

North Tees and Hartlepool

Children and Young People's Diabetes Team

Transforming our services - Putting patients first - Valuing our people - Health and wellbeing

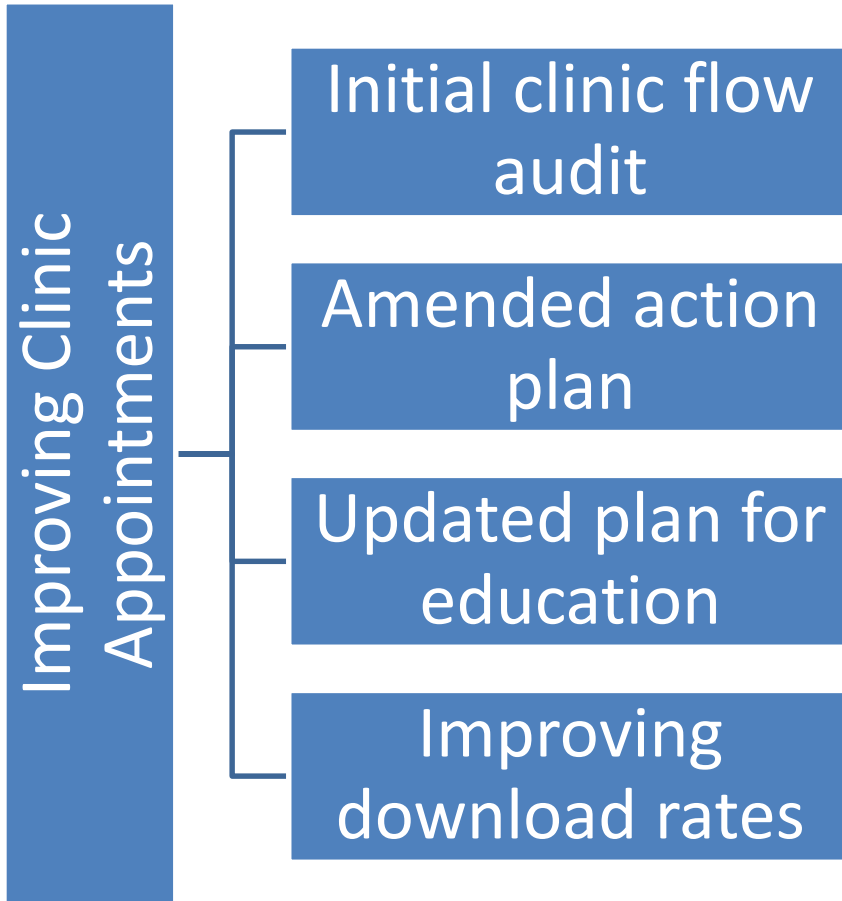


Aim

Improving clinic appointments:
make more efficient use of waiting
times to get the most out of clinic
visits



Our purpose and our areas of work



- **The one idea we have progressed the furthest with:**
- Amended action plan
- Updated document using example from Bradford
- Started in January 2019, introduced in clinic in February 2019
- Feedback from families has been very positive



Our improvement journey- the steps we took

Initial clinic flow
audit

Different clinic
templates at
different sites

Facilitating
download at home
to reduce waiting
time

Updated action
plan to include
patient preferences
for discussion



Before

North Tees and Hartlepool
NHS Foundation Trust

CHILDREN AND YOUNG PEOPLE'S DIABETES SERVICE
CLINIC REVIEW - ACTION PLAN

Clinic date: _____
 Your HbA1c today is: _____ mmol/mol
 Your previous HbA1c was: _____ mmol/mol

♦ 48 mmol / mol – GOOD CONTROL
 ♦ 49 – 68 mmol / mol – MODERATE CONTROL
 ♦ 69 mmol / mol and higher – POOR CONTROL

Plan / Target

SIGNATURE _____

NHS
 Sue Day 07910134956
 Diane McHugh 07741014477
 Jane Fox 07910136198
 Kevyn McCullagh 07741014475
 PA to Children's Diabetes 01429 522115

24 Hour Helpline 01642 382715

Please remember to download your meter/pump regularly, and especially the day before your next clinic appointment. This may save you time at your appointment.

Updated January 2019

Are you on target?

Updated January 2019

Now

North Tees and Hartlepool
NHS Foundation Trust

CHILDREN AND YOUNG PEOPLE'S DIABETES SERVICE

Patient Identification Label
 Title or alias (if any) _____
 Name _____
 Doctor _____
 Nurse _____
 Dietitian _____
 Psychologist _____

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What would you like to talk about today? Please tick / a few things:

Food <input type="checkbox"/>	Medicines <input type="checkbox"/>
Diets / Day Routines / Issues <input type="checkbox"/>	Sport <input type="checkbox"/>
School <input type="checkbox"/>	Insulin <input type="checkbox"/>
Health / Pump <input type="checkbox"/>	Family <input type="checkbox"/>
Friends <input type="checkbox"/>	Holidays <input type="checkbox"/>
Feelings / Emotions <input type="checkbox"/>	Other <input type="checkbox"/>

HbA1c:
Your HbA1c helps us to understand if your body is getting enough insulin to make use of the energy you take in from carbohydrates. This is especially important as you grow and develop. We use blood glucose levels and HbA1c measurements to see where blood glucose may need changing and adjusting to keep you growing well and help you stay well in the future.

High blood glucose levels are "uncomfortable" as you grow, when your body is changing so rapidly, and are especially tricky during puberty. Help us to help you by contacting us when you see patterns developing, for example, night or waking, before lunch, evening meal or before bed as the result indicate adjustments are needed.

We strongly recommend that you download your blood glucose meter or pump from home in between your clinic visits to keep records in target range and as near to normal as possible. Target ranges to aim for are: 4 - 7mmol/L on waking and pre meals.

Don't forget we are always here to answer any questions you may have.

NHS
 Sue Day 07910134956
 Diane McHugh 07741014477
 Jane Fox 07910136198
 Kevyn McCullagh 07741014475
 Diabetes 07910136198
 PA to Children's Diabetes Team 01642 322115

24 Hour Helpline 01642 382715

Please remember to download your meter/pump regularly, and especially the day before your next clinic appointment. This may save you time at your appointment.

Date of clinic: _____

My HbA1c today is: _____ mmol/mol

My previous HbA1c was: _____ mmol/mol

My diabetes control is:

Excellent	Good	Needs Action
HbA1c 48 mmol/mol or less	HbA1c between 49 and 68 mmol/mol	HbA1c more than 68 mmol/mol

And overall I am:

Doing better than last time <input type="checkbox"/>	Staying the same as last time <input type="checkbox"/>	Not doing as well as last time <input type="checkbox"/>
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My Plan today is:

My HbA1c target for next clinic is: _____ mmol/mol

Comments from your diabetes team today:



Outcome of initial clinic flow audit

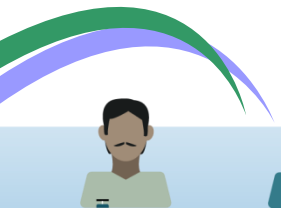
Average time spent in clinic – 1 hour and 20 minutes

Average time spent with team members – 55 minutes

Average time spent waiting – 25 minutes

Patient name:	CRN:	Site: UHH / UHNT
Date:	Appointment time:	Arrival time:
Clinic area (HbA1c, consultant, nurse, dietitian, psychology, education)		
Time in		
Time out		

We would be very grateful if you could help us with our quality improvement project.
Please fill out this form and place it in the "QI" envelope before you leave clinic.
THANK YOU





Data- that show the impact so far

- Data collected on clinic times identified that patients spend between 1.5 and 2 hours in clinic, which is significantly longer than we would have expected → Change patient expectations on amount of time spent in clinic
Try to consciously decrease waiting time in clinic
- Anecdotal evidence is that families are more satisfied with focused, patient-led consultations → Plan to measure patient satisfaction via survey
- Download rates improved significantly across caseload → Continue to facilitate downloading at home
- Structured education plan for whole year



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

- We are open to trying new ideas
- We can have a dynamic approach across different sites
- Initial patient feedback is that patient led consultation improves patient satisfaction
- Need more frequent team meetings – these will be part of fortnightly MDT meetings
- Finding QI project much harder than expected



One barrier that is bugging us – team engagement

Encouraging team to attend

Attendance needs to be mandatory – how can we make this a priority

