





# Our mission is to empower our families and young people to download their equipment, review their results and self manage their diabetes

### Our improvement process

Developed aim to empower our families and young people to download and self-adjust doses

Focused on both new patients and a select few notivated families from newly
diagnosed families
and through
confidence survey
on clinic sheet

Developed guide for families and patients on reviewing downloads Education sessions in clinic on reviewing downloads

Practical support for families struggling to download Video demonstration by a family Team empowerment training Continuous review of freq of selfadjustments and confidence survey in clinic











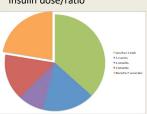
Uploading blood glucose readings using Diasend



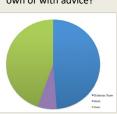
The Ambassador of Fun

#### **Outcome data**

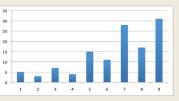
When did you last adjust an Insulin dose/ratio



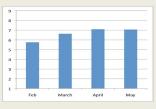
Did you do this on your own or with advice?



How confident are you in dose adjustments? (1= Not confident / 9 = Very confident)



Average confidence over time



#### Interventions continued

- Set up group WhatsApp
- Developed Wellbeing Questionnaire to facilitate data collection
- New clinic template letter with explicit targets
- Appointment letter wording changed to remind patients to download pre clinic
- iPads in clinic to facilitate PREM feedback
- · New strategy for laptops for families
- · Ran the Sunderland 10K raising money for patient support
- Appointed Ambassador of Fun

#### **Further Actions**

## Continue meetings - Anne Berry to continue to be QI champion

- Register development work as QI projects supervised through QI structure
- Presenting our work to the Education Innovation Group

#### Agreed new QI projects for the future

- Electronic nurse empowered patient Insulin Prescription
- New QI project to develop a better approach to psychosocial support including involving children's social care
- Developing new patient education sessions