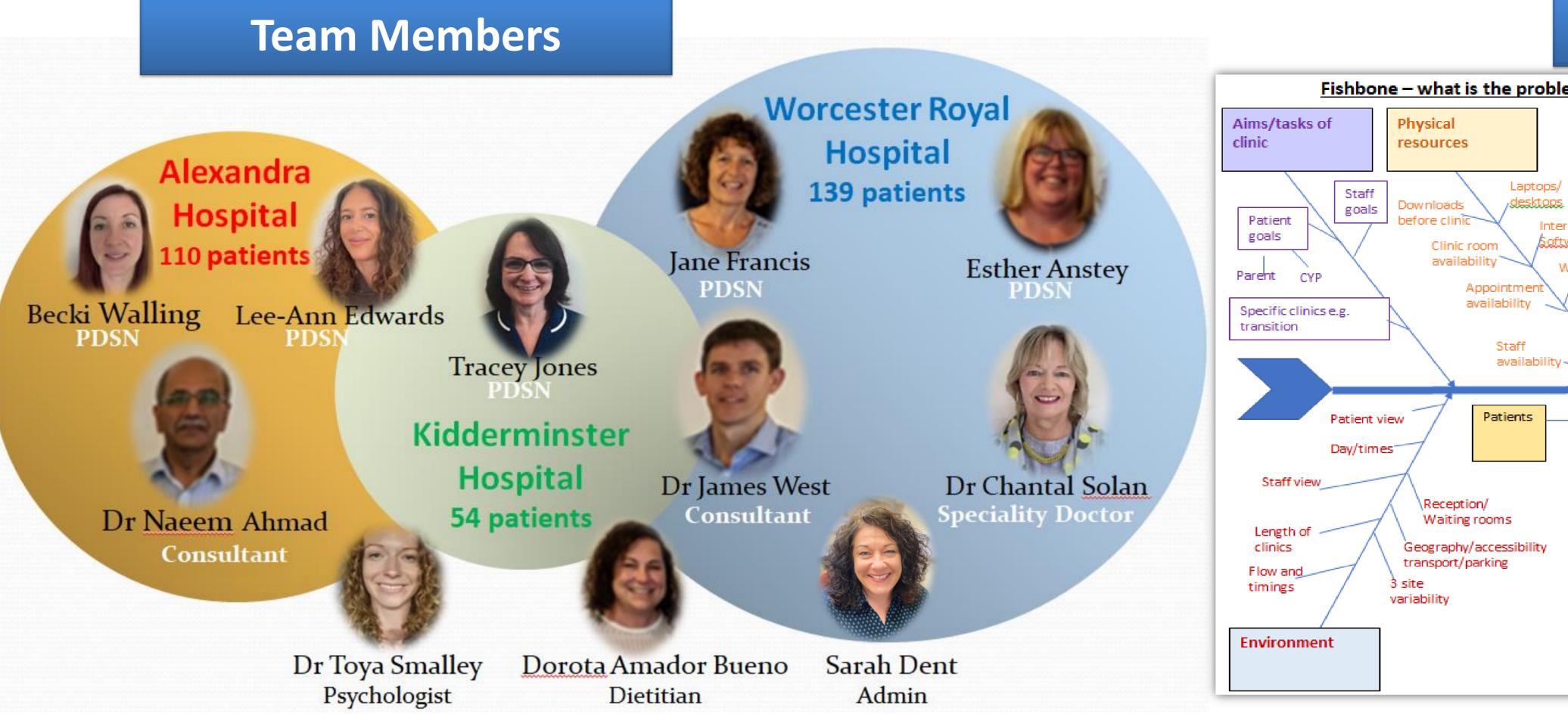
Worcestershire Worcestershire Paediatric Diabetes Team Quality Improvement Project



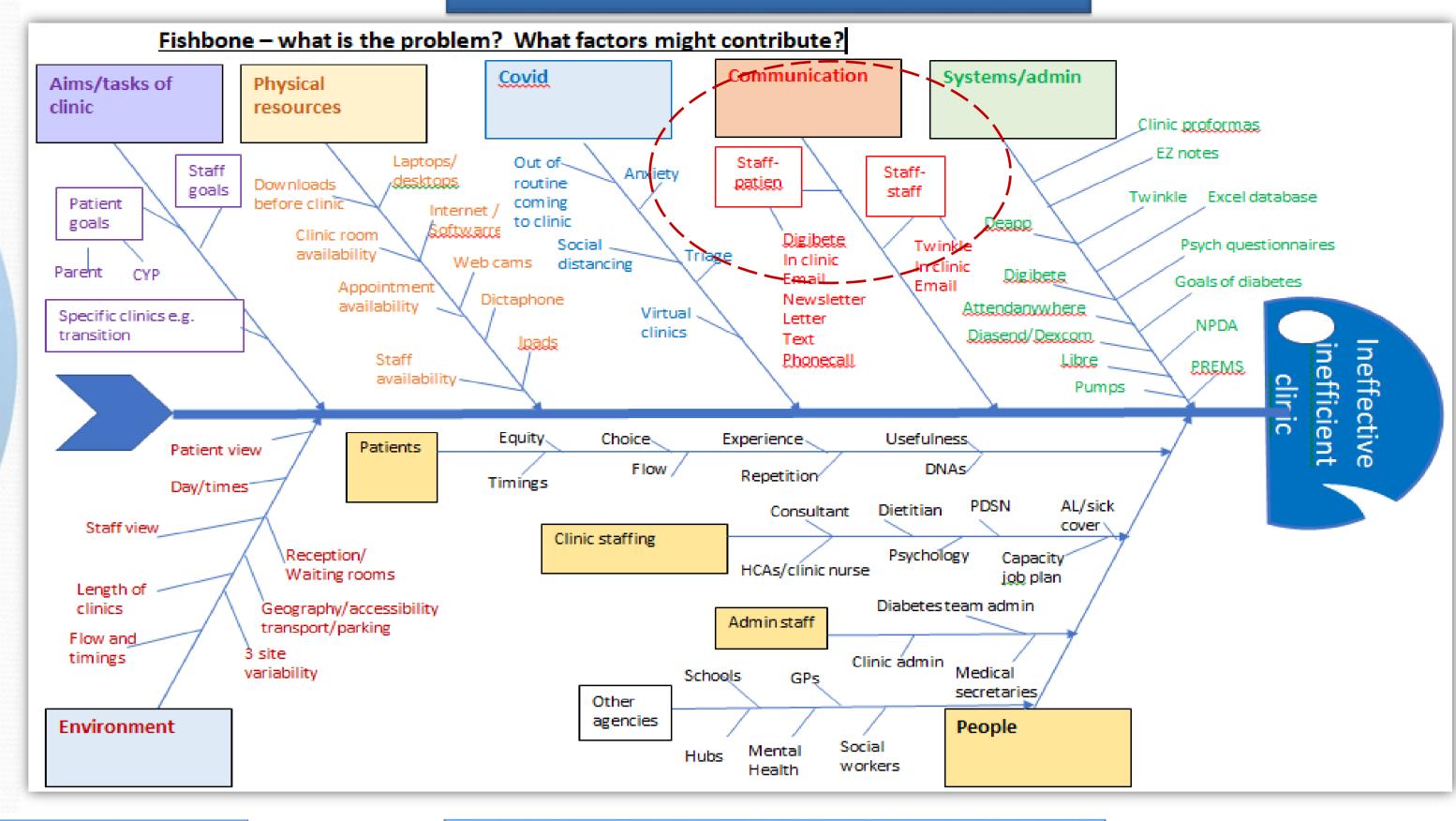
National Children and Young People's **Diabetes Quality Programme**

Purpose

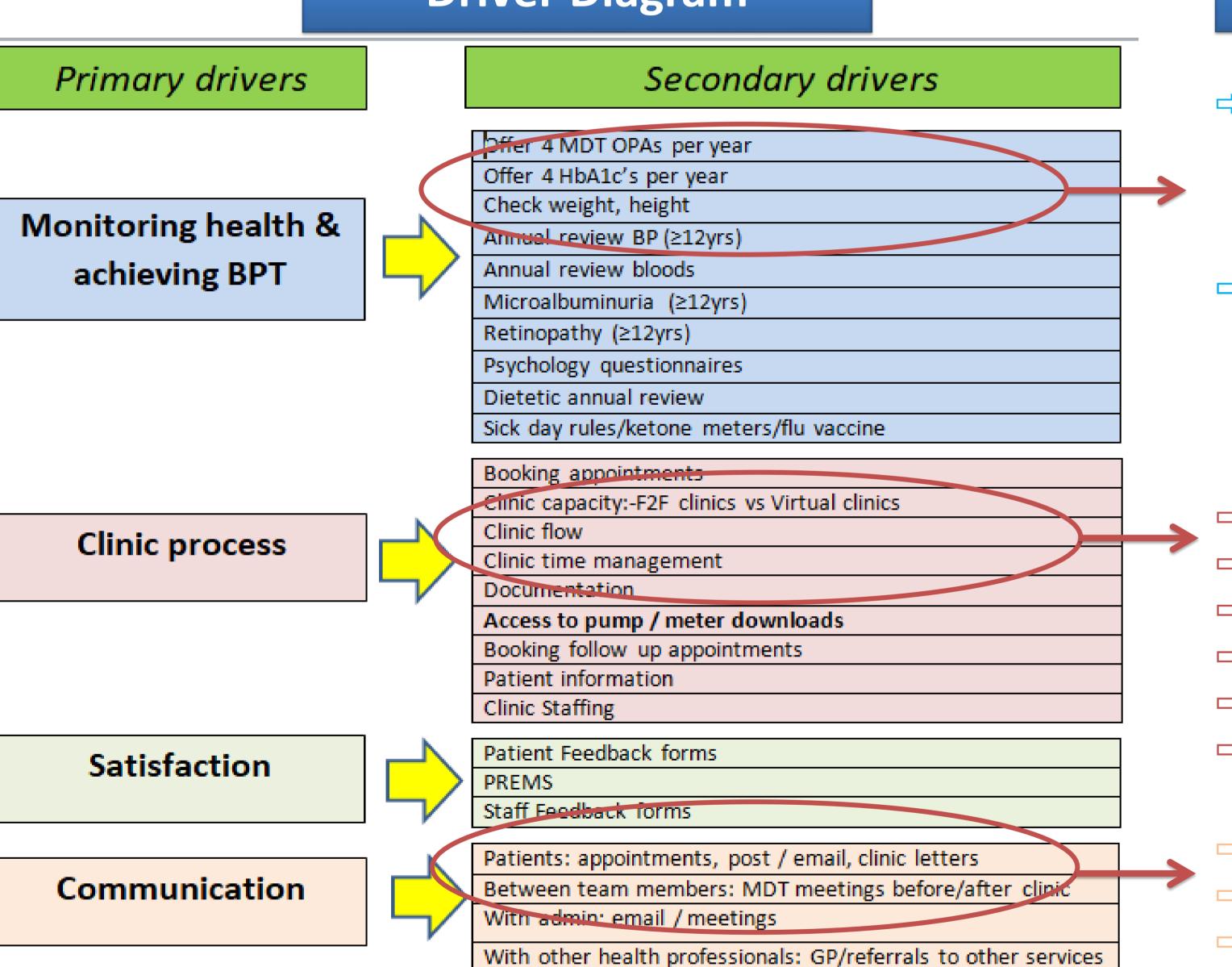
To improve efficiency and effectiveness of MDT clinics for children and young people with Type1 diabetes by reducing clinic waiting times and enhancing overall patient experience during consultations to engage patients and support them to achieve optimal health outcomes.



Fishbone Analysis



Driver Diagram



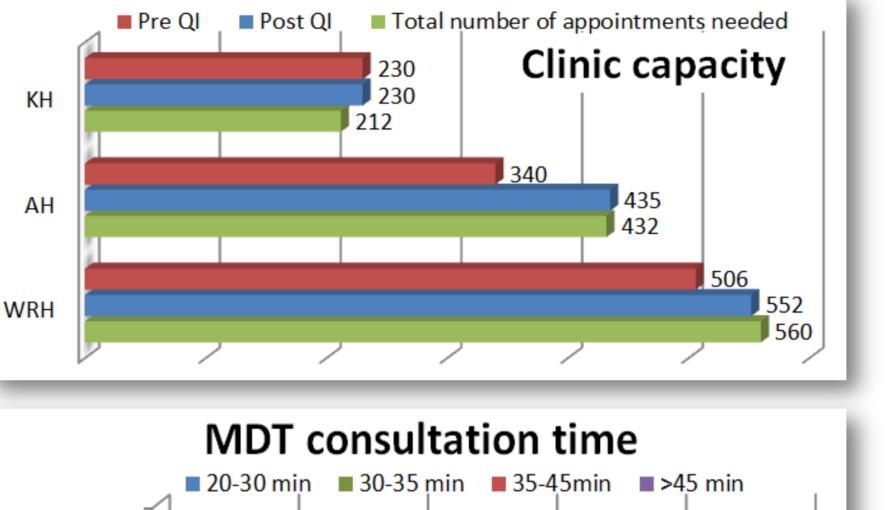
Our Interventions

- ⇒ Measured clinic capacity :
 - KH adequate
 - AH 92 appointments short
 - WRH 50 appointments short
- ⇒ Set up additional clinics:
 - 8 clinics in WRH and 15 clinics in AH
 - = 70 hours of clinical time required
 - Some clinics virtual
- → Mapped out clinic process
- ⇒ Pre-clinic MDT meetings
- ⇒ Request to download before clinic
- → MDT seeing patients together
- ⇒ Time keeping in clinic
- More focused appointments
- Contacted Information Governance
- Collected patient's email addresses
- E-mailed all patients to request a reply to confirm receipt and consent

Further Actions

Improvement Meeting

Outcome Data



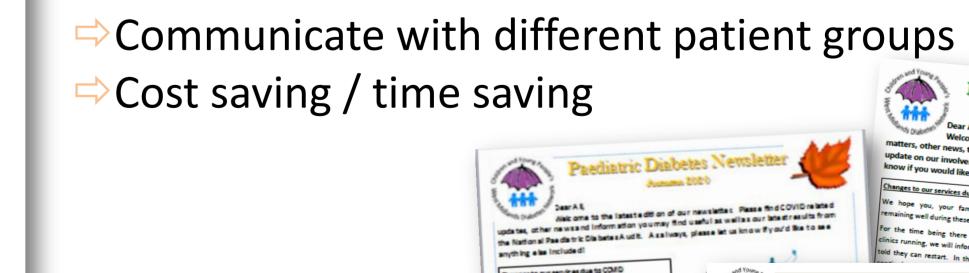
WRH pre QI WRH post QI AH pre QI AH post QI KH pre QI KH post QI Percent of appointments Percent of patients recieving emails

Bright Spots

- Now we have enough slots to offer majority of patients 4 MDT appointments per year
- ⇒Some virtual MDT appointments and clinic visit to complete health checks and Hba1c



- Less delay waiting for appointments
- → More downloads available in clinic
- ⇒ Shorter and more focused appointments
- Less repetition
 - E-mail patients to arrange appointments and Hba1c clinics
- E-mail the Newsletter and other information



Feedback from Families / Colleagues

Access to site, e.g parking

Clinic rooms

Prefer to come to clin struggle with the technology!

Feeling from MDT that

include the child

Environment

Good appointment with my team, they always help me to try to do better.

I like coming to clinic, I always learn somethin

I would like some

appointments in clinic

and some on-line, it

was quick and

informative!

Virtual clinics were great, I could look at my download at home and didn't have go to the

MDT prefer to see

patients together,

appointments work

better and more time

Virtual clinics: access to technology / safe place

today, it was quick, about 40 minutes

was useful,

 \Rightarrow Need further \bigcirc clinic capacity = additional slots for DNA's, cancellations, age banding and high Hba1c clinics

⇒ Business case for more consultant / nurse /dietitian / psychology time

⇒ Use QI tools in all aspects of departmental development

⇒ Take this presentation to the Trust and Paediatric Quality

- ⇒ Additional resources in terms of clinic and admin time / clinic space
- ⇒ Include clinic staff to reduce clinic waiting times
- ⇒ Triage to virtual clinics
- ⇒ Review clinic documentation to reduce duplication
- ⇒ Utilise Twinkle to collect NPDA data prospectively
- ⇒ Improve downloading facility in clinic

