





# **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

Education event
D.Bray
Ormskirk model
Disseminate
across team

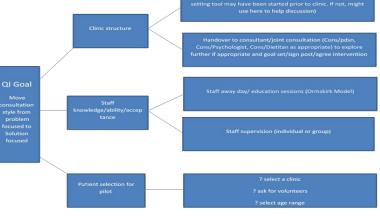
PLANNING
Clinic structure
Patient info leaflet
Agenda setting tool
Target clinics!

Feedback measures
developed (young
person, carer and
colleague) using solution
focused questioning

3X Targeted clinics Revised plan: More emphasis on pre clinic planning and post clinic review

### **Driver Diagram**

# See PDSN/Psychologist to highlight are: setting tool may have been started prior



# **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?

### Outcomes – patient/carer feedback and nominal data

I enjoyed having time with separate people

More working together, more people around

Long clinic but spending time with professionals not in waiting room

Feel like we talked about things other than diabetes

I heard (my child) speak so much more today No
A bit
Quite a bit
Very much so

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