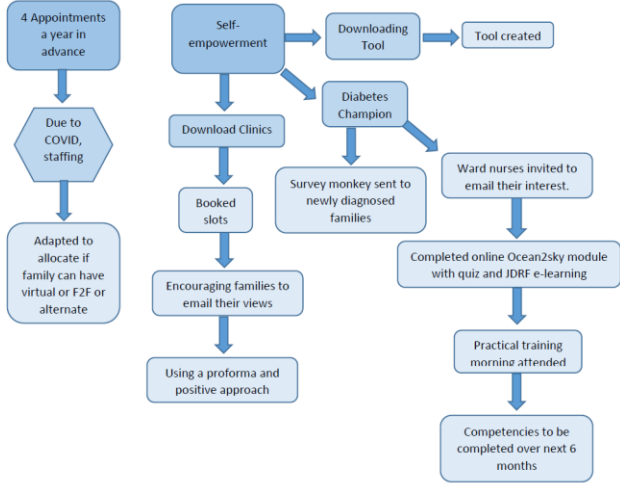


Power to the people: Empowering families and ward staff to improve the experience of young people with Diabetes.

Dr Michal Ajzensztejn , Dr Sophia Sakka , Dr Martha Ford-Adams, Dr Elpiniki Beka, Dr Michael Cornish, Barbara Widmer, Sheryl Diprose, Betty Williams , Anne-Marie McKillup, Bahar Ghodsian, Katy Hua, Sophia Chukwumah

Purpose:
Our original aim was for all of our young people to be given their 4 appointments for the year in advance. However this was not possible due to COVID and staffing so we then adapted it and looked at empowering our children, young people and their families from the point of diagnosis to improve their experience.

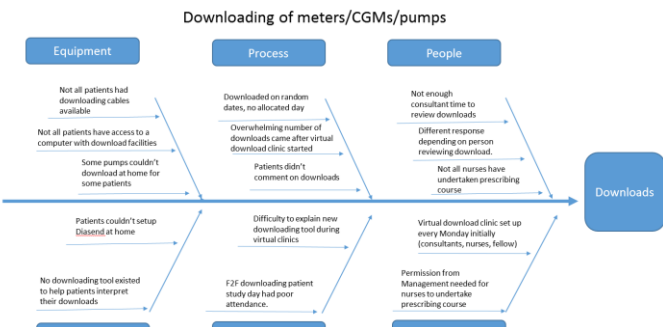
Our Improvement Journey – the steps we took



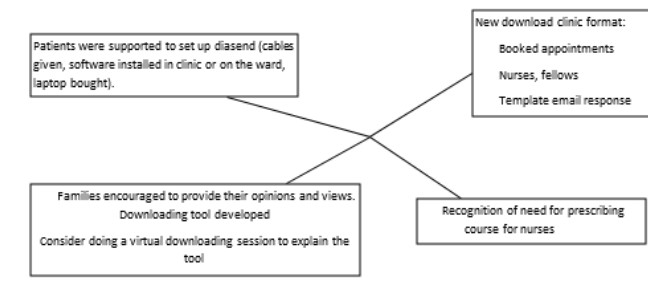
Bright Spots



Fishbone Analysis



Solutions



Feedback from practical Diabetes Champion session



Further Actions

- To use the downloading tool with families.
- To collect data – feedback from families regarding the downloading tool, survey monkey sent to newly diagnosed families , survey monkey sent to find out about clinic experience with QR code
- Diabetes Champion – to sign off competencies, repeat newly diagnosed survey monkey after 1 year to evaluate champion role, monitor IR1 relating to diabetes on the ward. Feedback from ward staff after 1 year.