

# Torbay Diabetes Team Message



This picture represents all children with diabetes. They are doing a thumbs up sign because they are happy and managing their diabetes well.

Art work and wording by Lilia, age 8

## TorQi New Beginnings

At the start of our QI journey in March 2019 we adopted the picture to the left as our team message.

The team agreed Lilia's (sister of child with Type 1) message captured perfectly what we are striving to achieve.

### What was our purpose at the beginning?

- "Drifters" (minimising HbA1c drift post diagnosis)
- Combat "Team perception"
- Common language
- Purpose and expectation of high standards
- Patient focus and engagement

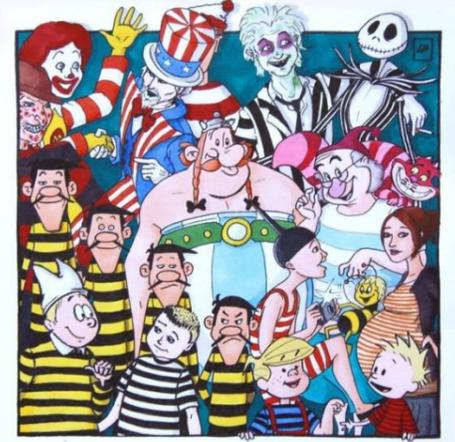
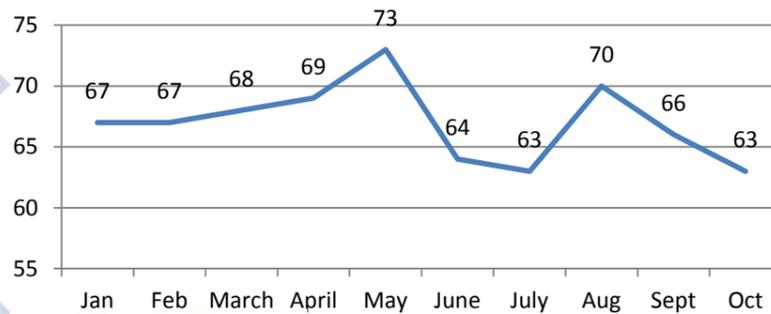
### How do we achieve it?

- Small changes
- Focused
- Rapid introduction – team have the capacity and bravery to 'run' with ideas and see where it goes
- Enthusiasm from the team

**Increase in team contact time has been instrumental in progress.**

*Our team purpose now, is to move forward together*

### Median HbA1c



### Team Members

- Dr Phil Reilly (Lead)
- Dr Ravi Lehal (QI Champion)
- Dr Kate Lisset/Dr Chris Redford (Adult)
- Annie Diamond (PDSN)
- Alison White (PDSN)
- Becky Hudson (PDSN & QI Champion)
- Louise Cameron (PDSN)
- Liz Wardle (Dietitian)
- Susie Coelho (Dietitian)
- Emma Prestidge/Keri Davies- Mat leave
- Dr Bhav Studley (Psychology)
- Laura Coley (Co-ordinator)

### What did we realise?

We were not regularly measuring and evaluating outcomes

### What have we changed?

Capturing and monitoring monthly & quarterly data

Team Meetings lacked structure and purpose

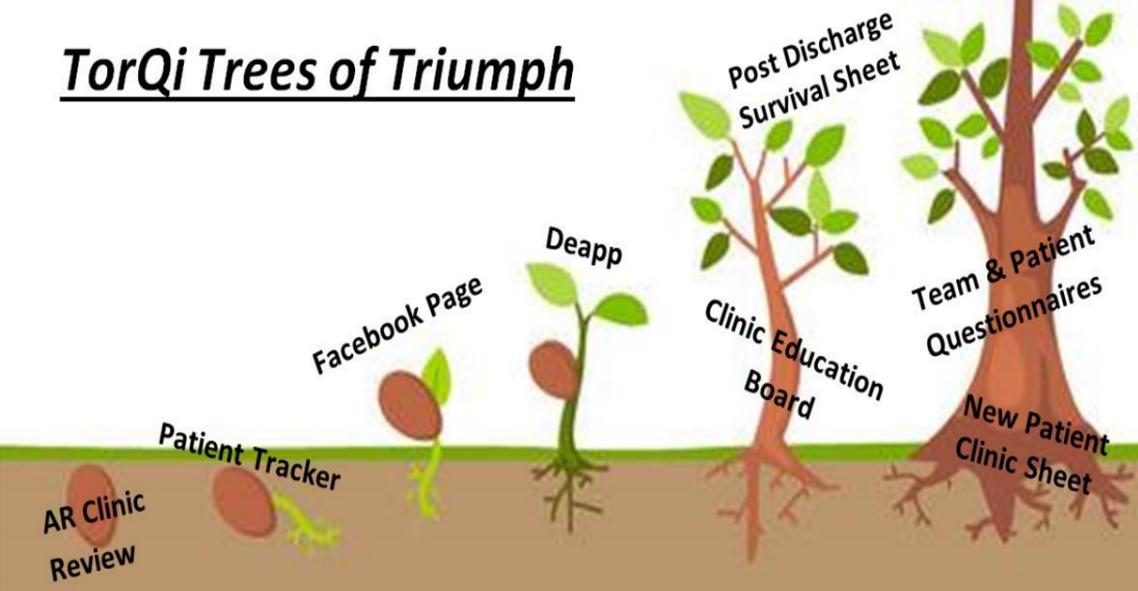
New team meeting structure, time bound with clear action logs

Patient clinic feedback sheet was inconsistently used

Re-vamped clinic sheet - promoting shared goal setting

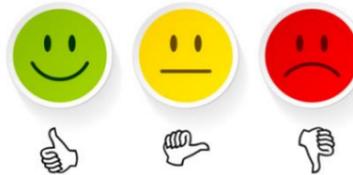


## TorQi Trees of Triumph



### How was Diabetes Clinic today?

Please put a face in the box.



**3: Measures to improve patient engagement and communication**

**2: Standard setting  
Finding structure  
Common language  
PATIENT FOCUSED**

**1: Challenging perceptions and recognising strengths within the team. Learning to believe our capabilities!**

## WHAT'S NEXT?

- Developing individual patient record
- Embed QI into team matrix



**DARE TO BELIEVE!**

**STOP  
THINK  
OBSERVE  
PROCEED**

