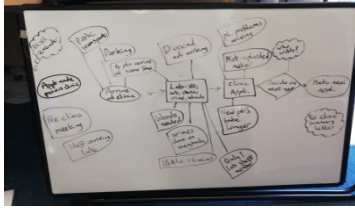


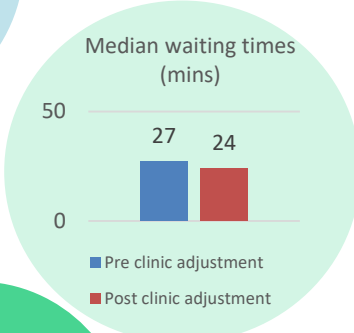
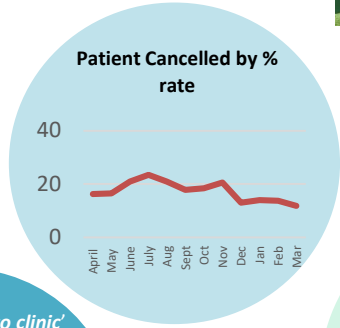
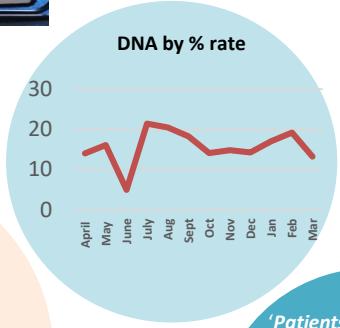
Our Quality Improvement journey so far...

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Our aims:

- To ensure clinic appointments run as efficiently as possible
- To maximise the benefit to families at each clinic visit
- To improve patient care outcomes
- To reduce clinic cancellation and DNA rates



How would you improve clinic visits?

- Reduce time waiting
- Diff. clinic days
- More activities
- See same Dr.

'Patients are satisfied with their appointment'

- Initial questionnaire
- Pasta voting to target future improvements

'Patients come to clinic'

- Newsletter detailing current DNA rates
- Introduced an additional clinic to offer more choice
- Closer monitoring of DNA/cancellation rates

'Patients are seen in a timely manner'

- Audit waiting times
- Stop unnecessary delays in the lab
- Change of clinic template to stagger arrival times

What would a successful clinic look like?

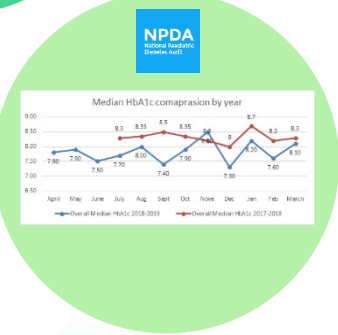
Initial Diasend audit:
Currently 66% of 0-16 year olds are registered for Diasend at home. Approximately 45% are uploading between clinic appointments

'Individualised goals are set and actioned between clinics'

- Setting 2-3 goals during appointment
- Introduction of a clinic summary letter
- Increasing contact between clinics using Diasend

'All key processes are achieved'

- Pre-clinic meetings
- Admin support to identify care process gaps
- Constant monitoring



REFLECTIONS ON OUR JOURNEY

Learning Points

- We are a more cohesive and proactive team
- Constant data gathering motivates the team and guides change
- Getting patient feedback is vital, their views are not always what we assume them to be
- Be proud of our achievements and showcase our improvements

Challenges

- Improving DNA rates is hard to achieve
- Results from surveys may not be fully representative
- Maintaining momentum has been difficult
- Staffing shortages impacts on ability to implement some of our improvement ideas

Next Steps?

- Continue to review waiting times, DNA's & cancellation rates
- Analysis of Diasend use and patient knowledge
- Set up further additional clinics
- Business case for increased staffing