



Service Priorities and Programmes Electronic Presentations

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Cheung Sha Wan GOPC - Pursuit of Enhancing Patient Care

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Introduction

There is a growing share of the population suffering from non-communicable diseases as our population continues to age. This presents an increasing stress on our healthcare system, but it also allows an opportunity for general out-patient clinics to play a larger role in our community's health.

Objectives

Provide a more comprehensive patient-centred health centre for the community. Relieve the increasing burden on secondary and tertiary care. Enhancing the professional development of staff. Promoting an environment of teamwork and commitment for serving our community

Methodology

A variety of patient centred services and programmes have been implemented. There are nurse-led services including hypertension and diabetes complications screening, patient empowerment programme for hypertension and diabetes patients, and smoking cessation clinic. In order to provide a more multi-disciplinary approach to our management of diabetes patients, we have on-site optometry service for screening of diabetic retinopathy.

Relief of the burden on our secondary and tertiary care is done through several measures. Influenza and pneumococcal vaccination have been heavily promoted by both medical and nursing staff. Several investigations have been incorporated into our service to better identify patients who require specialists referrals. Investigations offered from our clinic include 24 hour ambulatory blood pressure measurement, spirometry, cardiac event recorder, and overnight pulse oximetry. Family Medicine Specialist Clinic (FMSC) is also offered at our clinic with the aim of lowering the waiting time at Specialty Outpatient clinics. Medical, Surgical, and Orthopaedics FMSC are available on a regular basis at our clinic.

An important aspect of providing better care for our patients is professional development of our staff and promoting teamwork. Joint educational seminars between doctors and nurses are held regularly. Guest speakers from different specialties have also been invited to provide us with updates on patient management.

Result

Patient-centred services have allowed for better care for our patients. The control of A1c and low-density lipid in our DM patients have exceeded HA overall average. Active promotion of influenza vaccination within our clinical staff resulted in our clinic having the highest percentage of staff receiving vaccination in our department. Teamwork was exemplified by our staff when flooding occurred in our clinic after a recent typhoon. Everyone worked together to quickly resolve the issue and resume our service. This dedication to serving our patients was recognized after being presented with an Instant Spot Award.