

Quality Improvement Project for Transition

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Reason for project:

Empowerment	Education	Continuity	Independence
Giving YP and families the tools to manage their condition	Developmentally appropriate education to aid understanding	Familiar process and resources throughout	Give YP the space to ask questions

Introducing Ready, Steady, Go

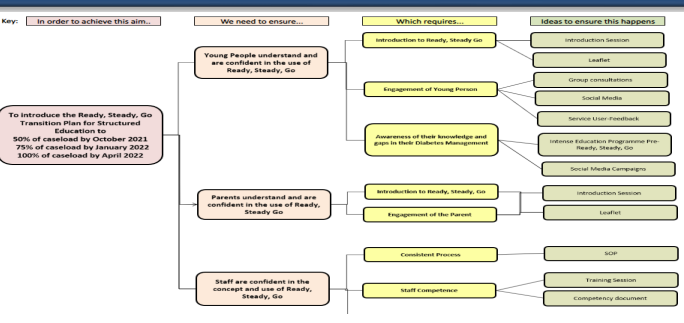
Our progress:

- Feb 2021 – RSG information pack & 'Ready' resources posted
- April 2021 – Transition appointment booked (within 8 weeks)
- May 2021 – 'Ready' appointments completed
- May 2021 – Ongoing transition plan
- June 2021 – Involvement of Support Worker (if need identified). 'Steady' & 'Go' resources posted with slight changes to language.

Lessons learned/ongoing developments:

- PDSA 1:** Develop pack to encourage independent contact from YP/families to book appointments. Required follow up from HCP's.
- PDSA 2:** YP/families grateful for appointments coinciding with MDT clinic.
- PDSA 3:** Ensure YP/families understand the RSG process to enable them to gain the most from it.
- PDSA 4:** Review process to ensure HCP/YP have copies of relevant documentation.
- PDSA 5:** Support Worker involvement option for further discussion /signposting of identified need.

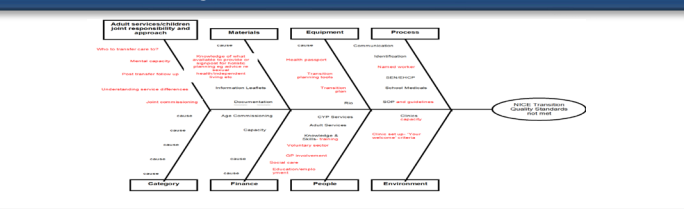
Driver Diagram



Feedback

- YP/family: "Better than what we had before & far more specific for what we want"**
- HCP's involved in process:**
- ✓ Adapt invitation letter - YP/families did not contact to book 'Ready' appointments.
- ✓ Planning transition appointment alongside MDT clinic mitigated potential feeling of burden of additional appointment.

Fishbone Analysis



Bright Spots

- RSG process encouraging open discussion in clinic around living with diabetes (holistic approach).
- Recognition of YP's pace. Reducing pressure and reinforcing their agenda.
- Shared decision-making. YP more involved in process.

Our Interventions

- RSG principles discussed at pre-clinic meeting.
- RSG invitation letter and resources posted.
- Seek to schedule appointment when YP due for review clinic.
- YP/families encouraged to complete prior to appointment.
- Open discussions on topics and goals agreed.

Further Actions

- Study results from 'Steady' and 'Go' age groups to see if there is a similar thread for delivery of the full RSG process.
- Acknowledge and reflect impact of this QI on other QI projects – solution focused model and patient agenda setting tool.
- Develop SOP for the process.
- Engage and roll out to rest of team.