostic stage

Baseline metrics 1st cycle audit in June 22 showed 0% (0 out of 22 patients) had BP medication review

Survey 0% clinicians trained or confident to perform BP reviews

Stakeholder map Project discussed with Practice Manager & GP partners

Team meeting held to discuss problem & root cause analysis

Driver & Fishbone diagram

Pareto Chart showed 'lack of trained clinicians' the most significant cause of process failure.

PDSA cycles 1 - 4

Clinical pharmacist, GP & different patients

NICE Osteoporosis (2021) & NOGG (2021) studied & applied when sample patients were reviewed.

Anything new learnt from each cycle was then applied to the next patient

Knowledge generated of what needs to be included in BP reviews

Dot voting determined online training preferred for clinicians

Training developed using patient case-studies & delivered to clinicians



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TOP – TIPS

Utilise Ardens Template
'Osteoporosis'

Indication of BP coded in
emis

Recent DEXA scan results
entered into emis

Diary entry for next DEXA
scan entered into emis

To utilize FRAX assessment
tool

RESULTS

Survey showed 100% clinicians are more confident in performing BP reviews.

- Increased knowledge of the relevant UK guidelines and materials to be used to develop a deeper understanding

A second cycle audit was conducted in October 2022 and found 100% patients (22 patients) have had Bisphosphonate reviews

Examples of QI outcomes from BP medication reviews

2 patients – Drug compliance poor-counselled

4 patients – No indication for BP - coded in emis

15 patients – Recent DEXA scan put into emis

13 patients – Diary entry for next DEXA scan entered in emis

8 patients – Referred for DEXA scan

2 patients – BP stopped/drug holiday

2 patients – Referred to Rheumatology for treatment switch

CONCLUSIONS/RECOMMENDATIONS

Aim of QI project achieved as 100% Patients have been reviewed

- Clinicians have upskilled their knowledge in providing reviews
- To sustain this clinicians encouraged to remain up to date with NICE (Osteoporosis) 2021 & NOGG (2021) guidelines
- New clinicians who join the team to have training as part of their induction