

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: Helen Sneath

Trust/Health Board team name: Nottingham University Hospitals Trust

Trust/Health Board team members:

Helen Sneath, James Baird, Maria Moran, Laura Ashmore, Manish Prasad, Denise Crozier,
Katherine Martin, Ann Brown, Francesca Napolitano

Project aim:

Achieve a full quality and interpretable routine EEG recording in 95% of all paediatric patients referred within 4 weeks from referral by May 2020'.

Planned tests:

1. **ONGOING** - Parents and carers of patients with autism, learning disability receive a phone call the day before they come for an EEG. This allows us to get a 'heads-up' and to answer any queries or anxieties from the patient or parent /carer. Also able to signpost the 'Evelina' video on coming for an EEG.
2. **ONGOING** -Patients with ASD, learning difficulty and/or anxiety are given questionnaires after coming for an EEG to gain feedback on their experience.
3. **ONGOING** - Have tentatively taken our breach date down to 4 weeks rather than the current 6 weeks which is in line with NICE guidelines.
4. **ONGOING** - Created a 'pasta-poll' to gain feedback direct from patients rather than parents. Have used the question 'How did we make you feel today?' Have 2 different coloured Ping-Pong balls to differentiate between routine 'normal' patients and those with learning difficulty, ASD etc. Vote to say happy, not sure or sad.
5. **ONGOING** - Made enquiries as to cost of own departmental video – coming for an EEG
6. **NEW** - Follow-up call to parents if a child has been particularly upset to gain feedback on what we could have done better.

Results:

1. Very positive feedback from parents and carers so far. Appreciate the call before they come to discuss needs etc.
2. 8 questionnaires back so far. When asked where they would like the EEG test to be performed, half still wanted to come to the hospital. Many wanted a phone call to discuss needs and anxieties coupled with a leaflet or online video. This was also reflected in how patients wanted to access information with post, phone call and internet as top scorers. Half of respondents also offered help to be involved in a focus group.
3. 4-week breach date going ok at the moment but may have to keep an eye out as reduced capacity for EEGs over Christmas and planned downtime for department floor covering change. Staff also now using annual leave before end of financial year.
4. Pasta poll going well, actively seeking feedback from the patients rather than parents / carers. 27 happy faces and 4 not sure. No sad faces.

Challenges Successes:

1. Having resources / time to make the phone calls. Currently only Helen making the calls and only in 3 or 4 days per week so bit hit-and-miss. Plan to perhaps include questions when patient rings to make their appointment and be conducted by office staff?? Although for continuity and patient pathway it would be better for physiologist performing the test to be the one to ring them in the first place??
Parents and carers that have received phone call prior to the EEG have been very grateful – ‘what a great idea’, ‘what a great service’
2. 8 questionnaires back so far so with half offering to be involved with a patient focus group.
4. Pasta-poll going well. Interestingly one patient who cried when electrodes were taken off still voted that he was ‘happy’.
5. Quote of approx. £1200 for own departmental video – may be a long-term goal / project.
Member of team to think about a bid for charitable funds
6. Physiologists / scientists haven’t / are reluctant to pass on details of difficult patients (in case of harsh feedback????).

Next steps:

- Contact parents and carers of difficult patients after the EEG to gain feedback on how we can improve. This hasn't happened yet.
- Possibility of having a dedicated time slot for parents / carers to ring the department to ask questions. Discuss with the team.
- May need a department team member to help with admin side of distributing questionnaires and collecting data on a daily basis. To discuss with manager.

Definite theme coming through of parents and carers wanting to talk-the-visit-through with staff before they come.