



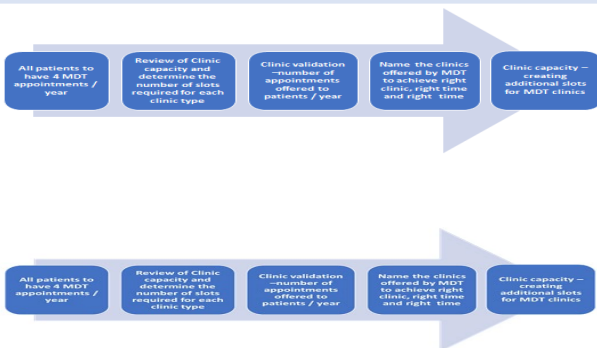
QI Project Improving the clinic journey for our patients

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Purpose:

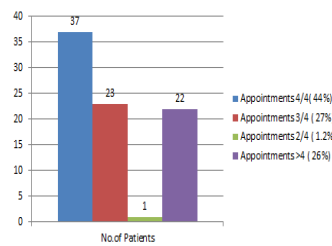
All patients to receive 4 multidisciplinary clinic appointments clinics per year in right clinic, at right time and seen by the right team. Patients to experience a positive clinic within a friendly environment and provide feedback on their care/clinic experience

OUR IMPROVEMENT JOURNEY—THE STEPS WE TOOK

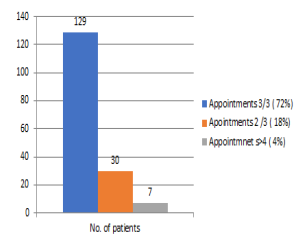


Outcome Data

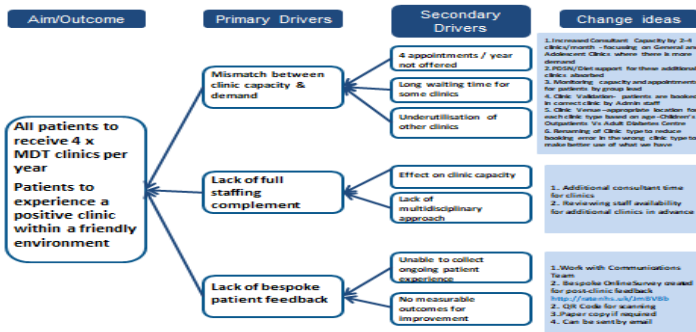
Appointments offered prior to March 2021



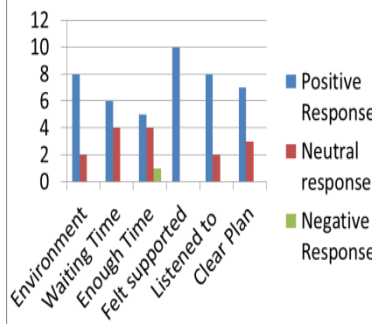
Appointments offered since QI journey



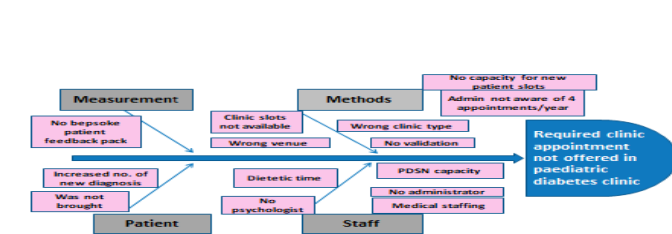
Driver Diagram



Patient Feedback -PILOT 10/14 responses



Fishbone Analysis



Bright Spots / Innovative practice

- Paediatric Diabetes Pop-In Health Checks
- Discussed with patients/ families- health and well-being of their child/young person continues to be our first priority
- Launched to complement our virtual/telephone clinics to capture necessary health checks as part of 7 care processes which require face-to-face contact.
- Free parking arranged for these appointments ; 100% attendance
- Patient feedback has been overwhelmingly positive!



Our Interventions

- Regular team meetings involving paediatric diabetes team, admin staff, and practice coach
- Validation to book patients into correct clinic type to maximise slot utilisation
- Renaming of Clinic type to reduce booking error in the wrong clinic type
- Collaboration with trust communication team to devise bespoke online survey for post clinic feedback

Further Actions

- Ongoing clinic validation to ensure all patients receive right clinic, at right time and by right team
- Diabetes psychologist appointment
- Review of job plans and capacity within paediatric diabetes team support outpatient service delivery
- Rolling out patients feedback questionnaire to all patients on our case load
- Implementing changes based of feedback