

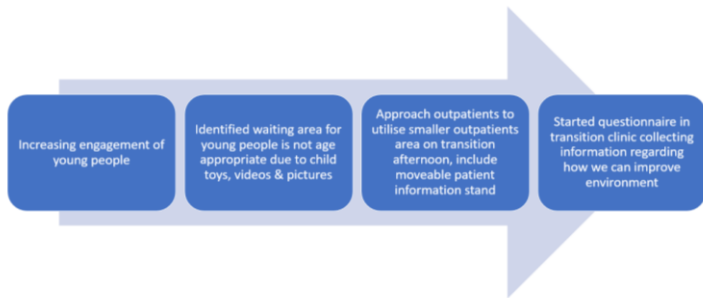
# Improving the young people's experience of attending outpatient clinic

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## Our Purpose

- Focus on engagement of young people in our children's and young persons diabetes service
- To improve attendance and reduce DNA rates to 5%

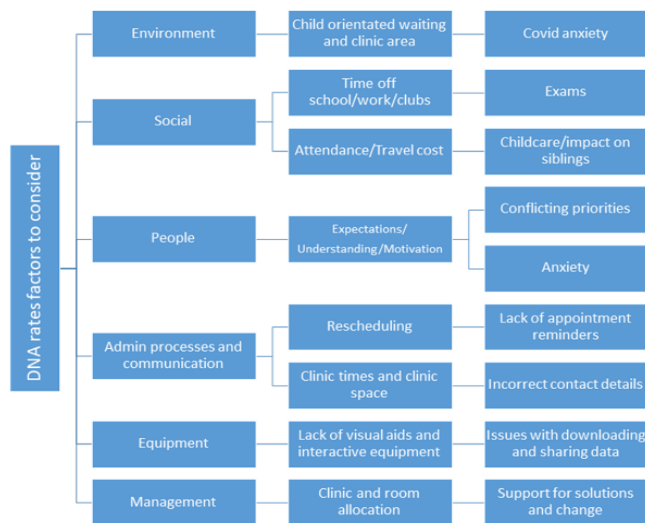
## Our improvement journey- the steps we are taking



## Current Data

Clinic	DNA rate
Clacton <15 years	11.5%
<b>Clacton &gt;15 years</b>	<b>17.1%</b>
Colchester <15 years	6%
<b>Colchester &gt;15 years</b>	<b>11%</b>

## Driver Diagram



## Qualitative Feedback from Families/Colleagues

*“How can we improve the transition clinic experience for you?”*



## Our Interventions

- Text message reminders
- Telephone call and answerphone message reminders
- Clinics in community health centre
- Appointments in GP surgery
- Change of clinic environment
- Youth Worker attendance to clinic
- Admin presence in clinic
- Collecting feedback from Young People via survey

## Further Actions

- Collate survey responses and data
- Request DNA data from informatics to review effectiveness of changes made
- Apply survey feedback to change practice and environment
- Information leaflet stand