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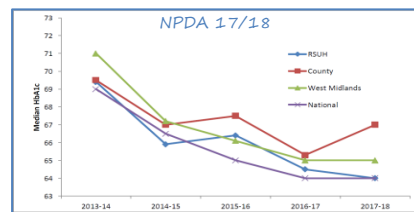
UHNM/MPFT Our QI Journey



Driver Diagram

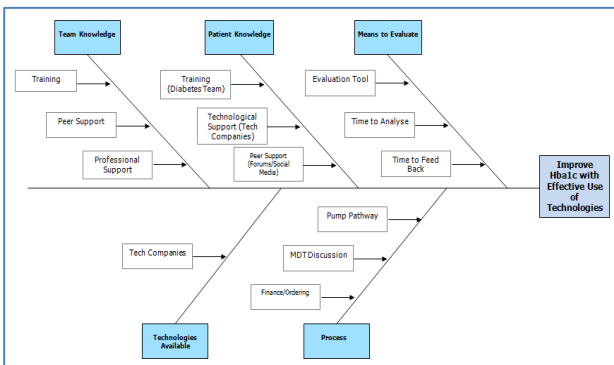


Outcome Data



UHNM/
MPFT CYPD
Service is
split over 2
sites; Royal
Stoke
Hospital,
County
Hospital
Stafford.

Fishbone Analysis



Qualitative Feedback

"The information we were given at the pump start was really useful and the 2 follow up sessions were good too."

"Although we did not realise how long it seemed to take to get BG levels back in range.. It felt like we weren't getting it and we weren't doing things right. Although our chats with the DSN did put us more at ease saying we would get there."

"Honestly it was awful. It was a late afternoon. we had a few hours where a pump rep explained all of the million different settings. We were then given 10mins to put the pump on and go before the building closed."

"Pump start day could be split into two sessions."

Our Interventions

- New monthly meeting agenda including QI updates
- Instigated Insulin Pump Questionnaire
- Targeted patients/families new to pump from January 2019

Bright Spots

- "Buy in" from the whole team, regarding service improvement.
- Service users grateful for a voice.
- QI process has demonstrated that many of our processes were aligned to the "QI way" without us realising or quantifying it!



Next Steps



Present findings of pump questionnaire to local diabetes network.
Act on quick wins.
Routinely collect and review service user feedback.

