



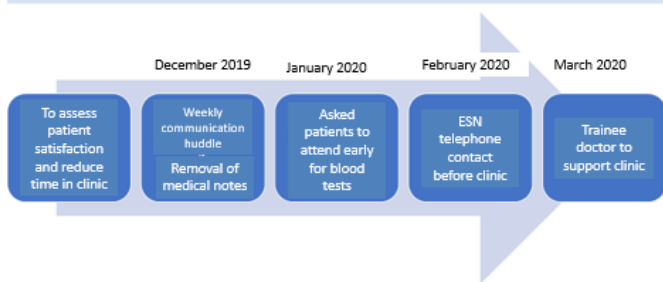
Improving patient experience in the Ketogenic diet Epilepsy clinic

Victoria Whiteley, Amy Skelton, Rebecca Soponski, Deivasumathy Muthugovindan, Verity Burt, Pat Manley, Debora Amoah, Hui Jeen Tan

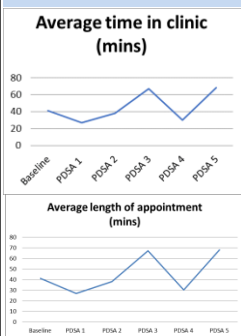
Aim/purpose: To improve patient experience in outpatient MDT ketogenic diet clinic by reducing the time spent in clinic to no more than 90mins for 75% of patients.

Background: Families were spending on average 2 hours in clinic and we often received complaints about the wait times and investigations not being completed. The team also felt the clinic was quite stressful and rushed.

Our improvement journey- the steps we took



Outcome Data



- PDSA 1** – positive impact on patient and staff experience of clinic
- PDSA 2** – Has improved wait times without impact on care
- PDSA 3** – Did not help and families didn't like this action
- PDSA 4** – This has worked well and we will continue
- PDSA 5** – Did not work well but was not well planned

Driver Diagram



Qualitative Feedback from Families/Colleagues

100% positive feedback from families

- The staff are supportive
- The service is quick
- They are efficient
- I value the team approach

100% positive feedback from the team

- We are more prepared
- We work as a team
- I know the consultants better
- I feel valued

Bright Spots/Challenges

Bright Spots

- We were able to meet our aim
- Huddle has continued despite COVID
- 100% patient satisfaction throughout
- Improved staff morale

Challenges

- Investigations and wait times are still problematic
- COVID interrupted our final PDSAs
- Asking other teams to work differently to support our aims

How did you diagnose the issue

Keto Outpatient Satisfaction Survey

Check in time	Weight	Time seen	Time consultant finished	Time for bloods	Time of departure	Total time in hospital (mins)
9:30 Patient 1	9:38	9:47	9:55	11:09	11:47	147
10:00 Patient 2	9:57	10:07	10:16	11:35	12:01	138
10:30 Patient 3	DNA					
11:00 Patient 4	10:33	10:51	11:40	13:50	14:36	232
11:30 Patient 5	11:08	11:21	11:45	12:22	12:27	97
12:00 Patient 6	11:53	12:04	12:25	13:01	NO BLOODS TAKEN	87

Your tests of change

PDSA 1 – Weekly communication huddle to discuss patients and prepare for clinic

PDSA 2 – Move to EPR and remove 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

PDSA 5 – Introduce a registrar into clinic



Team personal learning/next steps

- We have worked well as a team
- Huddle has been essential to our success
- We have continued our service during COVID successfully
- We have been adaptable and worked together and we are all proud of the outcomes we are achieving
- We will continue to adapt the way we work to improve our service