

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,

Verity Burt, Debora Amoah, Pat Manley, Rebecca Soponsky

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

Next steps: Increase new patient clinic slots to 45 minutes

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

PDSA 5 – Introduce a registrar to clinic

PDSA 6 – adjust clinic slot times to allow 45 minutes for new patients

Challenges Successes:

Patients have been really happy with the nursing contact prior to clinic

Including a registrar in clinic did not help at all, the clinic ran over by 2 hours and patients were dissatisfied with this

Clinics maybe cancelled for routine reviews and some staff members are in isolation

Results: Including a registrar made the clinic visit an average of 2 hours which is worse than baseline so we will not use this model.

We have agreed with management that we can increase the new patient slots to 45 mins and we are implementing an ACP within clinic with the aim of doubling capacity.

RCPCH EQIP

Epilepsy quality improvement programme