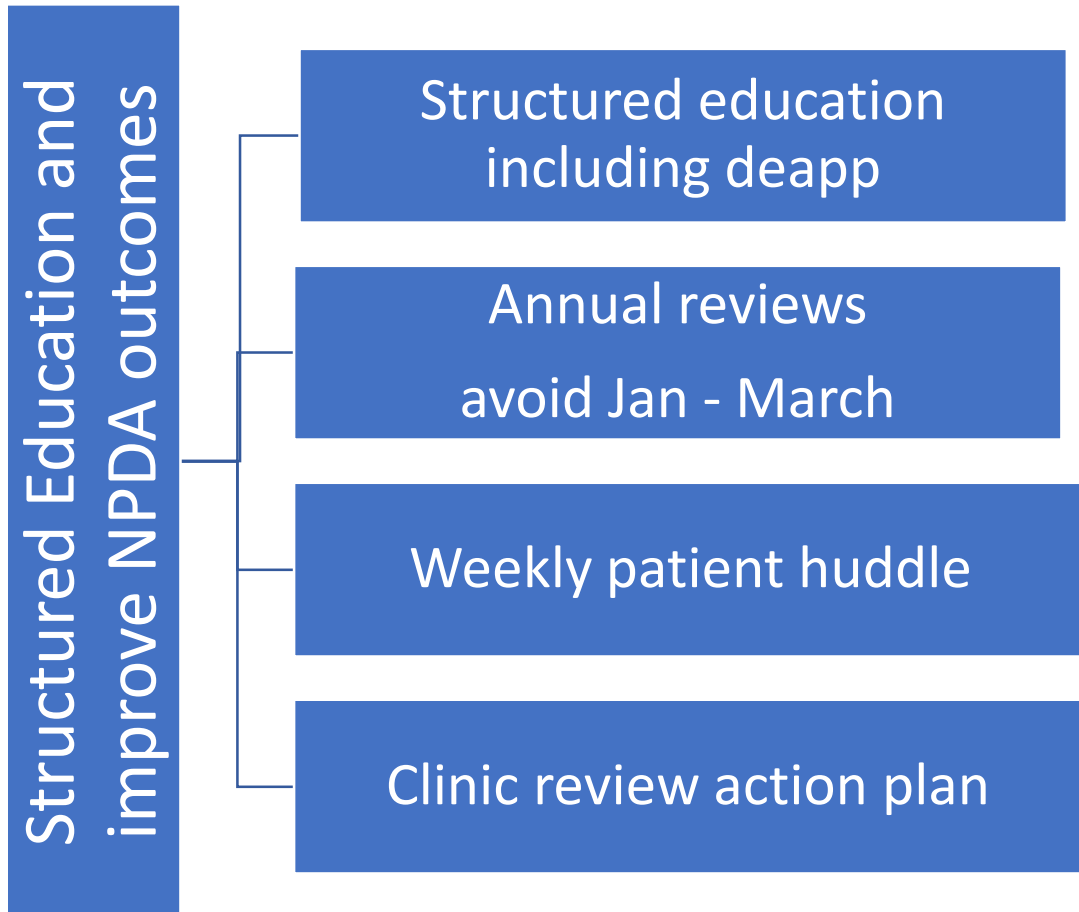


Arrowe Park Hospital Wirral University Teaching Hospital

- Consultant Paediatricians
 - Dr Chamaleeni De Silva
 - Dr Sudeshna Bhowmik
- Paediatric Diabetes Specialist Nurses
 - Jane Edmunds
 - Brenda Light
 - Amanda Mackin
- Dietitians
 - Rona Cookson
 - Julia Collier (adult/young person/transition dietitian)
- Admin
 - Beverley Sanders
 - Megan Sullivan
- Psychologist
 - Recently appointed- 20th Sept

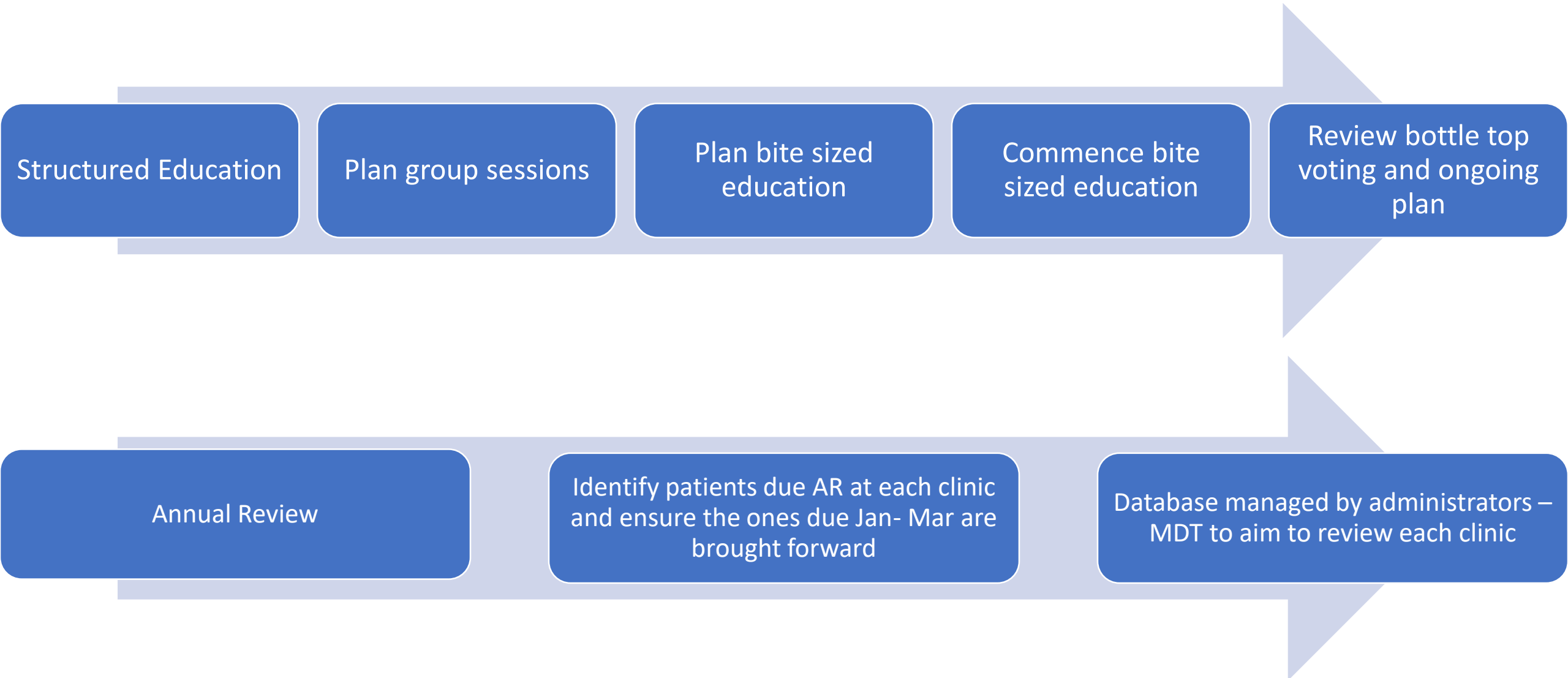


Our purpose and our areas of work



- Structured Education is the area we have progressed the furthest with:
- Started planning group sessions
- After World Café we decided to try bite sized education
 - 2 year plan to cover all topics in goals of diabetes
 - Use Deapp resources
- Bottle top voting for:
 - Bite sized, group sessions or home visits
 - Once get results write to families but offer all.
- Anecdotal evidence - we are picking up issues in hypo management eg no glucagon or treating with chocolate
- 2 year plan for bite sized
- White board

Our improvement journey- the steps we took



Structured Education

Plan group sessions

Plan bite sized education

Commence bite sized education

Review bottle top voting and ongoing plan

Annual Review

Identify patients due AR at each clinic and ensure the ones due Jan- Mar are brought forward

Database managed by administrators – MDT to aim to review each clinic

Weekly patient
Discussions

Started session
Monday afternoon –
Megan collated
patient list to be
discussed

Created patient huddle
sheet to be taken to
each clinic and
completed by MDT

Working on the time
taken to complete
patient huddle –
aiming for 30-45mins
max

Consider introducing
a time limit per
patient??

Clinic review action
plan

Action plan introduced
to team from another
hospital

Added average blood
glucose reading
attached to respective
HbA1c result

Started using in clinic
– photocopy kept in
medical notes

Consider auditing in
6moths to review
effectiveness

Data- that show the impact so far

- Data on processes

Structure education	Child	Parent	Total
Group session	11	12	23
Home visit	24	10	34
Bit sized in clinic	33	23	56

- Weekly huddle

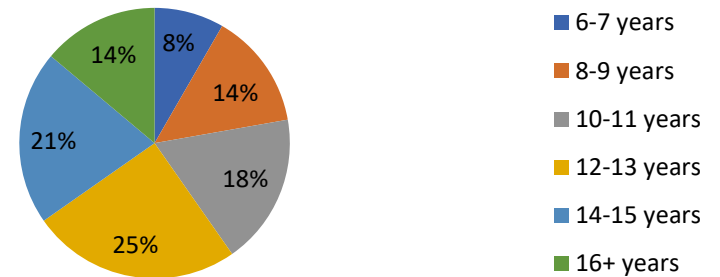
- 9 weekly huddles, discussed:
 - 38 high hba1c (24% of appointments)
 - 24 DNA/CNA from June (15% of appointments)
 - 8 DNA and 16 cancel and rebooked
 - 4 diabetes related admissions (plus 3 non diabetes related)
 - 27 patients concerned about

- Clinic review action plan

- Approx 60 patients since 2nd Sept
- Good initial feedback from families

- Data on outcomes

Patients started structured education since 31st July 2019. (total 72 approx 50% of caseload)



Also 27 dietetic annual reviews delivered in 2 months

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

- Try things
- Gather evidence
- QI project is a great process for
 - pushing us (we have been talking about structured education for years)
 - prompting us (phonecalls and presentations to focus)
 - reminding us (to gather evidence)
- Bite sized education
 - Started with 'easy' topic
 - Expected everyone to have good knowledge
 - Discovered unexpected patients using chocolate to treat hypos
 - Families with no glucagon or had never been shown how to use it
- Highlighted the importance of structured education to us
 - We thought we were doing it informally in clinic

One barrier that is bugging us

- Time in clinic!
- Team time
 - Patient huddles well over 30 minutes
 - What to put on whiteboard
 - Analysing data

How others could help us understand/ overcome the problem

How long are other peoples clinic appointments?

