



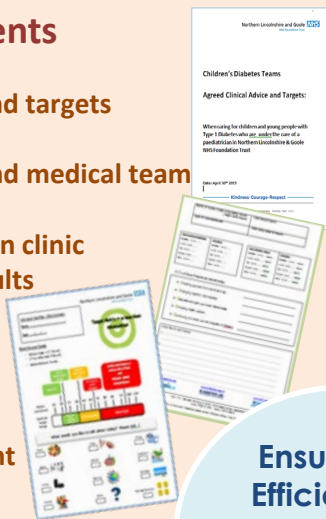
Why we wanted to be part of the QI project....

- To identify strategies to enable both teams to work in a collaborative way across all sites, 30 miles apart, covering a 50 mile radius.
- To undertake both large and small projects and complete them in a timely and efficient manner to provide an equitable service across sites
- To help us maintain consistent improvement in HbA1c outcomes
- To implement a programme of continuous education for CYPD within the clinic
- To help our CYPD to live a complication-free life with diabetes
- To enhance the patient and families clinic experience
- To improve the percentage of care processes completed



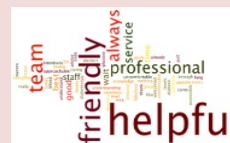
Consistent Information for Patients

- ❖ Team agreed goals and targets
- ❖ Training of nursing and medical team
- ❖ HbA1C tracker used in clinic notes to monitor results
- ❖ All About Me" handout updated to reinforce basics of diabetes management



Review Current Clinic Situation

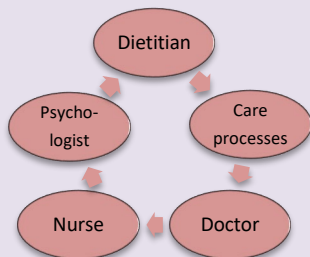
- Patient experience survey completed
- Monitored how patient time is spent in clinic
- Utilize waiting time with microteaching
- DPOW rearranged the clinic layout to complete all preliminary observations in one room



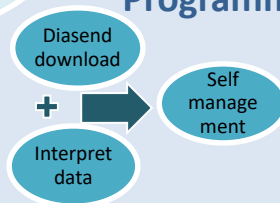
Ensuring an Efficient and Purposeful Clinic Experience

Annual Review Clinic

- ❑ One stop clinic
- ❑ Liaison with managers for extra time and staff
- ❑ Safe management checklist
- ❑ Patient feedback

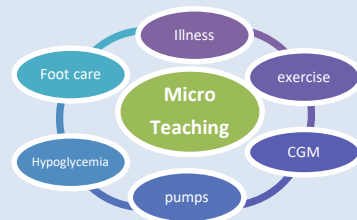
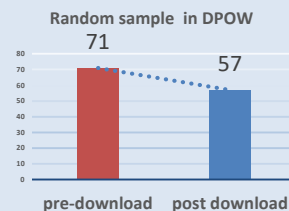


Ongoing Education Programme in the Clinic



Mar 19	May 19
22 pts	33 pts

Diasend download



- Dr K.Tharian
- Dr M.Madhusudhana
- Dr L. Radhakrishnan
- R. Bennett (PDSN)
- D. Kemp (PDSN)
- Anne Foster (PDSN)
- Nette Burson-Thomas (PDSN)
- D. Crawford (Dietitian)
- Dr.N.McCloud (Psychologist)
- J. Snowdon (Nurse Therapist)
- A. Ferrari (Psychologist)
- Z. Turner (Link Nurse)
- J. Ogg (Admin)
- L Peak (Admin)



What Next???

- ❖ Develop a virtual clinic
- ❖ Audit the management of patients a year after diagnosis
- ❖ Audit the patients on high HbA1c policy
- ❖ THE JOURNEY CONTINUES ...