

University Hospital of North Midlands and
Midlands Partnership NHS Foundation Trust

Our QI Journey So Far



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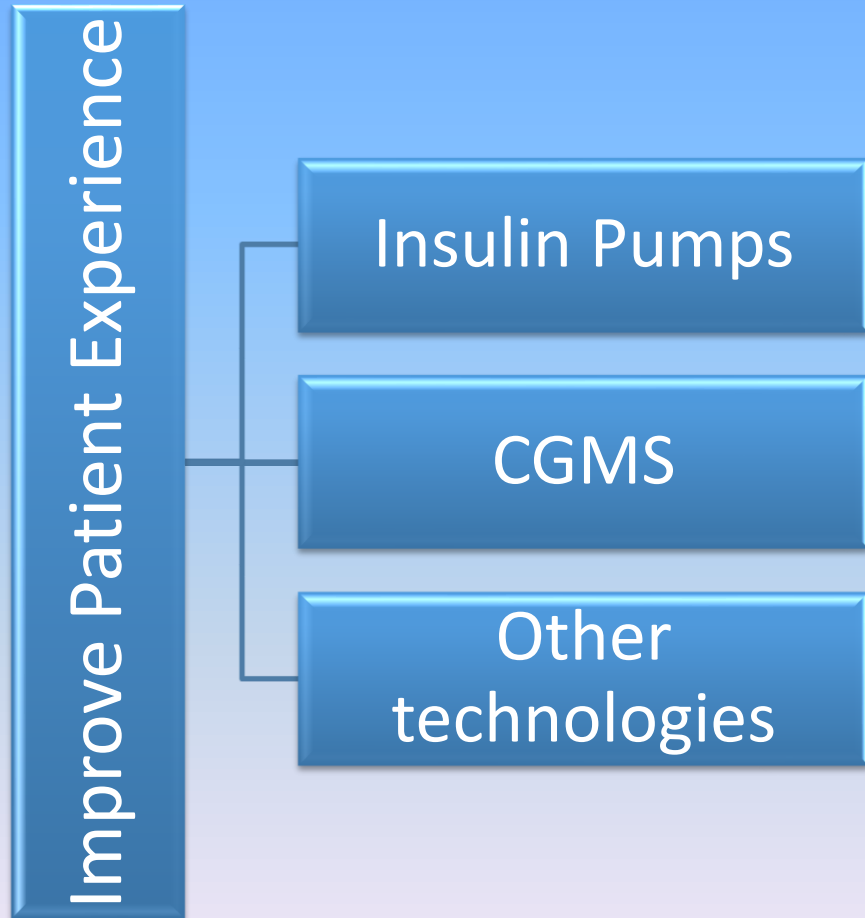


- Dr Parakkal Raffeeq – Lead Consultant
- Dr Uma Kumbattae – Consultant Paediatrician
- Dr Taissir Idris – Consultant Paediatrician
- Tracy Fallows – PDSN & Team Leader
- Amanda Carson – PDSN
- Jo Moulton – PDSN
- Jo Hankey – PDSN
- Lee Brookes – PDSN
- Claire Lovatt – Staff Nurse

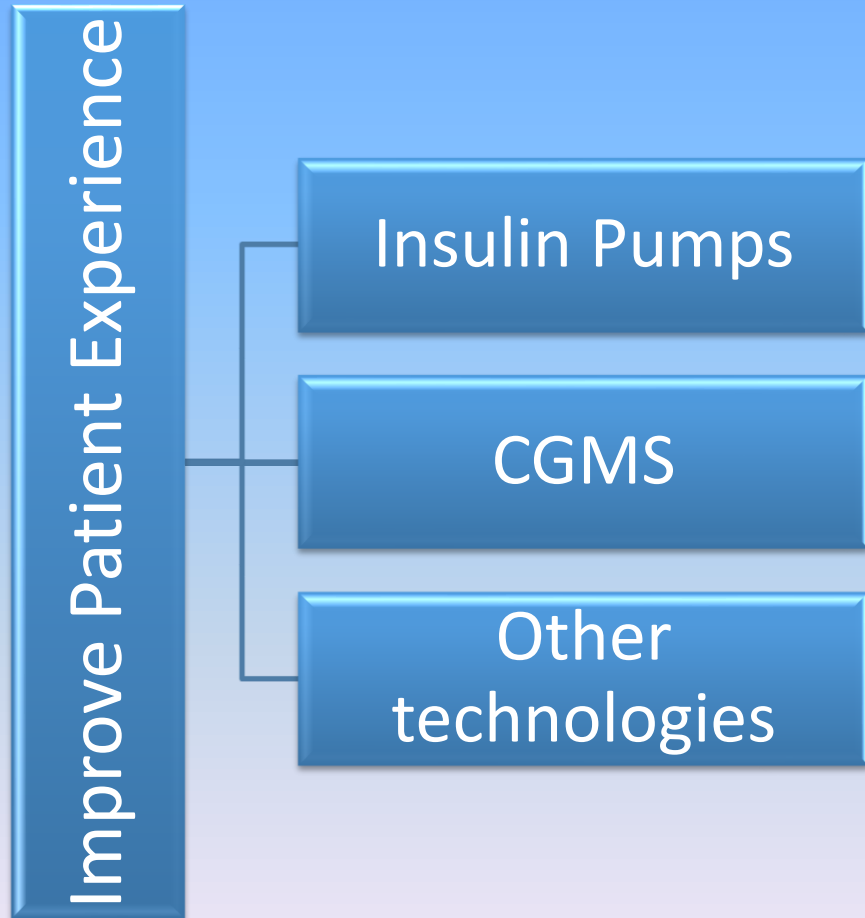
- Carole Davies – Family Support Worker
- Alison Kendrew – Senior Dietician
- Dominique Miller – Dietician
- Dr Charlotte Tolgyesi – Clinical Psychologist
- Dr Gurpreet Kamboj – Clinical Psychologist
- Jane Figgitt – Team Administrator
- Caroline Blurton – Quality Nurse



Our Purpose and Our Areas of Work



Our Purpose and Our Areas of Work



Review of procedures relating to:

- Identifying patients (pathway)
- Ordering pumps and consumables
- Reviewing process via patient/family feedback
- Ongoing review of effectiveness via clinics etc.



Our improvement journey- the steps we took



Our work/work place - What it *was* like what it is like *now*

Before

- Unstructured meetings
- Ad-hoc conversations not always recorded on patient records
- No evidence of patient feedback when starting on a pump


Now

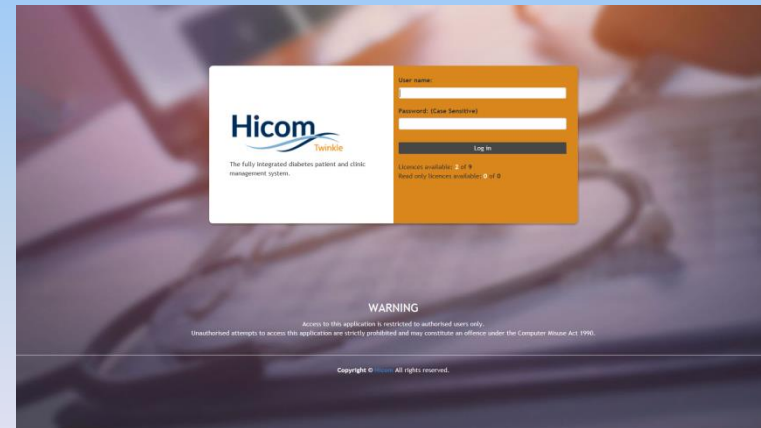
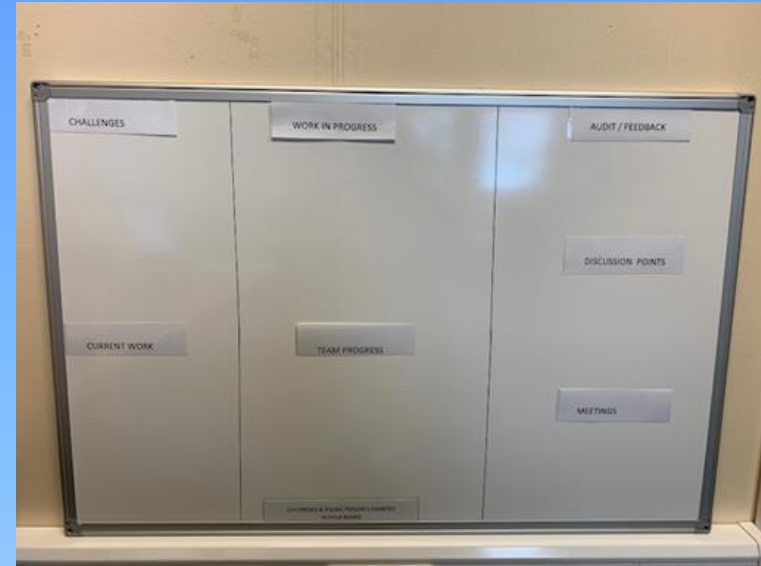
- Structure to meetings with time allocated to discuss all issues
- Recorded conversation
- Patient feedback questionnaire in process
- Huddle board for staff to engage in processes and support where required. (Challenges/Work In Progress/Audit/Current Work etc)



Children & Young Person's Diabetes Team AGENDA

DATE: 10th July 2019
 TIME: 9:30am – 11:30am
 VENUE: Health Education Room, Hanford Health Centre
 CHAIR: Parakkal Raffeeq

	TOPIC	ENC	LEAD
1.	Welcome, Introduction and Apologies		
2.	Action Tracker		
ARE OUR SERVICES WELL LED?			
3.	Peer Review		
4.	Annual Report		
5.	Network update		
ARE OUR SERVICES RESPONSIVE?			
6.	World Class Action Plan		
7.	Clinical Psychology Doctorate Research Project		Ami
ARE OUR SERVICES CARING?			
8.	Patients		
ARE OUR SERVICES SAFE?			
9.	CGMS + Pump		TF
10.	DNA's		
11.	Safeguarding		
ARE OUR SERVICES EFFECTIVE?			
12.	QI Collaborative		
13.	Audits		
13.	Action Plan following NPDA 2017-2018		 Action plan following NPDA 2017-18.docx



The impact so far...

No quantitative data currently available, however the general feeling amongst the team is that the more structured way of meeting and having a work agenda has been helpful.



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



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"The QI Effect"



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How do we capture data and how do we use this?



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Reflecting on patient experiences; good and bad!

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"The QI Effect"

Reflecting on patient experiences; good and bad!

How do we capture data and how do we use this?

Giving consistent information and advice?





One barrier that is bugging us



- Staff/departments understanding their role and responsibilities
- Staff/departments understanding other people's roles and responsibilities





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- Staff/departments understanding their role and responsibilities
- Staff/departments understanding other people's roles and responsibilities

Proposal:

Once data from patient feedback/questionnaire is available, this will be presented within our local network meeting (CCG managers/Finance managers etc), to form part of a table top exercise to both understand process and develop better ways of working.



Thank you for
listening and any
questions?

