

## Our team



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admin



Sarah  
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Gemy  
doctor



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Rachel  
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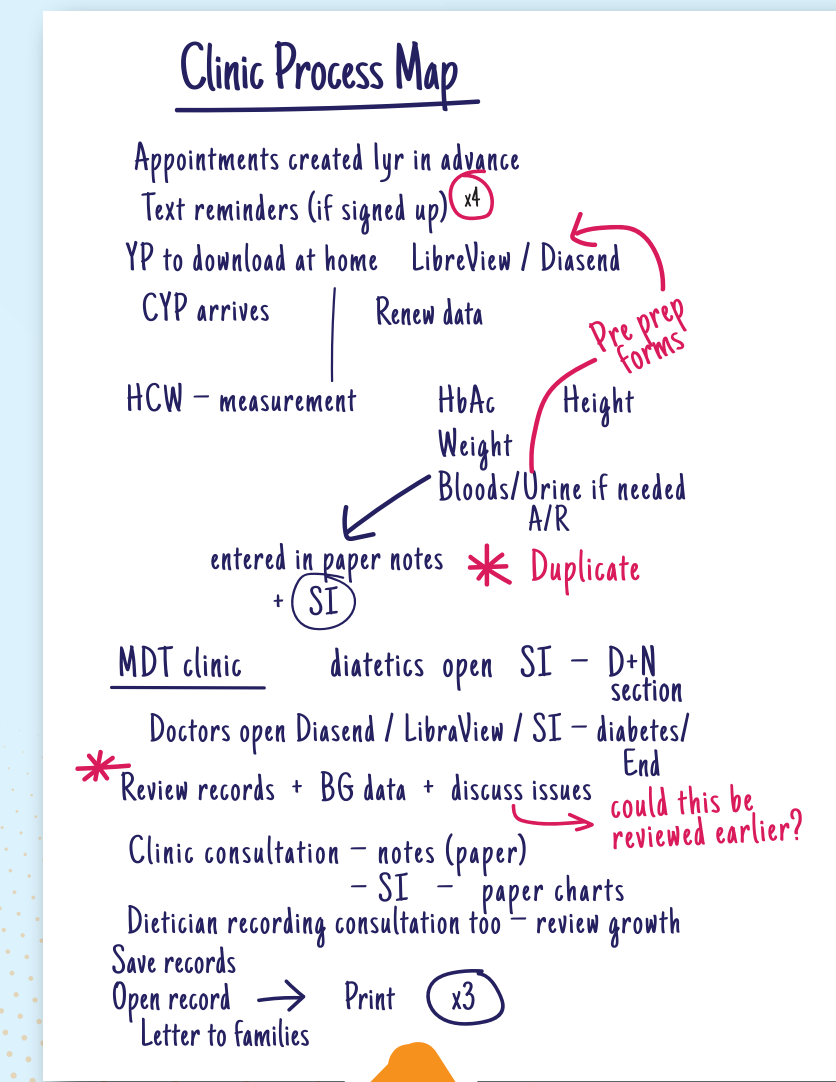
Airedale  
NHS Foundation Trust

## Our aim

To improve the family experience during their clinic journey

- reduce time spent waiting in clinic
- improve clinic experience
- creation of letters for the families that are clear and informative
- simultaneous collection of NPDA data

# Paediatric diabetes team – our quality improvement journey

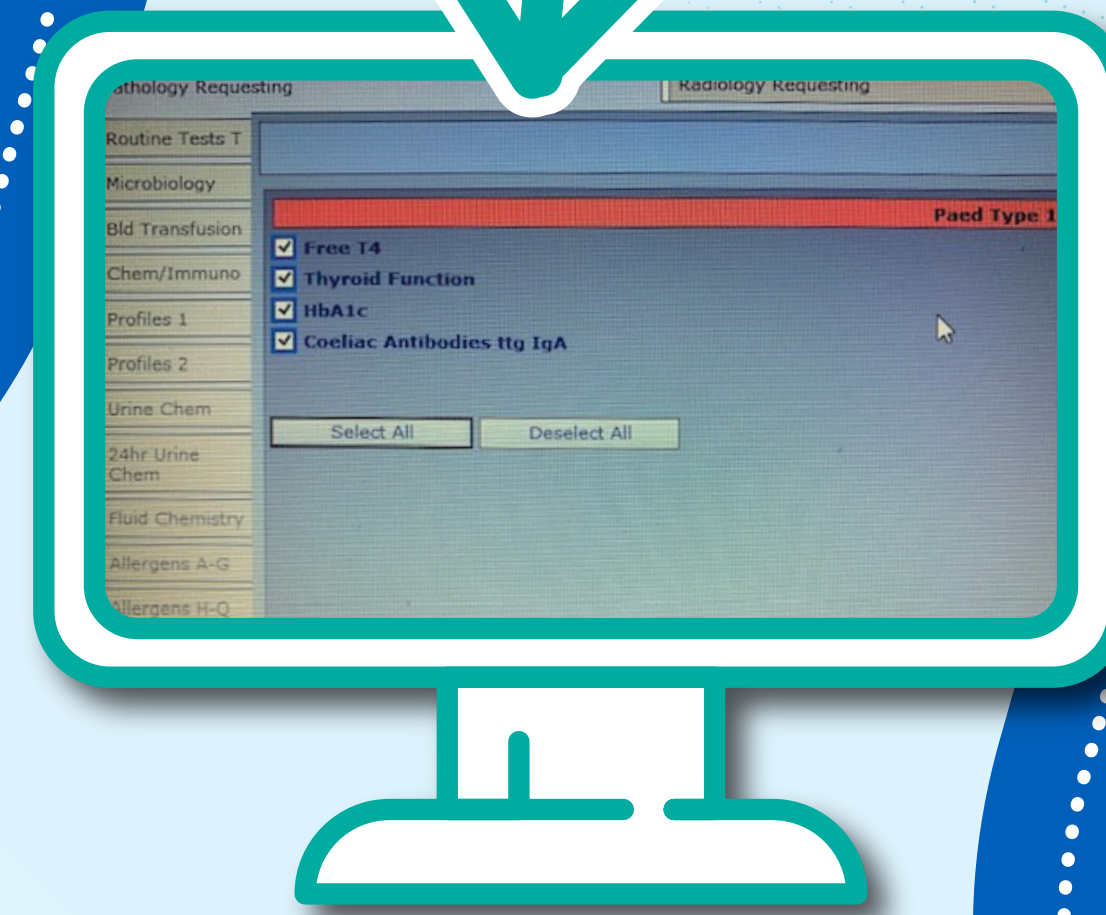


OCT 2020

Creation of clinic process map to highlight areas for improving quality and efficiency in the clinic journey

DEC 2020

Creation of ICE panel to ensure annual review bloods and urine tests requested efficiently in preparation for the clinic



### We asked...

1. How satisfied are you overall with your experience in the paediatric diabetes clinic?
2. How satisfied are you with how the clinic appointments are delivered?
3. Are you satisfied that your clinic appointments provide you with the knowledge and support needed to manage your diabetes?
4. How satisfied are you with seeing all health care professionals together in the same room at your clinic appointment?
5. How satisfied are you with the content covered during your clinic appointment?
6. How satisfied are you with the structure of the annual review clinics?
7. Are you satisfied that your clinic appointment is delivered at the agreed date and time?
8. How satisfied are you with the time spent in the waiting room?
9. How satisfied are you with the clarity of the information or advice provided on your patient letter?
10. Are you satisfied that your letter contains all the information you would like to know about your treatment or care?
11. Are you satisfied with the current layout of your clinic letter?
12. Are you satisfied that the content in your letter reflects what you discussed during your clinic appointment?

### They said...

- Spent too long in the waiting room
- Staff are friendly and approachable
- Liked receiving the appointment in advance
- Seeing all the health professionals together can be overwhelming
- Appointment reminders are helpful
- Information on the letter can be repetitive and not always clear
- Amount of info in the letter can be overwhelming
- Little flexibility to change appointment date/time if unable to attend
- Waiting time is not consistent

FEB 2021

Monitored time spent in the department during the clinic journey.

FEB 2021

Survey of families to get feedback on current experience of the clinic journey.

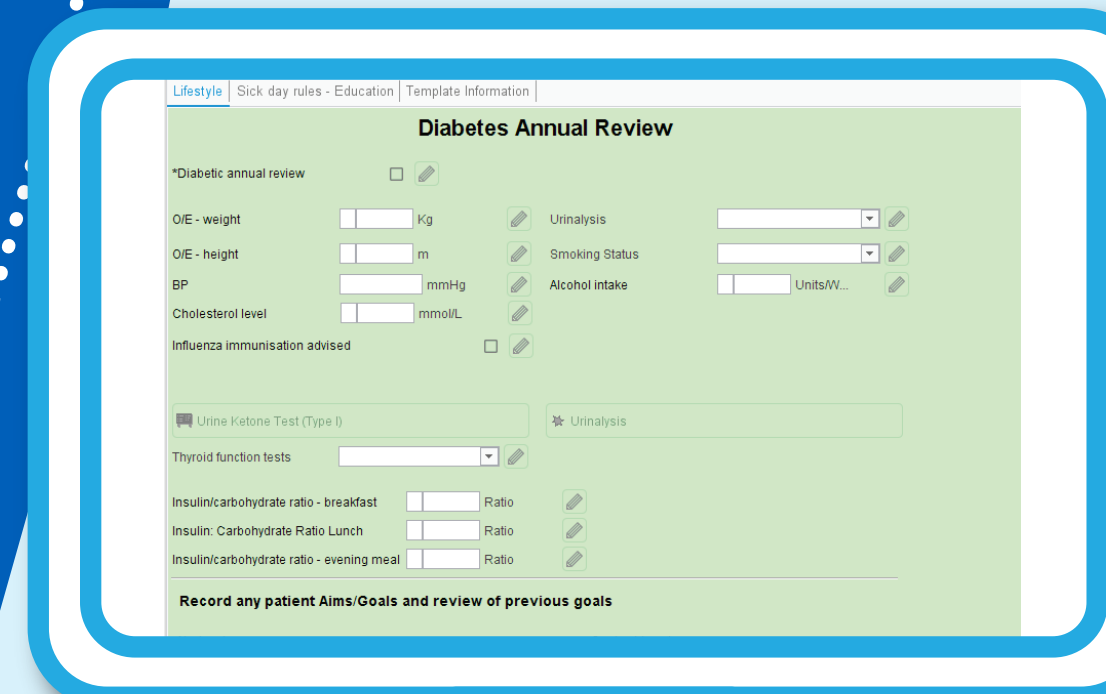
### Audit of length of time in department

- No of clinics = 9. All age clinics and annual review clinics
- 42 patients attended face-to-face (1 admitted to ward from clinic)
- 5 did not attend
- 4 could not attend (2 isolating)
- 3 telephone consultations
- 41 patients times were reviewed
- Mean clinic time = 56 mins
- Shortest time = 25 mins
- Longest time = 90 mins

FEB 2021

Establishing working group with IT to:

- Create templates on electronic records (SystemOne)
- Generate letters from templates
- Ensure data collected within templates aligns with NPDA parameters



## Further/ongoing actions

- Finalise SystemOne templates and clinic letters
- Pilot template and clinic letter use
- Repeat satisfaction survey of families
- Creation of Type 2 diabetes panel
- Repeat monitoring of time spent in clinic

