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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 discussionsAttitude of staffSupportive to patientsQuick service from start to finishWaiting time – very quick todayThey weren’t worrying and didn’t make me anxiousVery efficient, no issues and no waitingFamiliar staffFlexible approach to treating our child who is needle phobicVery good care and supportNo waiting and straight into the appointmentThe play workers gave me a united top and everyone knows my name and who I am | DelaysHad to wait for agesWeighing, very difficult, the room is too smallThe lift in car park has broken and I had to carry my child down 3 flights | Timing of appointments – we always have to waitBetter weighing facilities for disabled patientsMake it quicker and easier for children with severe disabilities to prevent agitation and upsetMay help to get bloods and urine done locallyPrevious visits we have waited 5 hoursTook 40minutes to find a parking space |
| PDSA 1 | 100% positive | Everything went wellFriendly staffI value the Team approachClinic was on timeEverything ran smoothlyI was seen very quicklyEveryone was calm and understanding of my sons behaviourThe clinic was helpfulWe were very happy |  | I would like to take the prescriptions to my own pharmacy rather than here at the hospitalNo improvement needed, its always a good experienceYou 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 explainedFriendly teamGood discussion of points I raisedGood in depth conversationAnswered all my questionsEverythingRebecca and Amy are SUPERSTARS!Everything went well todayWe are very satisfied with the service | We didn’t get to see our usual consultant which we would have preferredParking was really difficult |  |
| PDSA 4 | 100% positive | Team really care for my daughterThey 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 nurseAll my questions were answeredI am always happy with my appointments | We had to wait a long time to see the consultantWe had to wait to have our bloods takenWe had to arrange to have bloods locally as clinic just took so long | I would like to see my usual consultantWe always have to sit and wait along timeClinic 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 teamKnowledgeWe cover all aspects of careGood team workingPatients seen by whole MDTAll bloods are ordered before clinicPads are sent out to families in advance for a urine sampleWe take the time to listen to queries and concernsMDT approachProcess is clearGood communication within MDT to ensure holistic approachJoint service | Time limitedDNA’sLog waits in clinicPatients have lots of queries and questions so appointments can run overLots to cover in just 30 minutesPatients are complex and a lot to cover in clinicPreparation before clinic to ensure we are all on the same pageTime management during clinicNo blood results available before clinicNot always time to discuss specific diet changes and need to then call the family afterwardsTime is limitedDNAsLong waiting times in clinicWe have an extra room but we don’t use itFrequent reviews not possible as clinics are always fullHard to keep track of proformas and when they are completedCollecting urine samplesNot always told if blood samples aren’t takenClinic never starts on timeClinic always over runsClinic staff can be challenging and unhelpfulPreparation time prior to clinic is lackingLong waits to be seen in clinicClinic takes a long time and always over runsPre and post clinic action points aren’t always clear |
| PDSA 1 | The regular communication has been greatI feel more prepared before clinicFeels that its been helpful for complex patientsFeels like more of a team approachHas been useful when we have been busy to be able to discuss plansI know the consultants betterI feel more prepared for clinic | Not everyone is invested in the huddleIt takes extra timeStaffing has been difficultSometimes the minutes aren’t clear or are hard to readI am not sure what is expected of me in the sessionSometimes staff haven’t prepared in advance |
| PDSA 2 | Seems to have made it quickerIts made it quickerNot having the notes hasn’t been a problem | Still some delays despite thisClinic staff need reminding at each clinicHas it made a difference? |
| PDSA 3 | The letters are getting sent out as plannedAdmin team have been happy to arrange this | Parents aren’t following the letter and coming at the normal timeIt hasn’t meant the bloods are done soonerPatients still waiting, but maybe longer because they are here earlierWe ask in the letter to fill in a seizure diary but they don’t get sent oneIt 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 clinicIt reminds us to chase up blood results if they have been done locallyIt 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 planOne 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**