

EQIP Champions Monthly Call Planner

Tuesday 17 December 2019

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

Tuesday 21 January 2020

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

Tuesday 18 February 2020

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

Tuesday 17 March 2020

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

Tuesday 29 April 2020

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

Wednesday 13 May 2020

ALL EQIP CHAMPIONS	NUMBER
	T:0800 022 9851
	Pin: 988627

1:00 Monthly RCPCH EQIP call
2:00

PROGRESS REPORT

EQIP champion name: Dr My Yung Lac

Trust/Health Board team name: Evelina London Children's Hospital/Guys and St Thomas' NHS Foundation Trust

Trust/Health Board team members:

Dr My Yung Lac, Dr Ruth Williams, Dr Shan Tang, Amanda Tomalin, Edward Harvey, Peri Gershoni

Aim: To engage patients and their families and collect qualitative data to allow us to identify any current problems with our Epilepsy clinic booking service and find strategies to improve this.

We would do this using a patient survey to obtain feedback from 50% of patient/families seen in Tertiary Epilepsy Clinic at ELCH in February and March 2020 regarding their perceived appropriateness of the time interval between follow up appointments and the service overall.

Project aim:

Planned tests:

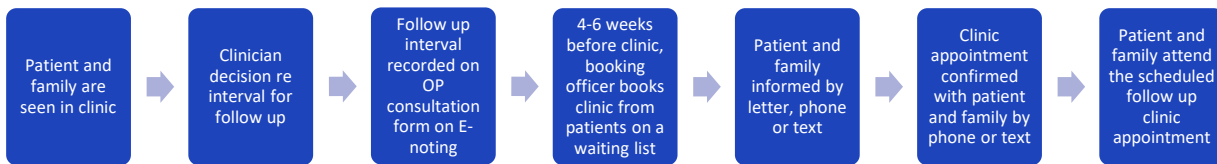
Results:

Challenges Successes:

The data was collected and analysed. It showed that patients and families have been generally satisfied with the clinic booking service and that the majority are not getting enough notice before the clinic appointment. There is also discrepancy on how people are informed e.g. letter, text or phone call etc. (see below). These are the aspects that we wanted to address first. This is only a small sample so we needed further data to be collected.

We got 100% response rate for the surveys given out in the trial period but it was not offered to all the possible follow up patients as clinics were busy and often it was forgotten. We discussed strategies to try increase our offer rate of the survey, by mentioning it at the beginning of the consultation so this wasn't forgotten but this continues to remain a challenge.

We have devised a Process Map of the current clinic booking system to help us look at the pathway:



The survey has been in use again from 10th February and the aim is to get feedback from 50% of patient/families seen in tertiary Epilepsy Clinic for a 6-week period extending until the 31st March. The data will then be analysed and presented in April's report.

The initial results of survey have been shown to our service managers and I am waiting for the standard operating procedure from them, for the exact procedures for step 4 to 8 of the clinic process map. Then we can discuss specific strategies to aim to give patients and their families more notice before their appointment and the methods of how they are informed and how appointments are confirmed can be standardised.

Next steps:

