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| **Patient feedback** | **Satisfaction with clinic** | **What went well?** | **What didn’t go well?** | **How could we improve?** |
| **Baseline** | 100% positive | I was happy with the appointment and discussions  Attitude of staff  Supportive to patients  Quick service from start to finish  Waiting time – very quick today  They weren’t worrying and didn’t make me anxious  Very efficient, no issues and no waiting  Familiar staff  Flexible approach to treating our child who is needle phobic  Very good care and support  No waiting and straight into the appointment  The play workers gave me a united top and everyone knows my name and who I am | Delays  Had to wait for ages  Weighing, very difficult, the room is too small  The lift in car park has broken and I had to carry my child down 3 flights | Timing of appointments – we always have to wait  Better weighing facilities for disabled patients  Make it quicker and easier for children with severe disabilities to prevent agitation and upset  May help to get bloods and urine done locally  Previous visits we have waited 5 hours  Took 40minutes to find a parking space |
| PDSA 1 | 100% positive | Everything went well  Friendly staff  I value the Team approach  Clinic was on time  Everything ran smoothly  I was seen very quickly  Everyone was calm and understanding of my sons behaviour  The clinic was helpful  We were very happy |  | I would like to take the prescriptions to my own pharmacy rather than here at the hospital  No improvement needed, its always a good experience  You can’t |
| PDSA 2 | 100% positive | Good in-depth chat about our daughter and different options to try.  Felt happy with outcome.  We were seen promptly.  All staff were friendly and professional.  Large disabled changing facility.  Explained the plan well.  Staff care about my daughters well-being. | Parking!  Inadequate parking for blue badge holders.  Difficult to get a wheelchair bound child out of a multi-storey car park. | More blue badge bays |
| PDSA 3 | 100% positive | Well explained  Friendly team  Good discussion of points I raised  Good in depth conversation  Answered all my questions  Everything  Rebecca and Amy are SUPERSTARS!  Everything went well today  We are very satisfied with the service | We didn’t get to see our usual consultant which we would have preferred  Parking was really difficult |  |
| PDSA 4 | 100% positive | Team really care for my daughter  They all know us so well | No need to change | Nothing |
| PDSA 5 | 100% positive | Able to see the dietitian as well as the doctor and nurse  All my questions were answered  I am always happy with my appointments | We had to wait a long time to see the consultant  We had to wait to have our bloods taken  We had to arrange to have bloods locally as clinic just took so long | I would like to see my usual consultant  We always have to sit and wait along time  Clinic felt unorganised and it was busy |

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| **Staff feedback** | **What do we do well?** | **What’s not so good?** |
| November 2019/ Baseline | Knowledge and experience within the team  Knowledge  We cover all aspects of care  Good team working  Patients seen by whole MDT  All bloods are ordered before clinic  Pads are sent out to families in advance for a urine sample  We take the time to listen to queries and concerns  MDT approach  Process is clear  Good communication within MDT to ensure holistic approach  Joint service | Time limited  DNA’s  Log waits in clinic  Patients have lots of queries and questions so appointments can run over  Lots to cover in just 30 minutes  Patients are complex and a lot to cover in clinic  Preparation before clinic to ensure we are all on the same page  Time management during clinic  No blood results available before clinic  Not always time to discuss specific diet changes and need to then call the family afterwards  Time is limited  DNAs  Long waiting times in clinic  We have an extra room but we don’t use it  Frequent reviews not possible as clinics are always full  Hard to keep track of proformas and when they are completed  Collecting urine samples  Not always told if blood samples aren’t taken  Clinic never starts on time  Clinic always over runs  Clinic staff can be challenging and unhelpful  Preparation time prior to clinic is lacking  Long waits to be seen in clinic  Clinic takes a long time and always over runs  Pre and post clinic action points aren’t always clear |
| PDSA 1 | The regular communication has been great  I feel more prepared before clinic  Feels that its been helpful for complex patients  Feels like more of a team approach  Has been useful when we have been busy to be able to discuss plans  I know the consultants better  I feel more prepared for clinic | Not everyone is invested in the huddle  It takes extra time  Staffing has been difficult  Sometimes the minutes aren’t clear or are hard to read  I am not sure what is expected of me in the session  Sometimes staff haven’t prepared in advance |
| PDSA 2 | Seems to have made it quicker  Its made it quicker  Not having the notes hasn’t been a problem | Still some delays despite this  Clinic staff need reminding at each clinic  Has it made a difference? |
| PDSA 3 | The letters are getting sent out as planned  Admin team have been happy to arrange this | Parents aren’t following the letter and coming at the normal time  It hasn’t meant the bloods are done sooner  Patients still waiting, but maybe longer because they are here earlier  We ask in the letter to fill in a seizure diary but they don’t get sent one  It has meant queries to admin if families can’t come early |
| PDSA 4 | This has really added to the communication and helps us to prepare for clinic  It reminds us to chase up blood results if they have been done locally  It reminds us to get feedback from the local team if something has changed | It is an additional task for the nursing staff so this needs adding to the job plan  One of the nurses is off sick and this may impact how this gets done |
| PDSA 5 | We are able to work as a team and consider other ways of working.  It has helped us to think how we can do this better, whether we use the GRID trainee or and ACP or a clinical fellow who has a more static position in the team and could have additional training | This PDSA wasn’t well planned and failed as a result. |

**PDSA Key**

**PDSA 1** – Introduction of keto huddle weekly to discuss patients and prepare for clinics.

**PDSA 2** - Identified that extended time to get weighed is related to requesting medical notes. As all details online the first PDSA was to stop requesting medical notes.

**PDSA 3** – Patients asked to attend 30 minutes prior to clinic for blood tests.

**PDSA 4** – Telephone contacts by ESN to family and local team 2-4 weeks prior to clinic to find out concerns/queries

**PDSA 5** – Introduce a registrar into clinic

**PDSA 6** – Pre-clinic questionnaires to promote agenda setting and collation of relevant data (ketone results/seizure diaries) – **NOT DONE DUE TO COVID**

**PDSA 7** – adjust clinic slot times to allow 45 minutes for new patients – **NOT DONE DUE TO COVID**