

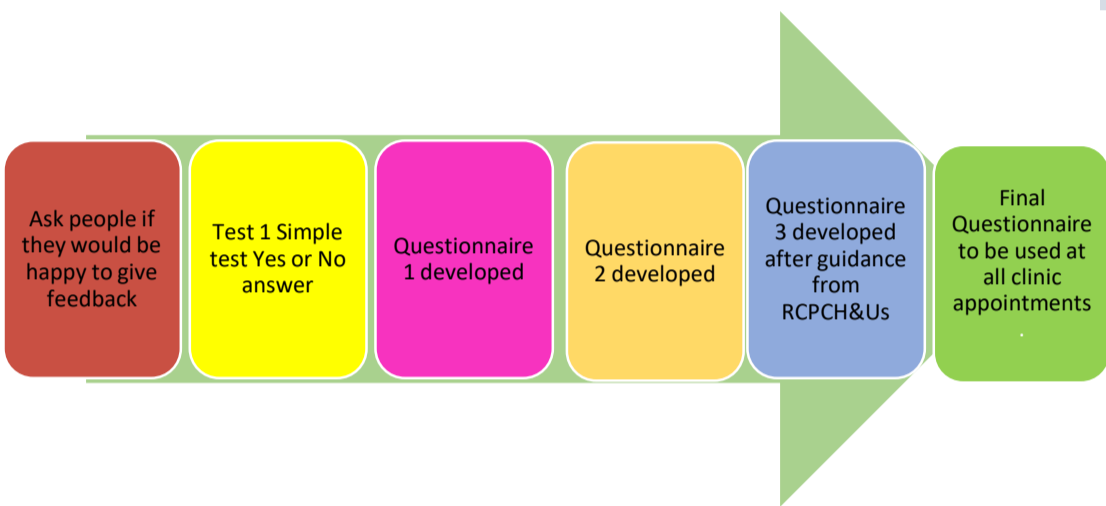
# Implementing a feedback tool to improve children's epilepsy services.

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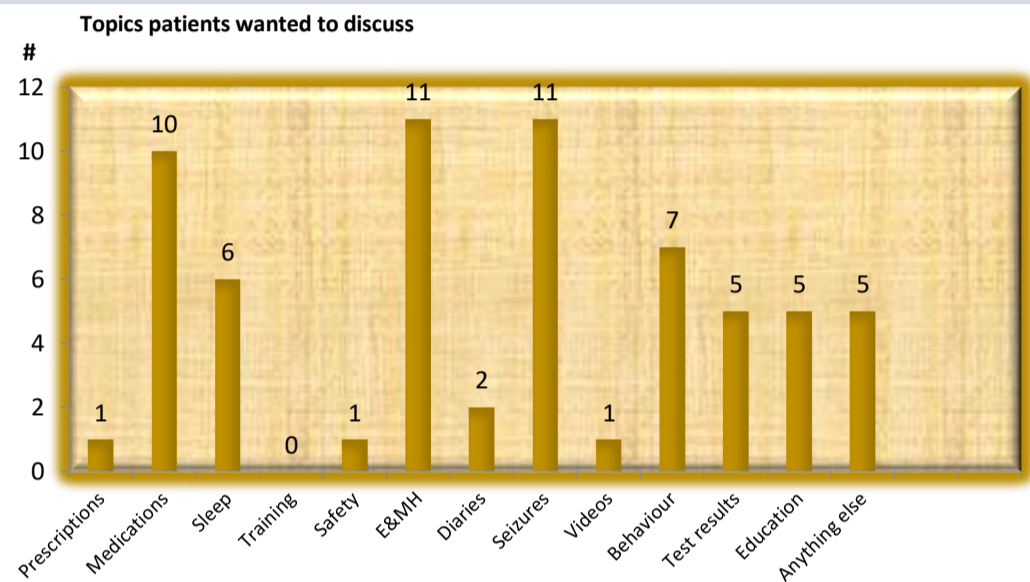


**Aim/purpose:** To devise and implement a feedback tool to use with our children and their families. To test this we wanted to obtain 50 pieces of feedback from children, young people and families. Our overall purpose is to have a person centred service with an ongoing feedback loop.

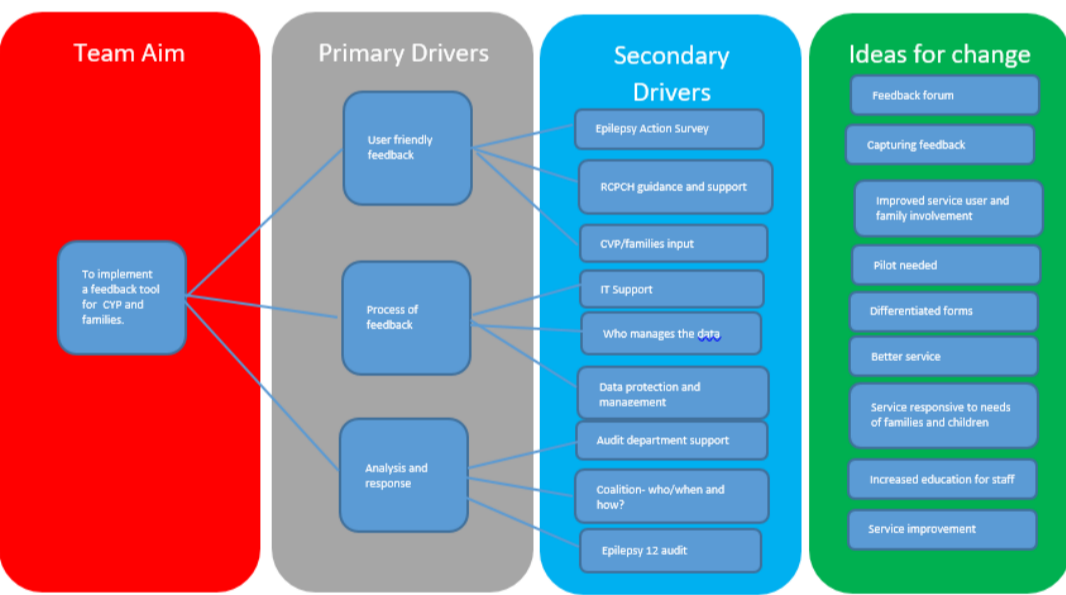
**Background:** Previously there was no official feedback system in place for clinic appointments with sporadic feedback from patients and families.



## Outcome Data



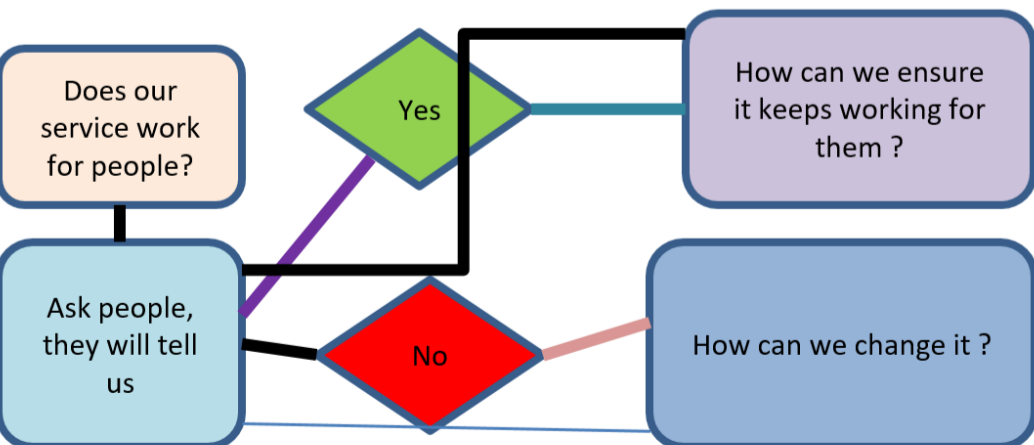
## Driver Diagram



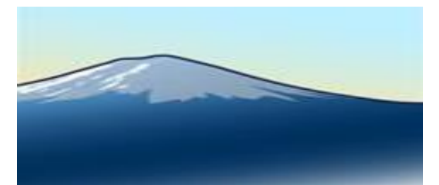
## Qualitative Feedback from Families/Colleagues

- Positive:** "Having a plan in place has given me peace of mind I am so happy that I do not have to attend hospital everytime my son needs Buccolam"
- Mixed:** "For those families under Dr Mariguddi in NS the support is poor in relation to epilepsy nurse. This is no fault of the team at Ormskirk they are great !"
- Positive:** "Clinic times and set up work well with our child's needs"
- Neutral:** "lots of suggestions, maybe a coffee bar instead of a waiting room to generate income. Opportunity to speak to the team not in front of my child. Maybe a quiet room for children with special needs."
- Positive:** " I love the agenda charts, they are great at prompting me and getting me to remember what I want to talk about in clinic."

## Diagnosing the issue



## Bright Spots/Challenges



- Team working
- Creativity
- Enthusiasm
- Positive feedback overall
- Families are willing to work with us

- Having Time
- Covid 19
- External forces
- IT

## Our tests of change

- Test 1** - Asking families if they will take part in feedback exercises.
- Test 2** - Implementing Agenda setting in clinic as a means of promoting and supporting patient -centered/ patient led clinics.
- Test 3** - Distribution of 1<sup>st</sup> draft questionnaires to our caseload.
- Test 4** - Distribution of new questionnaires to our caseload. These questionnaires were modified following guidance from RCPCH and Us.

## Next Steps:

- Collate findings, what changes needed?
- Discern "What is in our gift?"
- Embed the questionnaire in practice.
- Regular meetings/communication
- Feedback to commissioners
- New leaflets

