

Quality Improvement Record

Model for Improvement and Plan-Do-Study-Act (PDSA) template.

For more information on the Model for Improvement and PDSA method, visit the Brisbane South PHN [Quality Improvement website](#).

Our General Practice Quality Improvement (GPQI) Team can work with you to provide practical advice and resources to help implement your QI activities.

For support call 3864 7540 or email support@bsphn.org.au.

Practice name: Ready Medical Centre

Date: 21/08/2026

Team members: Annie (Nurse), Deb (Practice Manager) and Leonie (GP)

Goal: What are you trying to accomplish?

Create a S.M.A.R.T. goal (Specific, Measurable, Achievable, Relevant, Time-bound)

Example: We aim to increase the BMI recording rates from 35% to 40% between 1st July and 31st December.

Ready Medical Centre will focus on identifying and completing 2 Menopause Health Assessments (MBS Item 695) for eligible RACGP-active female patients aged 45 – 50 years within three months between 1st July - 1st October.

Measure: How will you measure and track your improvement?

Outline how you will collect the data, including how often and where from.

The number of patients who have a Menopause Health Assessment completed using MBS Item 695, based on the Summary by Location MBS report:

Checked MBS item number report on the 1st of each month to track progress.

1st Aug: 0 completed

1st Sept: 0 completed

1st Oct: 2 completed

Note: Eligible patients for a Menopause Health Assessment were identified through Primary Sense on 1st July.

Ideas: What changes could you make that will lead to an improvement?

Brainstorm with your team ideas to help reach your goal. Test the ideas using the Plan-Do-Study-Act (PDSA) method.

Four blank PDSA templates are provided on the following pages to record the testing of different ideas.

Ideas		Date completed
Idea 1:	Use the Primary Sense report to identify patients eligible for a menopause & perimenopause (695) health assessment and confirm eligibility via PRODA.	
Idea 2:	Send out SMS to the list of eligible patients to invite them to come in for a menopause & perimenopause health assessment.	
Idea 3:	Utilise patient resources to promote menopause & perimenopause health assessments in our waiting room and on our social media.	
Idea 4:	Update Menopause Health Assessment Template in practice software to include preventative tests for cervical and breast cancer, osteoporosis and cardiovascular disease and integrate the National Cancer Screening Register (NCSR).	

Plan-Do-Study-Act (PDSA) Cycle

Idea:

Use the Primary Sense report to identify patients eligible for a menopause & perimenopause (695) health assessment and confirm eligibility via PRODA.

PLAN *Plan the test including how to collect data.*

Include what, who, when, where, predicted outcome and data to be collected.

Annie to use the Primary Sense report to identify patients eligible for menopause & perimenopause (695) a health assessment.

Data to be collected: How many patients eligible for health assessments.

1. Access Primary Sense Health Assessment report using the desktop app
2. Refer to the menopause & perimenopause (695) health assessment patient list
3. Export the report to Excel or CVS to save or print.
4. Confirm patient eligibility via PRODA.
5. Annie to check MBS billing report on monthly basis throughout the project, to track progress.

DO *Run the test on a small scale.*

Was the plan carried out? What was done? Document any unexpected events or problems. Record any observations and data collected.

16th July - Annie ran the health assessment report in Primary Sense. Annie also checked on PRODA and confirm eligibilities.

25th July - Annie gave the eligible list to Deb to set up an SMS communication.

3rd Sept - The first calls came through for booking in health assessments. There were a few questions that Annie wasn't sure of so she asked Leonie for some support. Leonie made up a poster with some dot points about the health assessments for Annie to reference when another patient asks her any questions.

10th Sept- Leonie, the GP and Annie, the practice nurse conducted their first health assessment.

30th Sept- Deb ran the billing report. Two menopause & perimenopause (695) & we were pleased with the number of health assessments completed since the start of the project.

STUDY *Analyse and study the outcome.*

Review and reflect on the results. Compare what happened to your predictions.

The test worked well and achieved a positive result. The practice team needed some additional upskilling using available online resources to confidently respond to questions from patients who contacted the practice following the SMS reminder. We achieved our goal of completing 2 health assessments within the three-month period.

ACT *Record the next steps.*

Does your idea work? Does it need any changes? Will you test a new idea?

We will schedule a monthly search to identify eligible patients for health assessments and proactively contact them to book an appointment. The SMS campaign had a very positive response, with many patients engaging and choosing to book their health assessment.