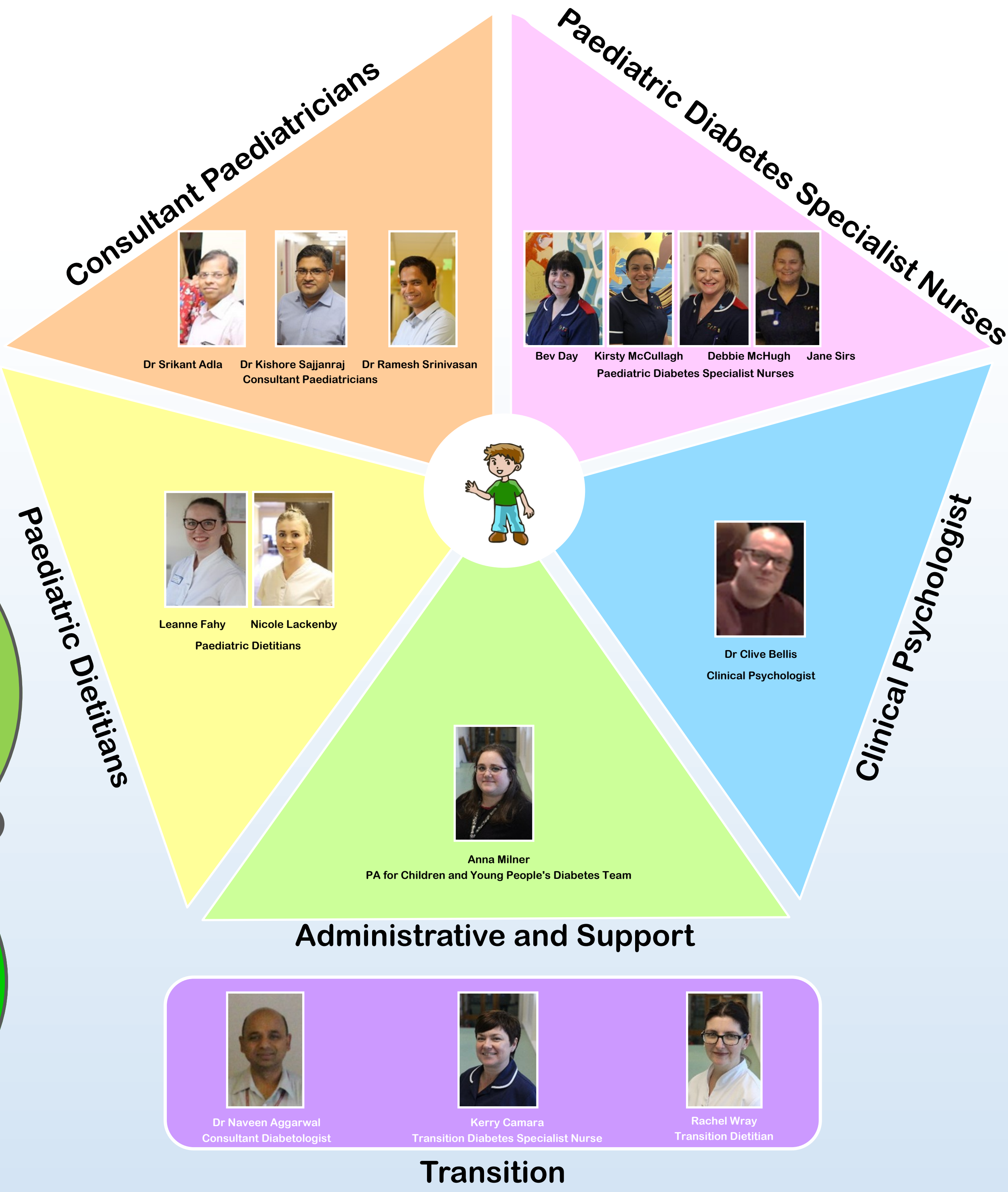
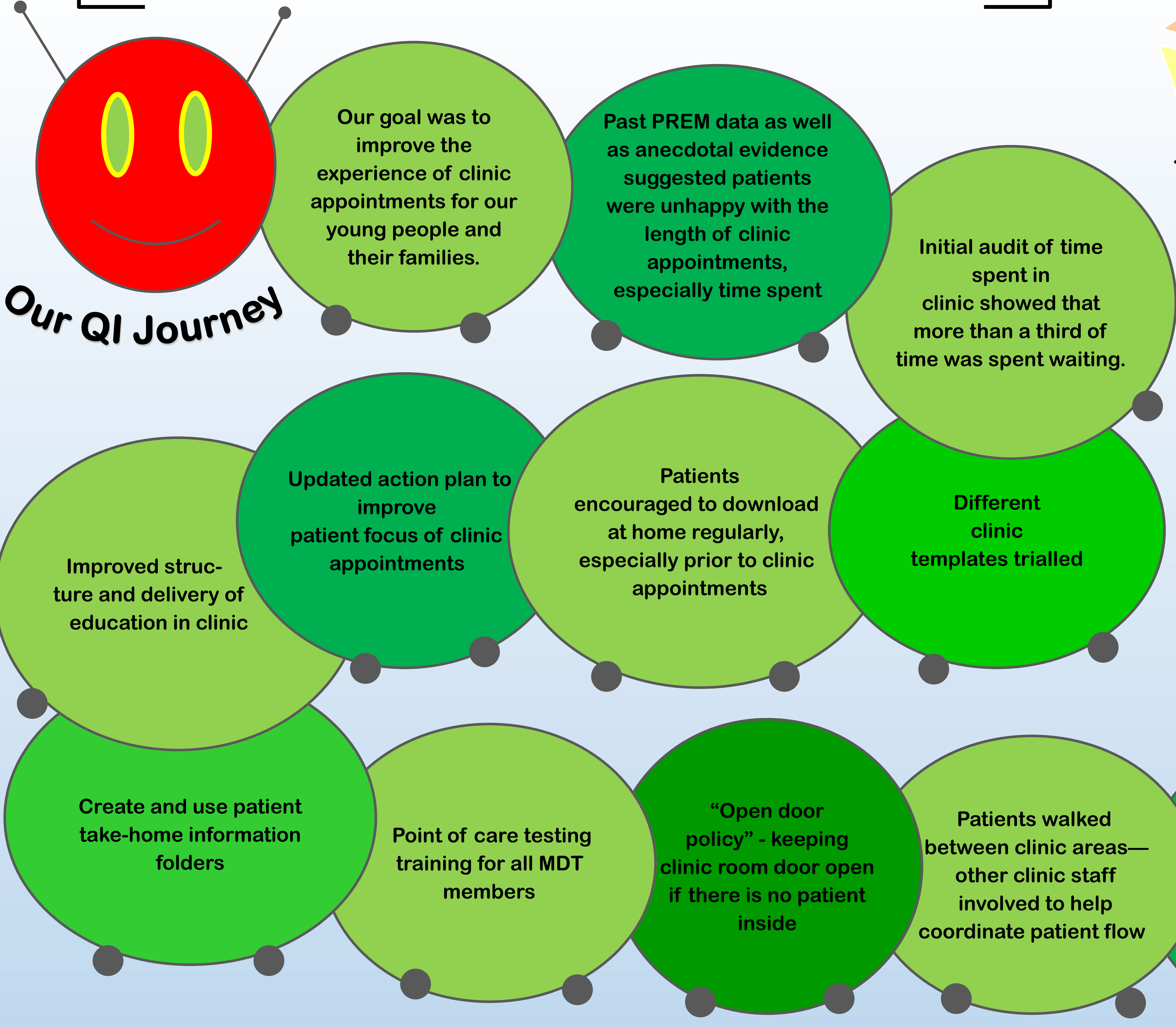


Improving the Clinic Experience

Children and Young People's Diabetes Team

Our Aim:

Improving clinic appointments to make more efficient use of waiting time and get the most out of clinic visits for patients



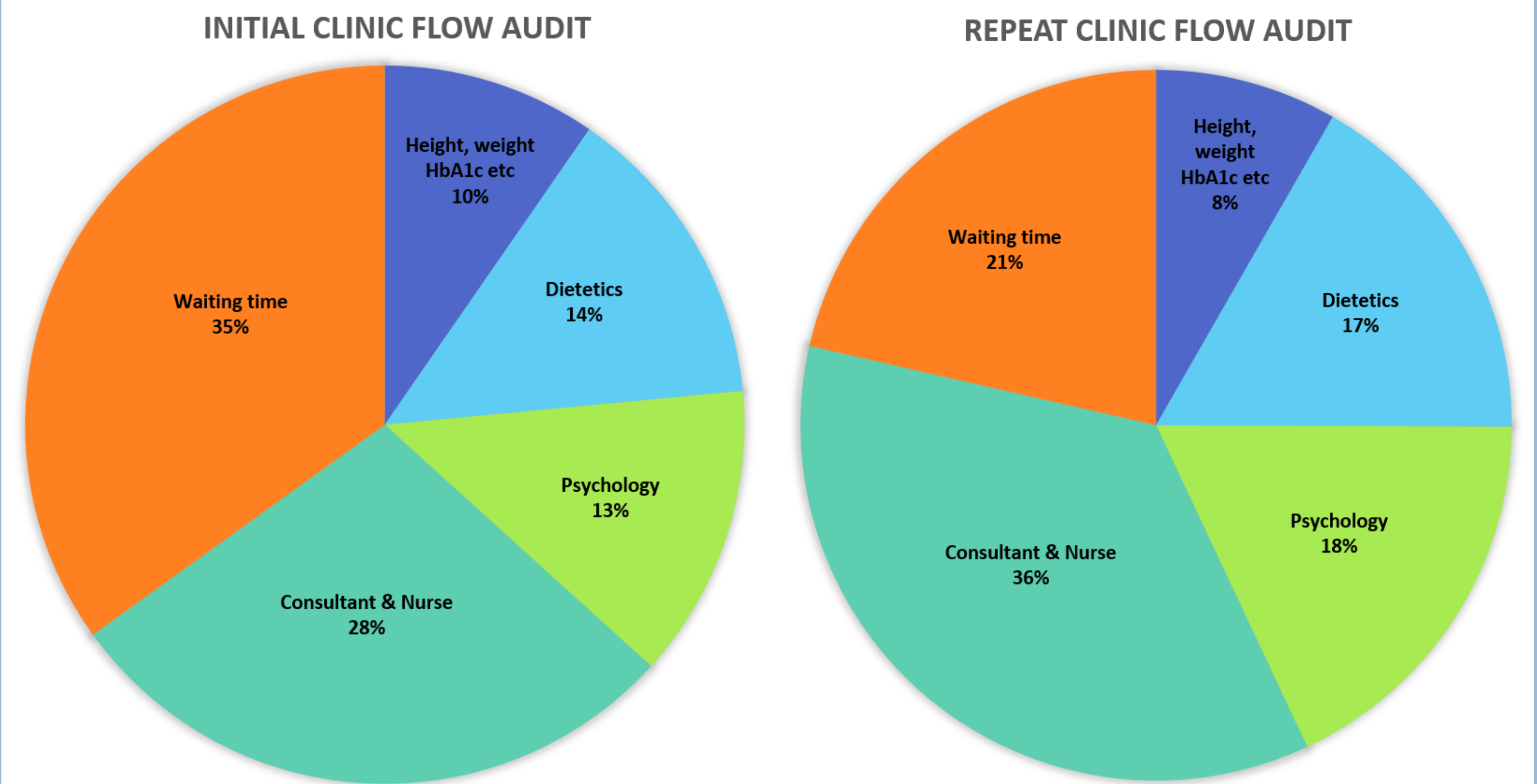
WHAT WE FOUND

	Initial clinic flow audit	Repeat clinic flow audit
Mean waiting time in minutes (total)	00:32	00:16
Mean waiting time (UHNT)	00:34	00:21
Mean waiting time (UHH)	00:19	00:13
Median waiting time (Total)	00:28	00:12
Median waiting time (UHNT)	00:30	00:15
Median waiting time (UHH)	00:17	00:09
Mean total length of clinic attendance	01:24	01:15
Mean total length of clinic attendance (UHNT)	01:25	01:22
Mean total length of clinic attendance (UHH)	01:19	01:10
Number of results	30	24
Average time spent in each clinic area		
Height, weight HbA1c etc	00:08	00:06
Dietetics	00:12	00:13
Psychology	00:12	00:14
Consultant & Nurse	00:26	00:27
Waiting time	00:32	00:16
Number of patients that did not see dietitian	5	0
Number of patients that did not see psychologist	7	1

During our initial clinic flow audit it became apparent that patients were spending more than a third of their time in our clinics waiting to be seen.

Following the incremental changes we made to our processes, the second clinic flow audit showed that waiting time had reduced across the board, whilst time spent with professionals had remained the same or increased.

We also found that—due to the changes we made—the number of patients that missed seeing one of the members of the team was reduced to almost none.



Bright Spots



Dark Spots

- Enthusiasm, cohesion and motivation within the team have improved.
- We discovered we do better than we think we do and were encouraged to promote ourselves more!
- Team objectives initially unclear.
- Struggled with team engagement, particularly in the early stages of QI project.
- Sickness within the team.

What's next?

- PREM for 2019 is currently under way, the results of which we hope will reflect the positive changes we have made in our patients' clinic experience.
- Spot survey showed patients preferred some parts of the old action plan - we will adapt these into the new action plan.
- Diabetes tip of the day displayed in consultation room.
- Median HbA1c has already started to fall—reduced by 1mmol/mol since April 2019.
- More patient social events being organized for later in 2019 to encourage peer support and engagement

