

RCPCH EQUIP

Chelsea & Westminster Hospital . 2020

Bringing two teams together to obtain patient feedback in two geographically distant hospitals. Expected and unexpected outcomes.

We are two teams under the same Trust with geographical distance between us. Equip was the first time we had sat down together. It was clear that neither site felt they were providing adequate care for children and young people with Epilepsy

- Neither sites were supported by an Epilepsy nurse with a joint case load of 600+ patients.
- Long wait for follow-up.
- An imbalance of diagnostic services cross-site.

Hand out questionnaire following clinic.

Logistical difficulties in busy clinic environment.

Questionnaires by telephone, well received.

Aim of project: To access the patient voice in 80% of patients accessing epilepsy services at Chelsea and Westminster and West Middlesex Hospital, between January and March 2020, to influence improvements in cross-site epilepsy care.

WE WANT YOUR FEEDBACK

THE UNEXPECTED

Through the Lockdown, we were able to demonstrate that West Middlesex Hospital was able to provide on-site EEG using the collaboration of the Neurophysiologist based at Chelsea and Westminster.

As a result of the Lockdown, excess nursing staff has allowed West Middlesex Hospital to appoint an Epilepsy Specialist nurse.

A unified software has been introduced which allows for cross site data collection.

Discussion regarding an Epilepsy nurse at Chelsea is positive.

Zoom diagnostic MDTs in the pipeline

Geography is no longer a barrier in the age of Zoom.

A cross site epilepsy lead to ensure communication continues to provide a unified service

"We want an epilepsy nurse"

58 questionnaires were collected from January to March 2020.

Thinking about the epilepsy care you have had, what did you find most useful?
21/43 said access to an epilepsy nurse & 26/43 said 'access to advice on queries about epilepsy between appointments.

Thinking about getting the help you need, what is most important:
43/43 said 'being able to speak to a member of the epilepsy team when needed.

