

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, Martin Smith, 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 aim 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:

Overall satisfaction with the clinic booking service was good-84% very satisfied or satisfied. Causes of dissatisfaction:

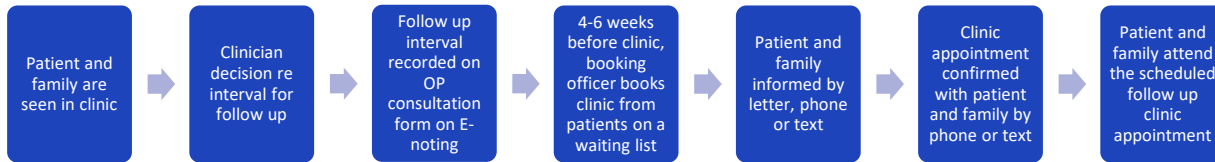
- Difficulty contacting appointments team to chase and change appointments
- Not enough notice before clinic appointment (only 52% >3 week-notice before clinic date)
- 15% had to contact the hospital themselves

Inconsistent ways of informing patients and families of appointment and re-confirming appointments

Perceived appropriateness of the time interval between follow up appointments was reasonable (80%) but there is room to improve.

It shows patient/parent wishes to have a personal choice when booking date/time of next appointment (58%) and wish to verbally agree and book provisionally next appointment with medical professional in clinic (36%).

Current Clinic booking pathway:



The results of survey have been shown to our service managers and we have been informed that there is no official standard operating procedure for this process. Therefore, we will gather as much information about the current process from our clinical booking team members and we will look to implement a new pathway to address the issues identified from the survey.

We will need to have further discussion with managers and administrative staff, so we can decide on and put in place specific interventions. This may be difficult during this time due to the coronavirus situation so there may be a delay.

Challenges Successes:

We would first want to look at specific strategies:

- **To aim to give patients and their families more notice before their appointment (> 3 weeks)**
- **To standardise the methods of how appointments are confirmed and how the patients and families are informed**

We would look to repeat the use of the epilepsy survey in the future to look for perceived improvement of the clinic booking service following these changes (we can use a shortened version targeted to assess the specific interventions implemented).

Next steps: