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## Princess Royal University Hospital

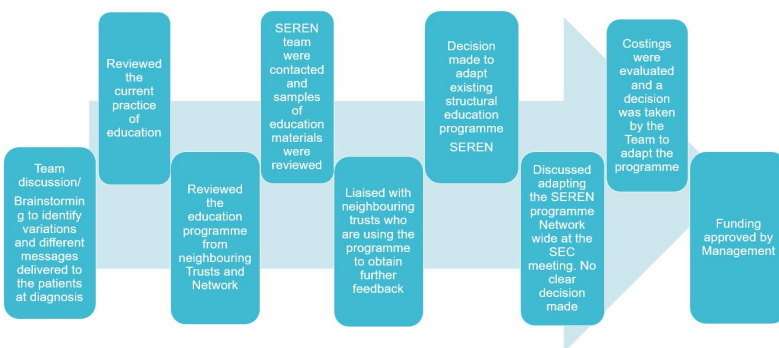


### Purpose:

To improve the education of newly diagnosed patients with a view to provide a uniform ongoing structured education programme

To improve the quality of life by optimising the long term control using HbA1c as an outcome measure

### Our improvement journey - SEREN



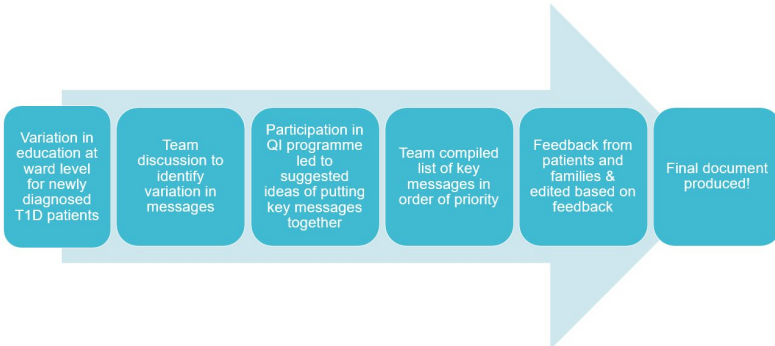
### Key learning points

- Regular focused team meetings needed for service development
- Mini QI's are the way forward in time constraints
- Thinking hats principle
- Structured approach to QI is key
- QI champion role is key to ensure progress

### Challenges

- Redeployment of staff due to Covid-19 pandemic
- Reinstating the service
- Staff changes and no team building sessions
- Capacity in job plan for QI work
- Greater influx of newly diagnosed patients

### Our improvement journey – Key Messages

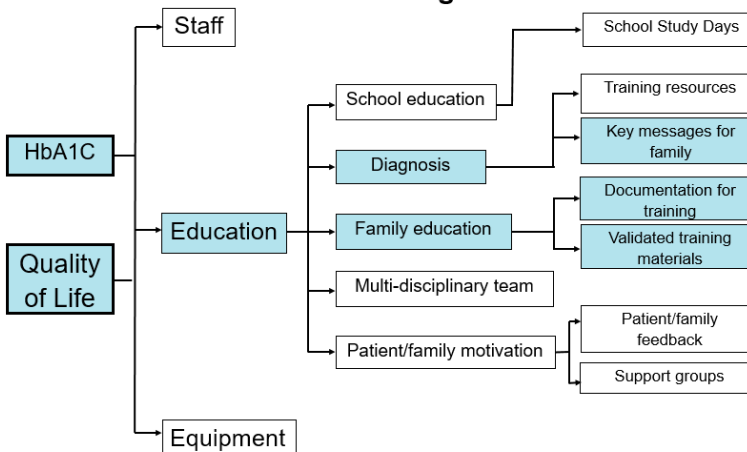


### Achievements

- Virtual clinics, appointments, school education and training
- Key messages document
- Adapted to Covid-19 pandemic
- Virtual pump, CGMS and Libre starts

### Driver Diagram

#### Driver Diagram



### Qualitative Feedback

- Parents found it more helpful than patients
- Very clear and helpful but add healthy eating
- Simplify language
- SEREN documents great for visual learners
- 'We wish we had this at diagnosis'

### Further Actions

- Key messages will be used for the newly diagnosed training
- Team training for SEREN to be arranged and implemented
- Review of job plans to ensure adequate delivery of SEREN
- Next QI idea - Transition pathway