

Developing a Solution Focused Clinic for Paediatric Diabetes

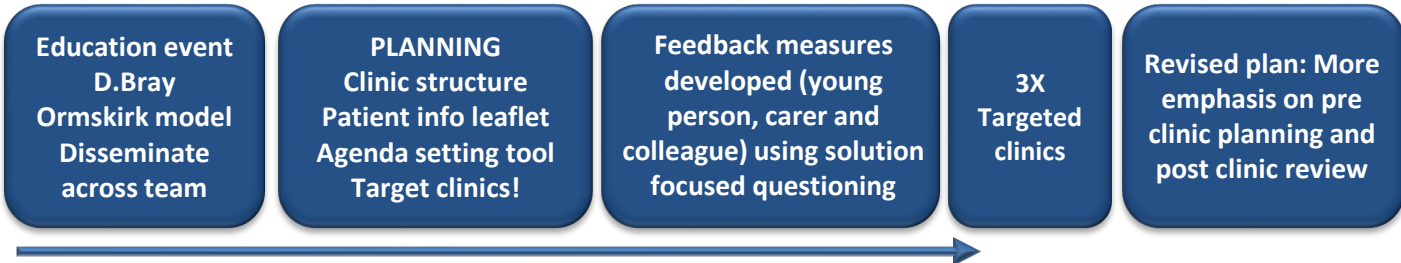
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Purpose:

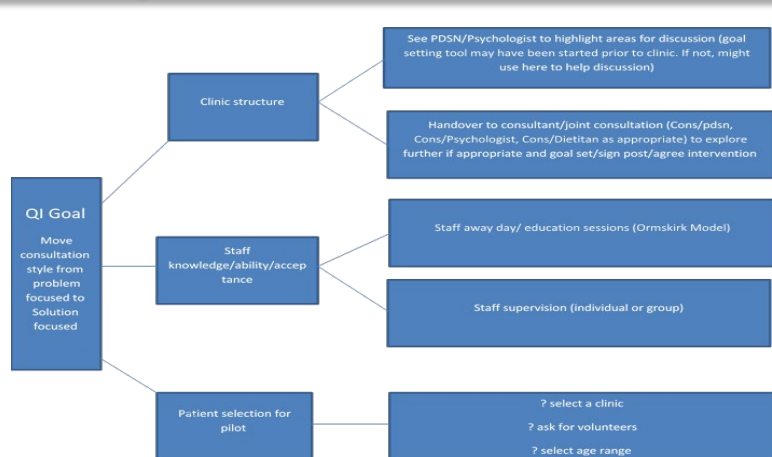
“Focus on problems – you’ll have more problems. Focus on possibilities – you’ll have more opportunities”

Overall aim: To improve young people’s clinic experience and enhance their sense of ownership and influence over their diabetes

Steps we took



Driver Diagram



Question examples



- What is going well at the moment?
- If you’d like things to be better, what would that look like?
- If you leave your appointment today feeling it was a success, what will we have talked about?
- How would you love things to be in four weeks?

Measures
DNA rates
HbA1c or Time in range
Smiley Faces or Friends and Family Test
Staff questionnaire

Outcomes – patient/carers feedback and nominal data



Q: Did you feel more involved in clinic today?



Our Headlines

- Real value in the process itself – QI methodology and the 1/2 hour time weekly meetings
- Invigorated by the feedback – spurred on!
- Collaboration as a team is key
- Solution focused is not about ‘doing to’, but ‘working with’

Next steps

- Further training with D.Bray for team to troubleshoot and maintain momentum
- Utilise post clinic meeting to share examples of good practice and provide ‘live learning examples’
- Explore logistics around clinic timings to try and streamline the solution focused process
- Meeting as an MDT to move towards wider rollout