



# Improving Communication

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National Children and Young People's Diabetes Quality Programme



Stockport

NHS Foundation Trust  
 Women, Children & Diagnostics

Children and Young People's Diabetes Team

## Quality Improvement Project Purpose: Distanced, not Distant

Working together as a team to improve communication with our children, young people and families using new technologies and enhanced methods of interaction

### PREM Responses 2019-20

Feedback from our families - children and parents



### Survey Monkey Results

7 questions were sent out to all families using Survey Monkey to evaluate our communication techniques and identify areas for improvement

They tell me about things I can use to make my diabetes easier such as pumps and Libres

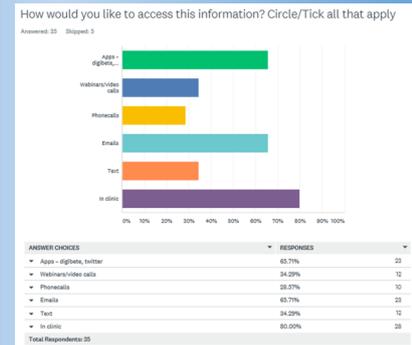
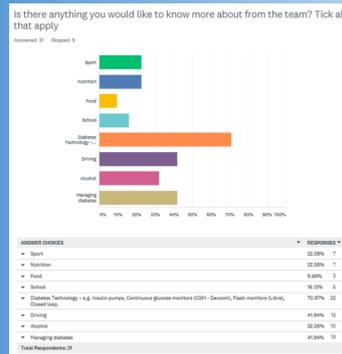
The doctors and nurses are so patient and obviously want the best for their patients.

We always feel there is time to discuss everything we want to and never feel rushed. The whole team really listen to us, give helpful advice and encourage us.

Kind, caring and supportive team. We're very appreciative.

I can say whatever I think and I'm not judged just helped

Patient Related Experience Measure



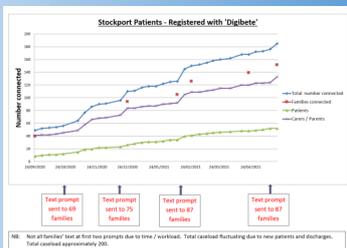
### Digibete App: Encouraging Engagement

At Diagnosis – show families the app; refer to flyer in Education File with clinic code.

At each clinic appointment – praise and action sheet has Digibete reminder and clinic code.

In clinic - show the app and where relevant videos or features can be accessed.

Text reminders initially to whole caseload, then to those not registered.



### Webinars - The benefits of virtual meetings



Utilising digital web conference technology to engage with families and as a method of sharing knowledge with many people without the concerns of social distancing restrictions.

This is a very recent initiative that our team have learnt & introduced quickly



Webinar	Total Patients	Number of patients who said they would attend	Number of patients who attended
Rollercoaster - 28th Jan 2021	38	17	8
Dexcom - 12th April 2021	72	17	11
Libre - 6th May 2021	42	9	7

### Twitter

Twitter account recently set up as another platform for communications.

We will use this:

- In conjunction with Digibete
- To showcase our service
- To the benefit of our families

Using modern social media platforms allows us to extend our reach to a much greater proportion of young people, families and professionals



### Praise & Action Clinic Sheet

Encouraging engagement with children and parents, and focuses on the agenda of the family and the achievements of each child; these sheets have Digibete Reminders



### As a team, we have learnt:

- To adopt more diverse methods of communication.
- To utilise multiple media platforms
- The benefits of collaboration and experience sharing
- To measure progress and interventions against objectives

### Further Actions

- Improve family participation and engagement in webinars and offer a wider range of webinars
- Set up a Parent Forum
- Take full advantage of Digibete's facilities to provide more frequent and diverse interactions with families
- Post more regular team news updates via Digibete and Twitter
- Team to participate in One Team, One Message to ensure consistent communication
- Continue to use digital data collection software to evaluate our performance and identify areas for future development