

# Improving the percentage of families downloading their diabetes devices outside of clinic

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## Our project is aimed at all of our families

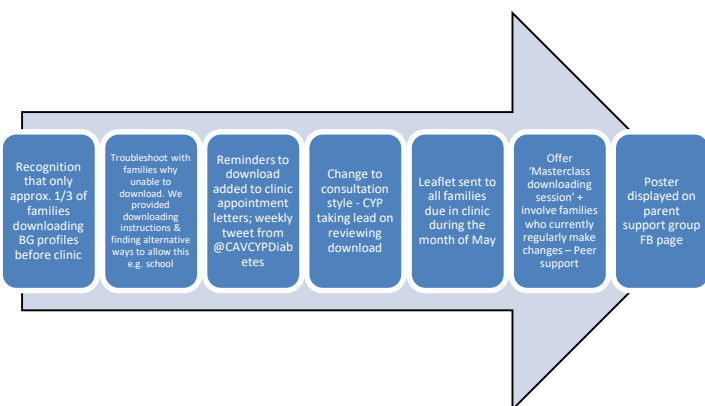
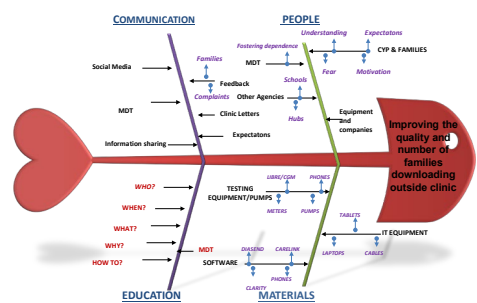
We recognised that approximately only 20% of families were downloading their diabetes equipment outside clinic

### What does this mean?

- Delays to clinic appointments – increased waiting time
- Prevents MDT approach - team members often spending valuable clinic time downloading equipment
- Does not encourage families feeling enabled to make changes independently



## Understanding the problem: Fishbone Analysis      Improvement journey overview



## Our Interventions      Outcome Data

### Poster and leaflet



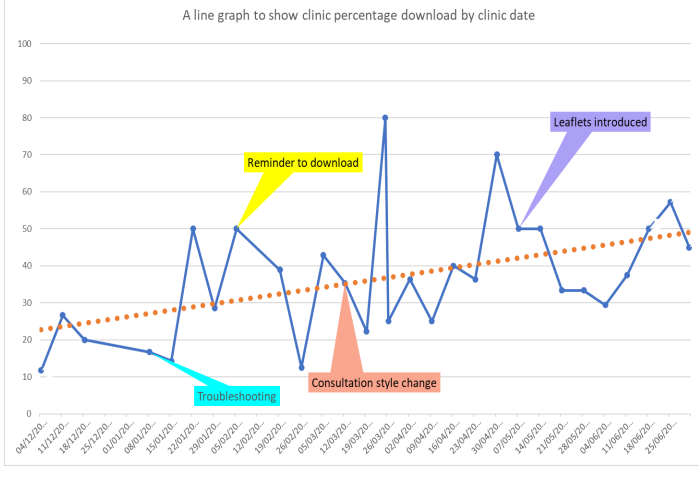
### Reminder Tweets



### We involved schools and our parent support group



### Consultation style



## What our families thought      Future QI projects

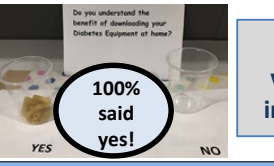
### What did the parent support group think?

Always upload before clinic but rarely in between.....

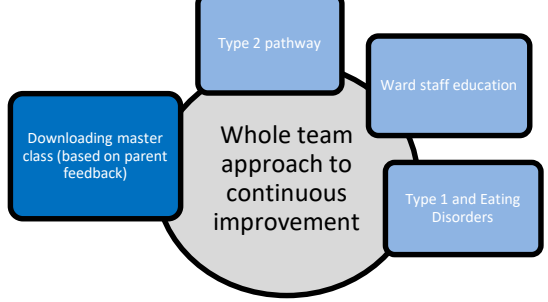
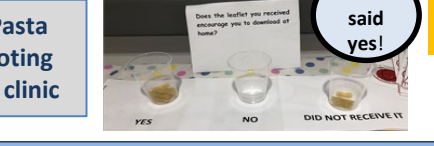
Always upload my meter but wouldn't feel confident to make any changes.....

I always download before clinic but lack confidence in making changes.....

### Do you understand benefit of downloading at home?



### Does the leaflet you received encourage you to download at home?



## Bright Spots

Multi-disciplinary team working  
Collaboration with media resources  
Confidence to give it a go!

*"Working together, supporting expertise & life without barriers"*