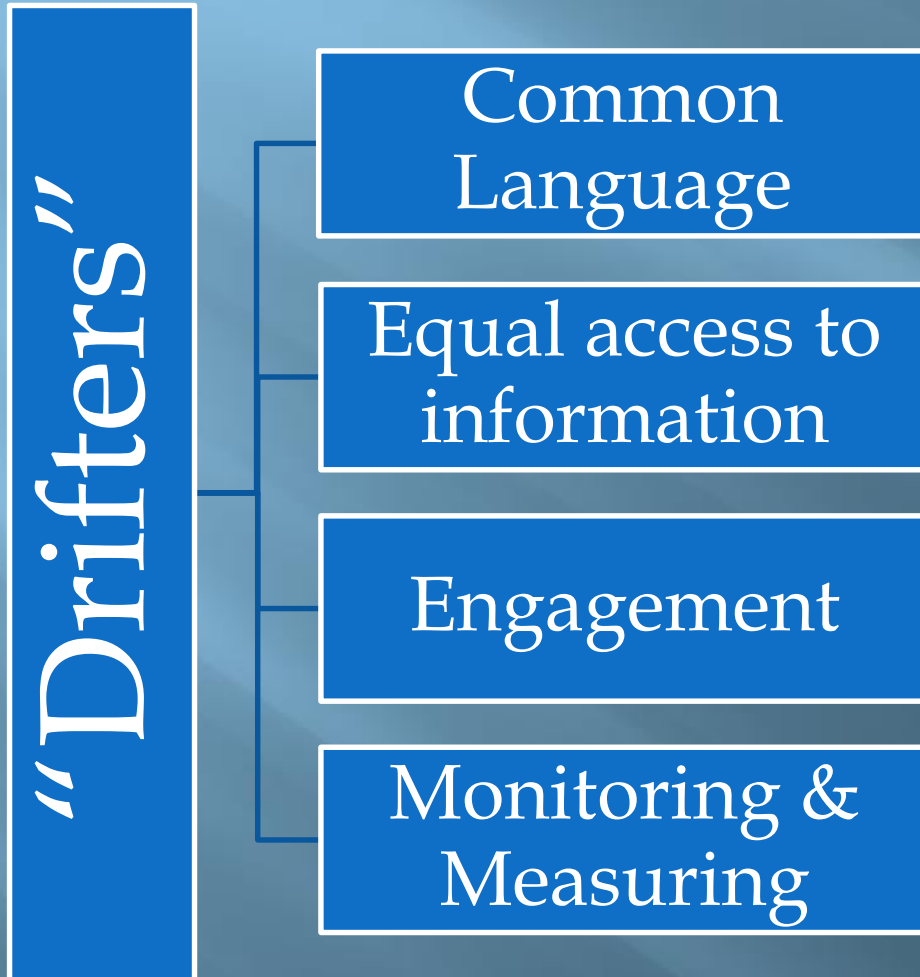


TorQi



- ▣ 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)

Our purpose and work to date



July saw.....

- ▣ Lots of small incremental changes on the Newly diagnosed patient pathway post discharge
- ▣ First team pub social !!

August started well.....

- ▣ Compiling advice files

Led to.....

- ▣ Summer Holidays impacting QI team project progress
- ▣ Adhoc coffee/lunches !!

September currently.....

- ▣ Team Re-focus
- ▣ Measuring & monitoring parameters agreed
- ▣ More adhoc met ups !!

Our improvement journey- the steps we took

Target Group The "Drifters"

Fishbone Analysis

Becoming a Team

New Handheld Clinic Summary

Topic of the Quarter

Supporting the patient Journey post diagnosis



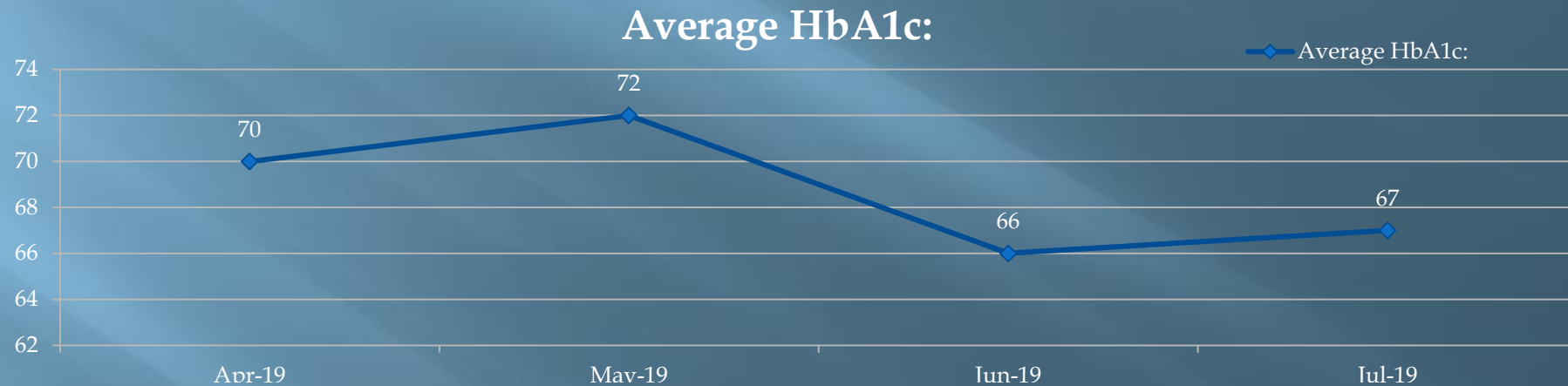
The Community Office has become the in place to meet & eat !!!



Data - the impact so far



	Apr-19	May-19	Jun-19	Jul-19
Average HbA1c:	70	72	66	67
No. HbA1c's recorded:	29	36	39	33



Data on outcomes to complete:

Run Chart Metrics

- HbA1c
- Patient engagement in clinic & in community – survey monkey development
- HP contact episodes (including digital)
- Quality of engagement

What have we learnt and how are we building that learning into our daily work

- Team message to be consistent → Team Communication Sheet
Team questionnaire on language
- Use of same resources → Resource Files
- Online advice & education needed → Facebook
Online resources/Sign posting
- Message to be taken home → Patient handheld clinic outcome sheet/clinic letter template to go home with -survey monkey
- Individual patient record → HbA1c record sheet/BMI
- Looking ahead in treatment plans → Newly Diagnosed post-discharge pathway
Complications Pathway
- Education opportunities → Quarterly topic in clinic area
- Increased contact time as a team → Team well-being



Barriers that are bugging us



What we have tried

- Regular QI meetings
- Team accept an increase workload caused an interruption to progress
- Re-focusing meetings around the core plan
- Increasing team contact time

Acknowledging where others could help us

- ▣ Engaging the hospital QI team to aid focus
- ▣ Structure to team meetings
- ▣ Observing and using the adult team structure

