

# Ipswich Hospital

## Our QI Journey So Far



# IPSWICH HOSPITAL

- **Consultants**

Jackie Buck  
Anna McDonald  
Gerry Rayman

- **Assoc. specialist**

Dharshika Herath

- **Diabetes Nurses**

Claire Wadham  
Sadie Cooper  
Emma Perkins

- **Dietitians**

Julia Eldridge  
Alison Byard

- **Administration**

Heidi Fulcher

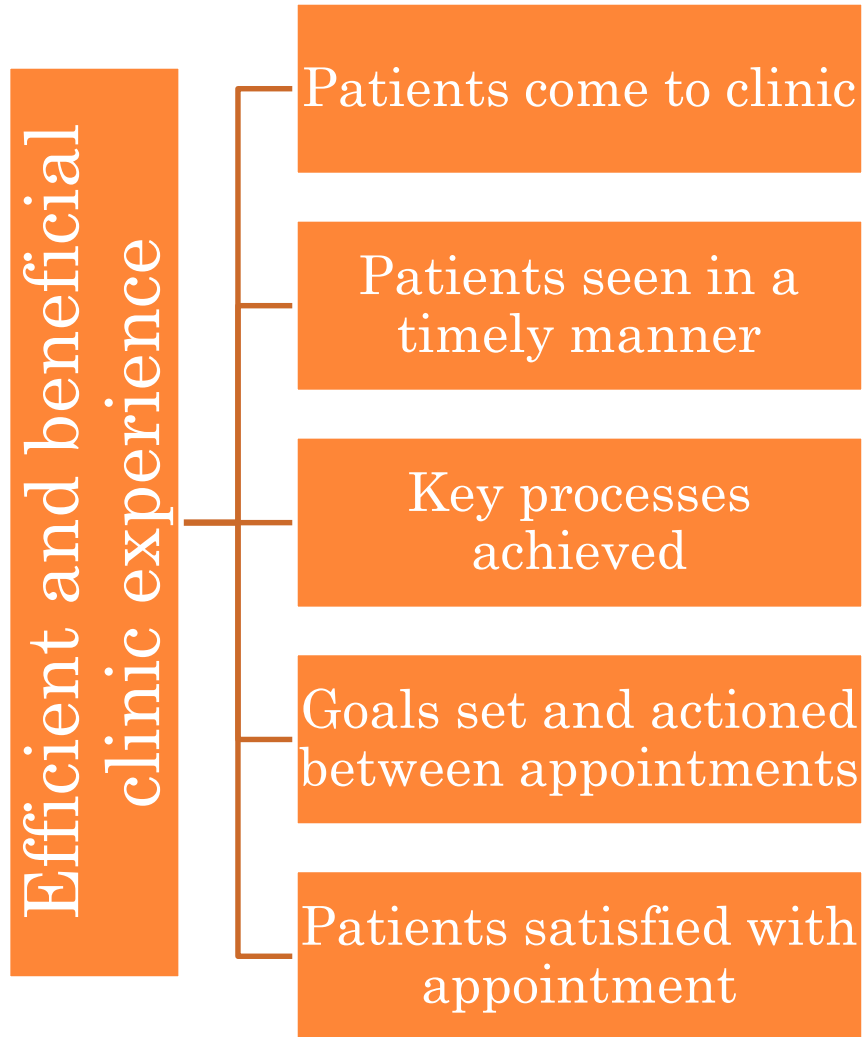
- **Psychologist**

Post Vacant



# OUR PURPOSE AND OUR AREAS OF WORK

## WHAT WILL SUCCESS LOOK LIKE?



### Introduction of a clinic summary letter:

- 2-3 specific goals set in clinic and documented
- Patient writes down goals on their hand held clinic record
- Clinic summary letter sent about 2 weeks after appointment
  - 4 week trial in February
  - Review of letter and process March
- Actions for staff documented after clinic
- Follow up patients to review progress
- Has it improved care? Positive feedback

# OUR IMPROVEMENT JOURNEY- THE STEPS WE TOOK

Date: Dec

Date: Jan

Patients come to clinic

Newsletter

Tuesday clinics

Audit

Date: Dec

Date: Apr

Date: May

Seen in a timely manner

Quick fix: Stop unnecessary urine samples

Conscious thought / reminders

Audit waiting times

Clinic template change

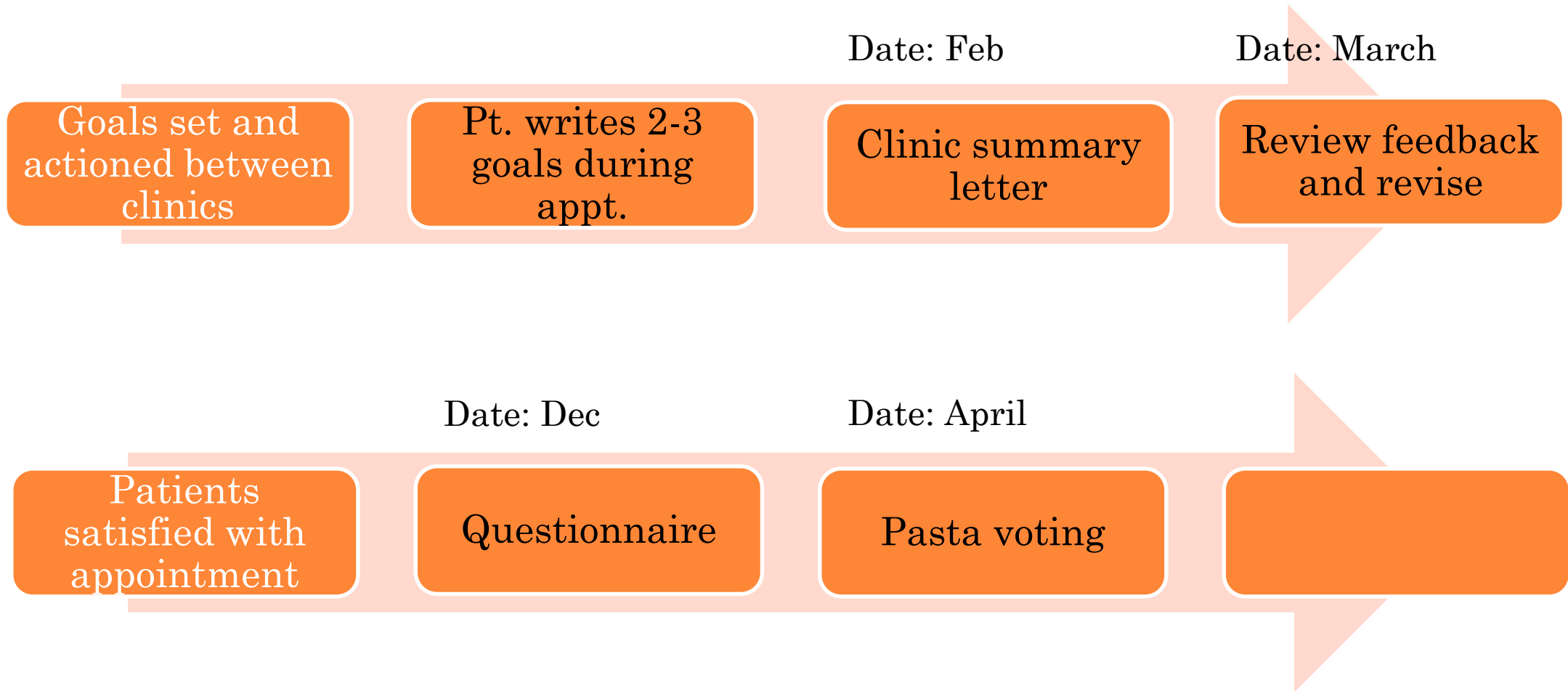
Key processes achieved

Admin support

Pre-clinic meetings

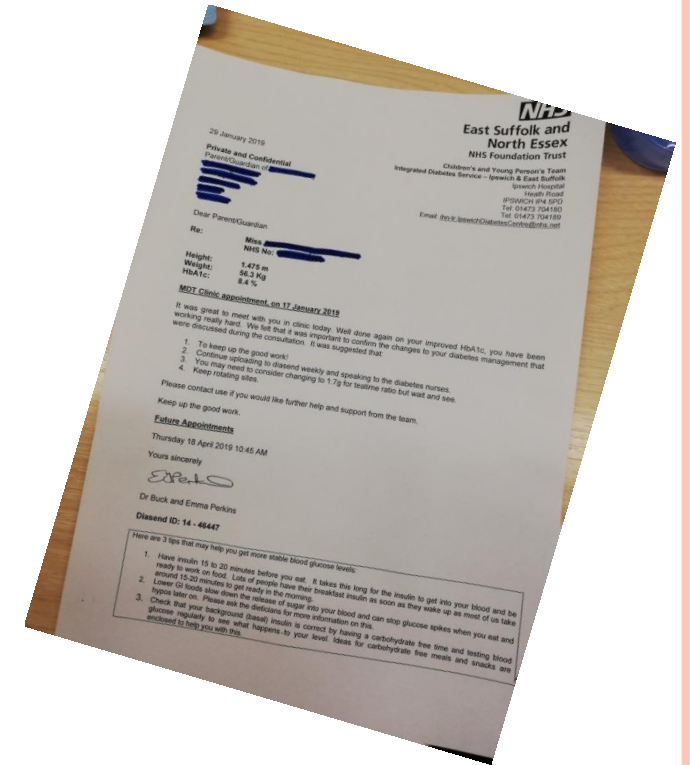
Constant monitoring

# OUR IMPROVEMENT JOURNEY- THE STEPS WE TOOK

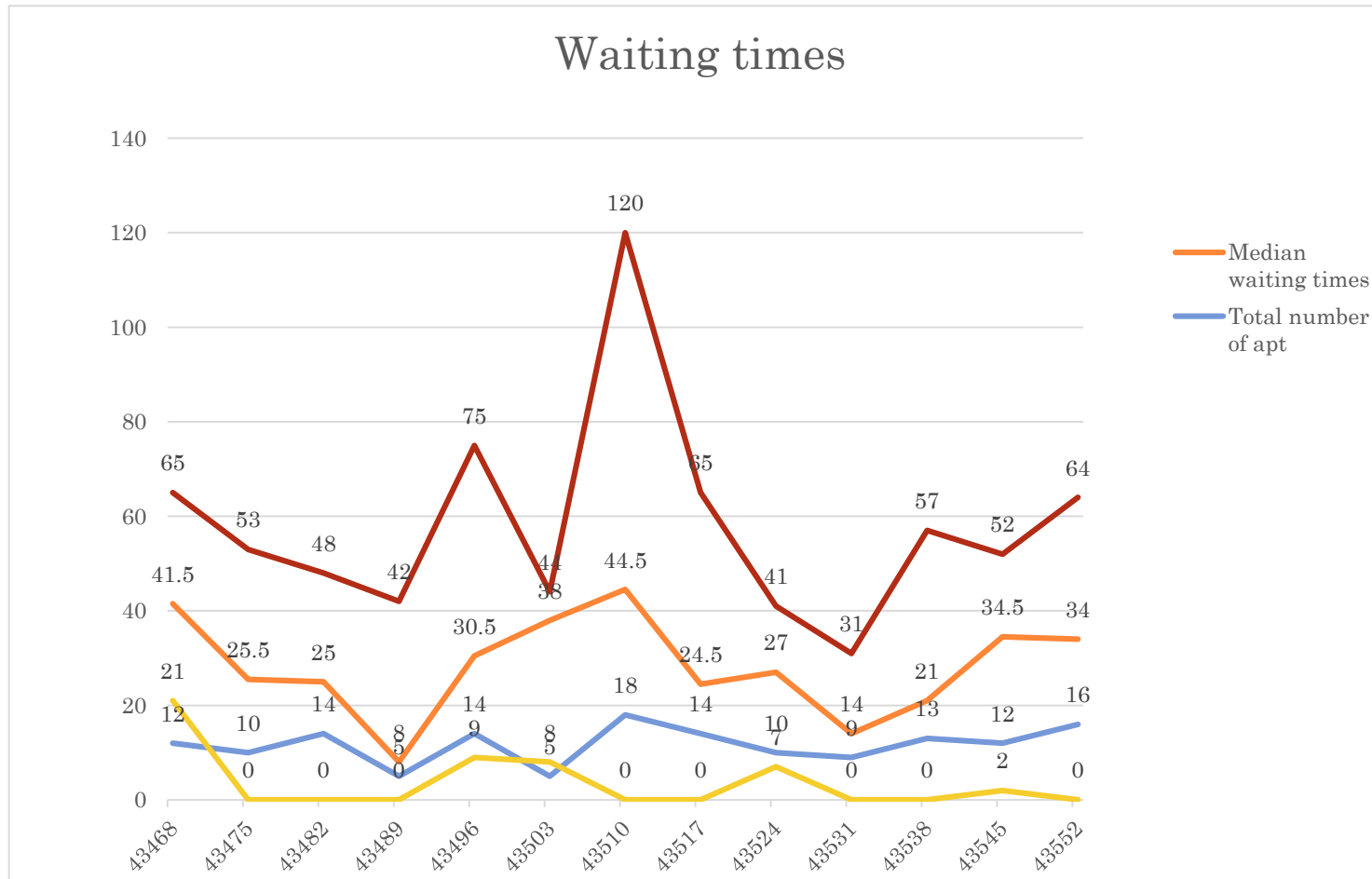




# IMAGES THAT SHOW OUR WORK/WORK PLACE NOW



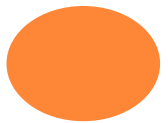
# DATA- THAT SHOW THE IMPACT SO FAR



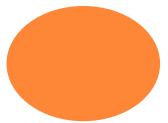
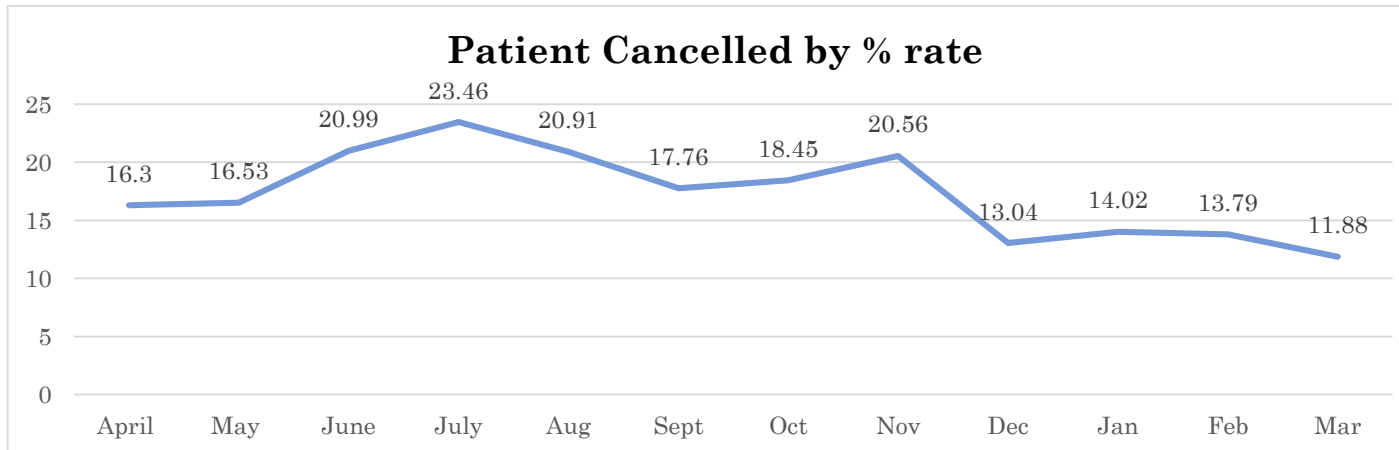
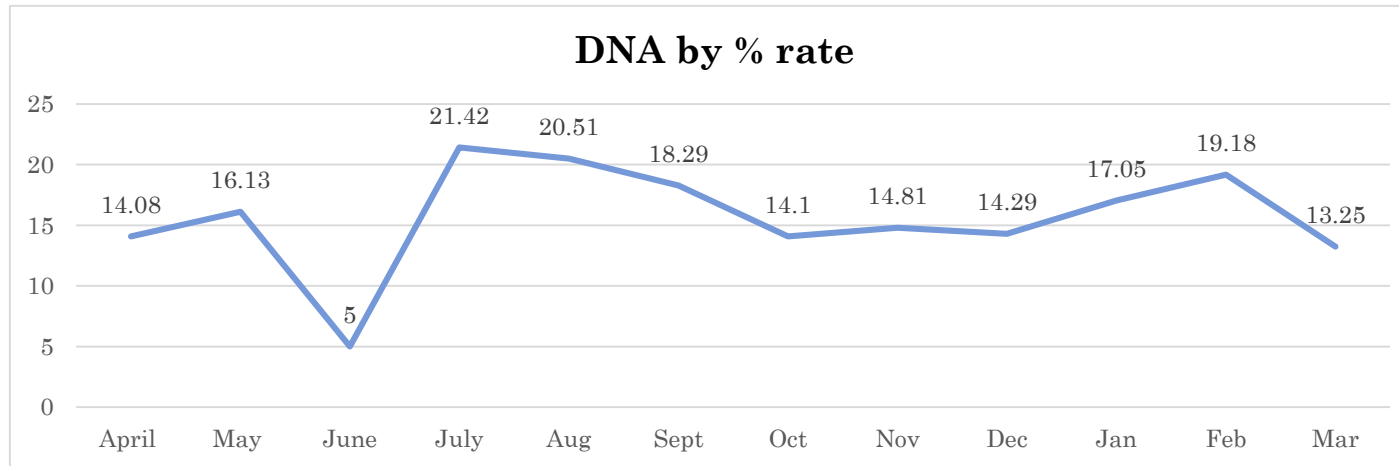
Median waiting time = 29 minutes

Shortest waiting time = 0 minutes!

Longest waiting time = 120 minutes!



# DATA- THAT SHOW THE IMPACT SO FAR





# WHAT HAVE WE LEARNT AND HOW ARE WE BUILDING THAT LEARNING INTO OUR DAILY WORK

- Make small changes initially
- Easy to drift
- 30 minutes isn't enough for pre clinic meeting AND QI update
- Challenge to do QI as well as keep up with other demands
- Using QI methods needs to be integral in any change / working practice
- 'just do it approach'
- Keep focus:
  - regular QI meetings
  - Review data frequently
- Other initiatives, such as Libre "roll out", need QI approach



# ONE BARRIER THAT IS BUGGING US

One clinic  
per month

Across two  
Divisions  
in Trust

Patient care for 16-19 yrs

No clinic  
summary  
letter

Doctor time  
PDSN and  
Dietitian  
time

