

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: Victoria Whiteley

Trust/Health Board team name: Manchester Foundation Trust

Trust/Health Board team members: Jeen Tan, Deivasumathy Muthugovindan, Amy Skelton,

Project aim: To improve patient experience in outpatient MDT ketogenic diet clinic.

Initially aim to have 75% patients satisfied but as 100% have been satisfied we aimed to reduce the time spent in clinic to no more than 90mins for 75% of patients

Planned tests: 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

Verity Burt, Debora Amoah, Pat Manley, Rebecca Soponsky

Next steps: To introduce agenda setting by introducing a pre-clinic questionnaires to promote agenda setting and collation of relevant data (ketone results/seizure diaries)

Challenges Successes: We asked patients to attend 30 minutes prior to the appointment for investigations but families have not followed this advice and have often called to say they aren't able to do this so it has had no impact.

We have had reduce staffing due to sickness

We have received feedback about parking issues and facilities in opd which we cant directly impact but we will discuss this with the relevant team/department

Some patients are challenging/complex and over run on their clinic slot time which impacts the whole of the clinic

RCPCH EQIP

Epilepsy quality improvement programme