

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

Project aim:

To obtain feedback from 50% of patient/families seen in tertiary Epilepsy Clinic (initial aim-in January and February 2020) regarding their perceived appropriateness of the time interval between follow up appointments.

To later allow us to identify any current problems so we can make improvements to our clinic booking service

Planned tests:

Our pilot epilepsy survey was given out to patients and families that attended follow up appointments for Epilepsy clinics at the Evelina Children's Hospital. The trial period was a 2-week period: 22nd January until 4th February. Number of surveys completed was 15.

Results:

The data was collected and analysed. Some findings to report so far, they have been generally satisfied with the clinic booking service and that the majority are not getting enough notice before the clinic appointment. (see below). There is also discrepancy on how people are informed e.g. letter, text or phone call etc,

Challenges Successes:

100% response rate for the surveys given out but it was not offered to all follow up patients as clinics were busy and often it was forgotten.

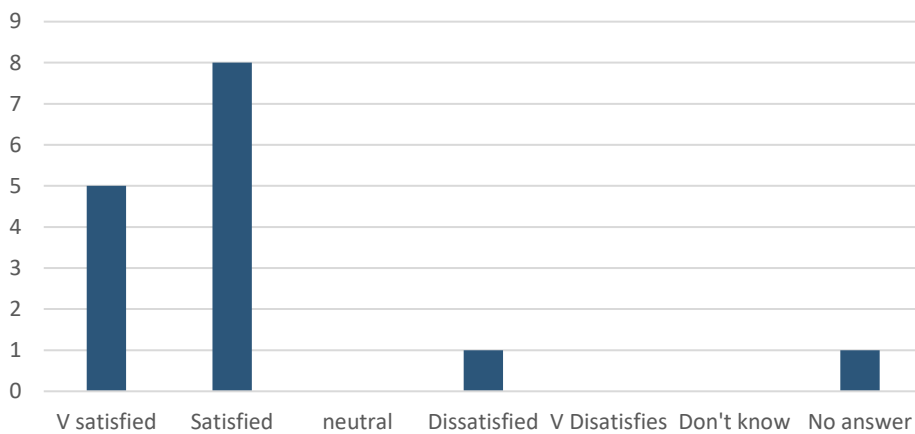
The results were reviewed at a team meeting and there were no problems with any specific questions so we didn't make any changes to the survey. We discussed strategies to try increase our offer rate of the survey, by mentioning it at the beginning of the consultation so this wasn't forgotten. We would also need to record for each clinic, how many follow patients we had in that clinic, the number of surveys offered and the number of surveys completed so we know % that gave feedback, our offer rate and response rate.

Next steps:

I will send the initial results to our clinic managers to see if they can look at ways to be able to give patients more notice before their appointment and ways that how they are informed can be standardised.

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. Due to the delays in getting the survey ready, we have amended the data collection period (initially was supposed to be Jan and Feb) but for a 6-week period extending until the 31st March.

Q14-Overall, how satisfied or dissatisfied are you with the current clinic booking service? N=15



Question 1-how much advance notice did you receive before your clinic appt? N=15

