

Children and Young Peoples Diabetes Service South Tyneside Foundation Trust QI project

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Dietitians: Kirsty Goodwin & Roseanne Raine, Clinical Psychologist Georgia Cramb
Secretary & Admin support: Sue Pearce & Alex Jones



Our Purpose was To Improve Communication Pathways & Make More Effective Use of Resources

Our improvement journey – the steps we took

Jan 2020 April 2020 July 2020 Nov 2020 March 2021

Our aim – to improve communication & reduce costs

Use of App poor: Digibete survey monkey with text feedback

Clinic update re use of App, discussed at each contact

Diagete updates, extra functions give state re use

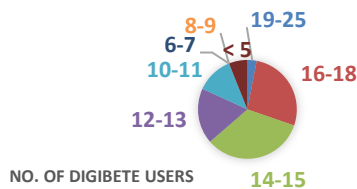
App well bedded in now with 65 families using it regularly

Outcome Data in year 1:

- **Total costs savings due to using the app - £2,092.58**
- **Total time saved using the app – 65 hours and 40 minutes**
- **89% of parents of all age groups now accessing the app on a regular basis**
- **64% of Children and Young People using the app are aged 14 - 19 years old**

Qualitative Feedback from Families/Colleagues

Age range	No. of users
19-25	1
16-18	9
14-15	11
12-13	6
10-11	4
8-9	0
6-7	0
<5	2



Qualitative Feedback from Families/Colleagues

We do find the app helpful. Jonah likes to do the quizzes. We have also used the app for guidance on sick day rules and clarity on other issues. The hypo info was helpful that was on a while ago and also the challenging behaviour article. It's just handy to have for guidance and support at hand

Hi Joanne, yeah i think in the early stages of Olives diagnosis the little how to training videos were really helpful. We were obviously shown how to do everything already but it was there to remind us. That has probably been the part i found the best.

We've found the Digibete app really useful. It's quick and easy to access, keeping us update with news!

I find the digibete app really useful for storing my sons upcoming appointments with the handy reminder option. I also enjoy the news feed it contains useful hints and tips for managing type 1, information that it on there is always helpful including reminders like clock changes etc.

Our Interventions

- **Engaged all CYP and their families with Digibete in Jan 2020**
- **Initially undertook a survey monkey using the Digibete App – poor response**
- **Followed up with Text message survey to all families – 30% response**
- **Opportunity to do a verbal questionnaire, assess who was using it, struggling to accessing it & address difficulties such as lost codes**
- **Digibete post to ask for feedback how app is working for the families**
- **Added Digibete code to all communication and frequent verbal reminders**
- **Now ask all families if they are using app during face to face clinics and help with any problems accessing it**

Bright Spots

- **Unexpected high usage by 14-19 year olds**
- **Amount of time & money saved**
- **Reassuring how many of the families are using the app on a regular basis**

Further Actions

- **Engaging families with Digibete at diagnosis**
- **Liaise with Digibete to address issues with access code**
- **Encourage all team members to contribute to posts**
- **Use of age/regime groups for specific information**