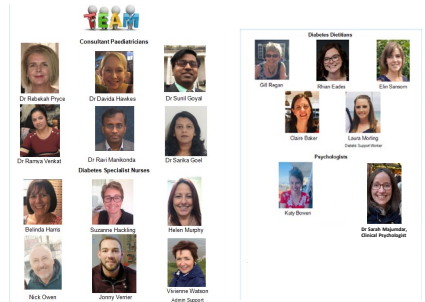




Our Team

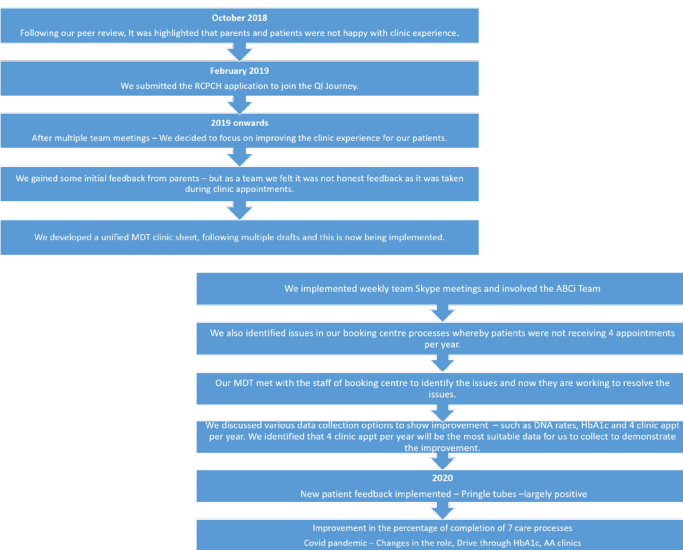


Making diabetes ordinary so our children and young people can be extraordinary

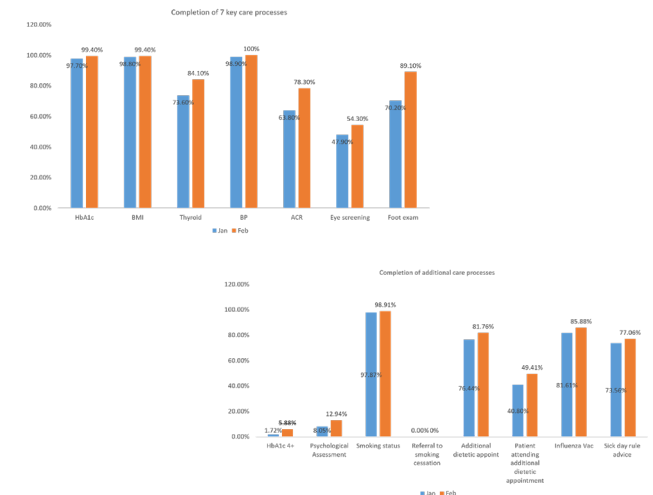
Purpose:

To improve patients/parents experience of clinic attendance
Equity across all clinics/sites

Our Journey So Far



Outcome Data



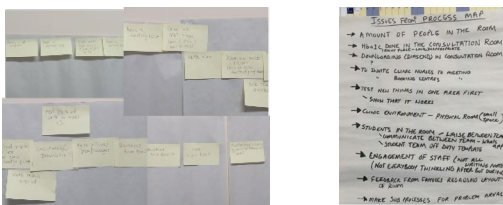
Qualitative Feedback from Families/Colleagues

Helped in clarifying the role of MDT team members
Total Responses -53
Yes-48 No-5

Bright Spots

- Roll out of unified clinic sheet
- Clarity of role within MDT
- Identified the problem with the booking office and working with them to sort out the 4 appointments/year
- Appointment of Psychologists
- Improved communication amongst the MDT team members
- MDT team leaflet/newsletter

Process map



Our Interventions

Improving Clinic Experience

- Unified clinic sheet
- Changes in booking process
- Clarity of roles within MDT
- MDT team leaflet

The one idea we have progressed the furthest with is:
Unified MDT clinic sheet
A series of adoptions included:
Several drafts of a new MDT clinic sheet
One person to fill in the sheet in clinic, allowing other team member to engage with the family
Time scale of work done
6 months
How you have measured that it is improving care
Staff feedback via survey monkey.
NPDA data (ongoing progress).
Patient survey due to be sent out in near future (baseline information collected).
How you are sustaining progress
Team meeting updates
Enhanced communication
Developing protocols / processes
Trialling in one area with the aim to role out to everyone.

Before Now



Further Actions

- Continue to work with booking centre team to improve the appointment system
- Sought greater involvement of the families in diabetes MDT meetings
- QI process helped to develop a culture of thinking outside the box to improve the patient care