**PDSA Cycle 1**

**Aim:** what are you trying to accomplish?

Improve SM CMHT staff awareness that a baseline and annual ECG is needed for patients prescribed antipsychotics.

**Plan:** what will your test be?

Awareness will be gauged in 10 staff at baseline by informal questioning and a brief questionnaire. A clinical pharmacist will then present a briefly at the SM CMHT meeting and then staff awareness will be gauged following this intervention in the same manner.

**Prediction:** what do you think will happen as a result of your test?

Staff awareness will significantly improve.

**Do:** what happened when you carried out your test?

Staff awareness only partially improved as it was found that some staff, especially non-nurses had a larger training need as they were unsure which medications were classes as antipsychotics.

**Study:** how did the results of your test compare with predictions?

The results were different from predicted but enabled the team to plan a further different PDSA to improve staff awareness.

**Act:** how will you change your previous test in light of what you have learned?

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**Study:** how did the results of your test compare with predictions?

The results were different from predicted but enabled the team to plan a further different PDSA to improve staff awareness.

**Act:** how will you change your previous test in light of what you have learned?

The test was repeated but included more basic information on which drugs are antipsychotics in the form of laminated diary cards and posters.

**PDSA Cycle 2**

**Aim:** what are you trying to accomplish?

Improve senior primary care staff awareness that a baseline and annual ECG is needed for patients prescribed antipsychotics.

**Plan:** what will your test be?

Awareness will be gauged in 4 staff at baseline by informal questioning. A meeting will then be set-up between a clinical pharmacist and senior primary care representatives to discuss the SCP and ECG monitoring. Staff awareness will then be gauged following this meeting.

**Prediction:** what do you think will happen as a result of your test?

Staff awareness will improve as a result of this intervention.

**Do:** what happened when you carried out your test?

Staff awareness didn’t improve as it was already high. However the test did help to identify other reasons for non-compliance with ECG monitoring by primary care staff other than a lack of awareness.

**Study:** how did the results of your test compare with predictions?

The results were different from predicted.

**Act:** how will you change your previous test in light of what you have learned?

This PDSA will be repeated but with different cohorts of primary care staff including less senior members of the GP practice teams to see if the results will be different.

**PDSA Cycle 3**

**Aim:** what are you trying to accomplish?

To produce a reliable and robust way of identifying patients within the SM CMHT who were due an ECG by setting up a central database.

**Plan:** what will your test be?

Compile a list of patients on antipsychotics and the date that they last had an ECG and the date they will be next due an ECG. Check whether this database improves compliance with ECG monitoring by improving patient identification.

**Prediction:** what do you think will happen as a result of your test?

Compliance with ECG monitoring will quickly increase as care co-cordinators will be quickly and easily able to identify which of their patients are due an ECG.

**Do:** what happened when you carried out your test?

Compliance with monitoring did not change significantly.

**Study:** how did the results of your test compare with predictions?

Compliance did not change significantly as several factors hadn’t been considered including admissions to the team, discharges, changes in medication and ownership of the database.

**Act:** how will you change your previous test in light of what you have learned?

The PDSA cycle will be repeated but with a named member of the SM CMHT being responsible for its update and management to ensure other factors are taken into consideration.

**PDSA Cycle 4A**

**Aim:** what are you trying to accomplish?

To produce a reliable and robust way of ensuring patients attend ECG appointments when necessary.

**Plan:** what will your test be?

Identify 3 patients who are due an ECG and send them a letter asking them to make an appointment for an ECG at their GP surgery. Check with the GP surgery after 2 weeks to ascertain whether the patient has made an appointment.

**Prediction:** what do you think will happen as a result of your test?

Patients will not make an ECG appointment due to lack of engagement, support and motivation.

**Do:** what happened when you carried out your test?

No patients made an ECG appointment with their GP within the 2 week time period.

**Study:** how did the results of your test compare with predictions?

The results were exactly as predicted.

**Act:** how will you change your previous test in light of what you have learned?

The test will be repeated again on a small cohort of patients before definitively ruling this out as an option of ensuring patients attend ECG appointments.

**PDSA Cycle 4B**

**Aim:** what are you trying to accomplish?

To produce a reliable and robust way of ensuring patients attend ECG appointments when necessary.

**Plan:** what will your test be?

Identify 3 patients who are due an ECG and phone them and ask them to make an appointment for an ECG at their GP surgery. Check with the GP surgery after 2 weeks to ascertain whether the patient has made an appointment.

**Prediction:** what do you think will happen as a result of your test?

Patients will not make an ECG appointment despite the verbal prompt.

**Do:** what happened when you carried out your test?

No patients made an ECG appointment with their GP within the 2 week time period.

**Study:** how did the results of your test compare with predictions?

The results were exactly as predicted.

**Act:** how will you change your previous test in light of what you have learned?

The test will be repeated again on a small cohort of patients before definitively ruling this out as an option of ensuring patients attend ECG appointments.

**PDSA Cycle 4C**

**Aim:** what are you trying to accomplish?

To produce a reliable and robust way of ensuring patients attend ECG appointments when necessary.

**Plan:** what will your test be?

Identify 3 patients who are due an ECG and make an appointment for them to have one completed at their GP surgery and then phone them to inform them of the appointment. Check with the GP surgery following the date of the appointment to ascertain whether they attended.

**Prediction:** what do you think will happen as a result of your test?

Patients will attend the appointment and have an ECG completed.

**Do:** what happened when you carried out your test?

2 out of the 3 patients attended their appointment and had an ECG completed.

**Study:** how did the results of your test compare with predictions?

The test was successful for some patients but not for all patients as predicted.

**Act:** how will you change your previous test in light of what you have learned?

The test will be repeated again on a slightly bigger cohort of patients to check whether results remain similar.

**PDSA Cycle 4D**

**Aim:** what are you trying to accomplish?

To produce a reliable and robust way of ensuring patients attend ECG appointments when necessary.

**Plan:** what will your test be?

Identify 3 patients who are due an ECG and make an appointment for them to have one completed at their GP surgery and then phone them to inform them of the appointment. Then phone the patient the day before the appointment to remind them about it. Check with the GP surgery following the date of the appointment to ascertain whether they attended.

**Prediction:** what do you think will happen as a result of your test?

Patients will attend the appointment and have an ECG completed – this test will be more successful than the previous PDSA.

**Do:** what happened when you carried out your test?

2 out of the 3 patients attended their appointment and had an ECG completed.

**Study:** how did the results of your test compare with predictions?

We predicted that this would be the most successful PDSA cycle regarding patient engagement but it was only as successful as PDSA 4C.

**Act:** how will you change your previous test in light of what you have learned?

The test will be repeated again on a slightly bigger cohort of patients to check whether results remain similar.