

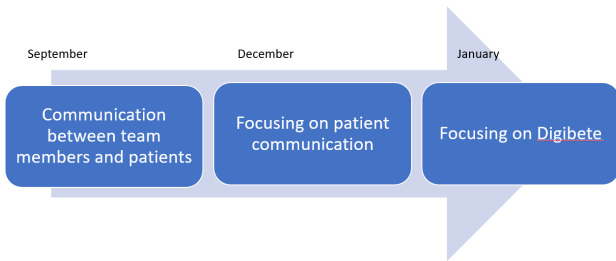
Improving communication with our patients using a digital platform.



Purpose:

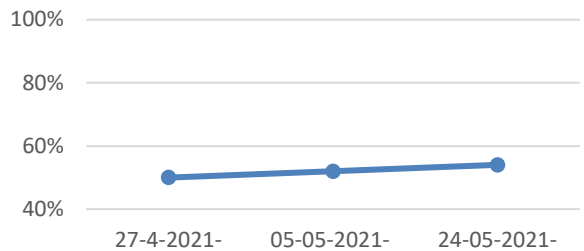
To improve access to our service by utilising a digital platform to communicate with our patients. As a team we want to provide expertise in the care of children, young people and their families with an aim to minimise the burden of living with diabetes whilst maximising their health and wellbeing.

Our improvement journey- the steps we took

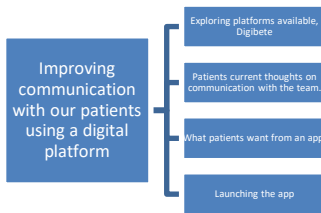


Outcome Data

Digibete uptake



Driver Diagram

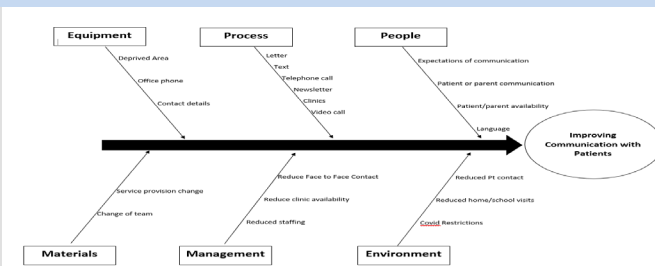


Qualitative Feedback from Families/Colleagues

143 patients/families invited to complete the survey. 58 responses = 41%

- 8 additional contacts per year. Approx 6 weekly. 46% agree this is achieved.
- Text message is the preferred method of communication
- 100% know how to contact the diabetes team
- 79% would use an app
- 64% know how to access sick day advice info
- 69% know who to contact out of hours for urgent advice
- 65% feel their wellbeing is supported a moderate amount or more
- App will be utilised appropriately
- Any other suggestions: More face to face appts, more personalised clinic, more education

Fishbone Analysis



Our Interventions

- ✓ Weekly QI Catch up
- ✓ Patient champions
- ✓ Regular audits
- ✓ Digibete content
- ✓ Wider MDT involvement

Further Actions

- Welcome new team members onto our QI journey
- Regular patient champion meetings
- Set up weekly Digibete announcements
- Share our learning across MFT
- Protected MDT QI time