

# Dorset County Hospital Paediatric Diabetes Team

Dr William Ward, Rita Smith, Dr Linda Bolton, Sam Thornton, Donna Barnes, Liana Mitchell, Kirstine Watson, Claire Biswell



## Our Purpose

To improve Team Communication leading to an improved MDT Clinic Model and structured patient education

## Our QI Journey



Patient Information collated and Team meeting held before each MDT clinic. Increased own downloads.

Covid revisions made. Clinics now virtual and No. of clinics offered reduced due to Consultant availability

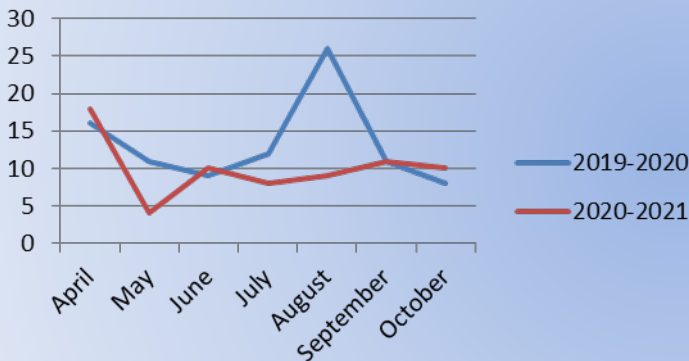
Use of Digital Patient Records increased. Electronic Patient folders set up on internal drives. Patients Downloading at home.

Introduction of weekly virtual catch ups. Patient Focused and include a Positive feedback section

Introduction of HbA1c visits. Includes HbA1c, height, weight and BP

## Outcome Data

### MDT Clinic Non Attendance



- For the period 01/04/2019 – 31/10/2019 24 patients had cancelled or not been brought to their appointment
- All of these patients had cancelled or WNB more than 1 appointment
- Between 01/04/2020 – 31/10/2020 36 patients had cancelled or not been brought to their appointment
- Most WNB due to change to virtual clinics and automatic notifications
- Only 10 of these patients had cancelled or WNB more than 1 appointment.

## Patient/ Parent Involvement

- Attendance figures show reduction in number of patients cancelling/ not attending multiple times
- Due to staffing/ COVID patient survey has not yet been rolled out.

## Moving Forward

- Increase patient/parent involvement
- Monitor HbA1c visit attendance
- Progress Business Case for staffing
- Progress 2<sup>nd</sup> Consultant
- Finish Clinic mapping

## What have we learnt?

- Team Communication is crucial.
- Planning is key
- Having a range of options increases resilience.
- Patients can download at home
- Pandemics are time consuming but preparation makes them easier!