



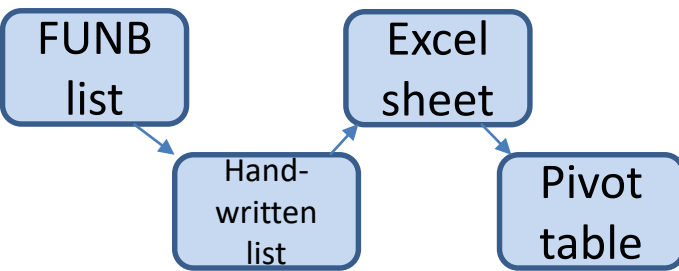
Maintaining services for CYP with diabetes during a period of change

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Purpose: The response to the coronavirus pandemic led to sudden changes in working practices in the NHS. Locally, all non-urgent outpatient clinics were cancelled; 4 members of the MDT (2 medics and 2 nurses) were redeployed away from the diabetes team; all schools were closed.

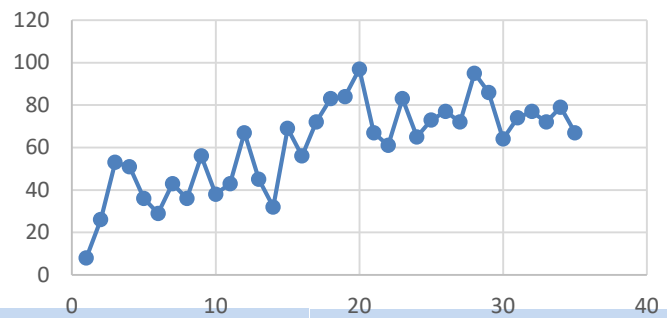
We had to find a way to continue to care for our patients, prioritising them according to need.

Our Improvement Journey

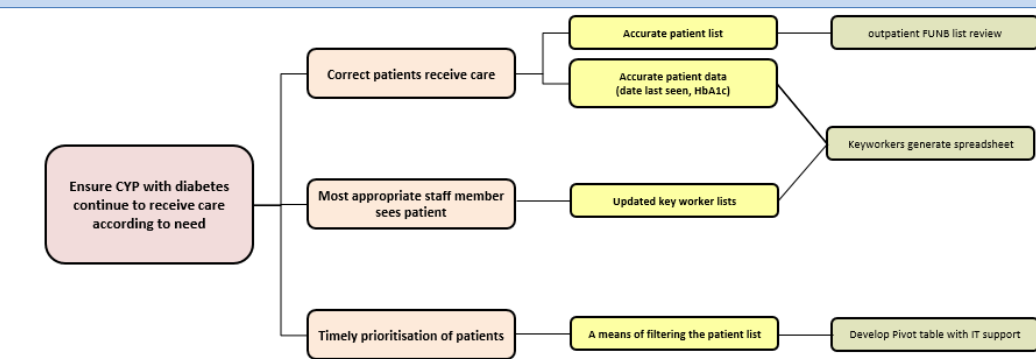


Outcome Data

Patient contact episodes per week



Driver Diagram



Bright Spots

- Improving patient services beyond CoVid-19
- Increased contact drove ↑ downloading and HbA1c drive by service
- No rise in admissions
- Cluster of complex, newly diagnosed well managed
- Increased psychology presence in MDT clinic

Our interventions

Used MDT clinic FUNB list

- Incomplete, inaccurate, only MDT contacts, no forward use for other contacts

Made a paper list

- Incomplete, labour intensive, repetitive, difficult to share virtually

Made an Excel spreadsheet

- Completeness and accuracy improved, labour intensive prioritisation of patients, patients can be missed

Support from IT to use pivot tables in Excel

- Allows staff to use filters to identify patients for key workers and prioritise cases every week
- Date for review ensures no-one missed (safety)

Qualitative Feedback from Families/Colleagues

"...we have been very fortunate to have had such a lovely, caring, compassionate team of professionals and I personally will always be very grateful for your support."

"...you are doing a great job, we appreciate everything you do, stay safe."

"...I'm so pleased with how ... is doing, thank you so much"
"The Diabetes team are always there to support us"

Other and Future Actions

- Changed from phone to video clinics (Teams, Attend anywhere)
- Increasing downloads at home (re-audit potential)
- Drive by HbA1c clinic (exploring second venue)
- Audit HbA1c data monthly (as usual via NPDA)
- Swapping patients from Roche meter to MyLife app
- Increased use of Digibete app (audit potential)
- Pump swaps for established pump patients
- Moving to comp group resources in place of face to face