



# To improve HbA1c and make every clinical contact count during the COVID-19 pandemic

Team members

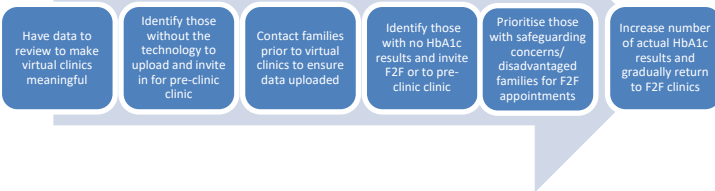
L-R: Tom Houghton, Frances Nelson, Binu Anand, Helen Handley, Clare Harrison, Ruth Whymark, Paula Olsen, Emily Baker, Julia Harding (missing Nikki Onstenk, Niki Skaltsa)

## Purpose:

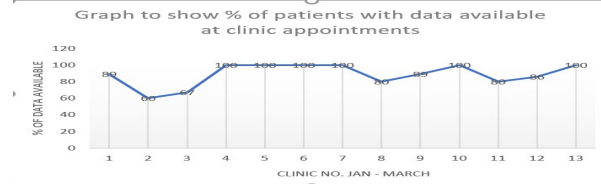
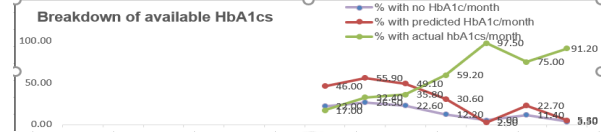
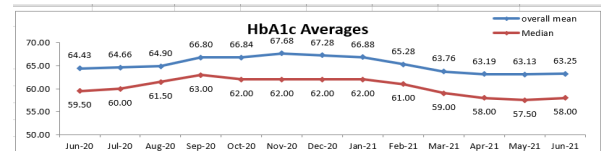
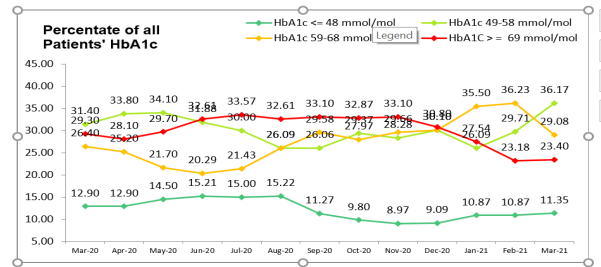
“To enable all patients to be able to make the most of technology in order to improve outcomes and maximize the impact of clinical contacts”

### Our improvement journey- the steps we took

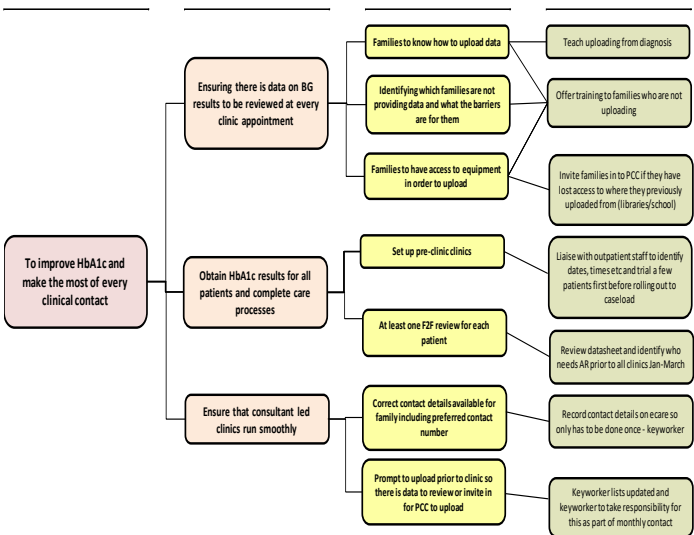
Nov 2020 Dec 2020



### Outcome Data



### Driver Diagram

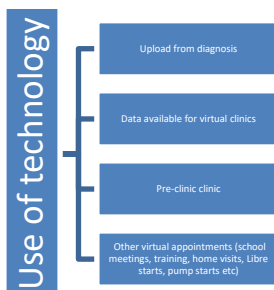


### Qualitative data from colleagues

Do you think that data from pre-clinic appointments, significantly improved the impact of clinical contact?

100% Yes!

### Our Interventions



### Further Actions

- Collect patient feedback about clinic consultations/ groups– offer face to face/ telephone/ video.
- Continue virtual groups for freestyle groups.
- Continue virtual school education.
- Continue upload of meters and pumps and motivate patients to review their data in between clinic appointments
- Business case to look at additional PDSN/ dietetic time to support high HbA1c policy and increased time to review data.