NHS Barts Health NHS Trust

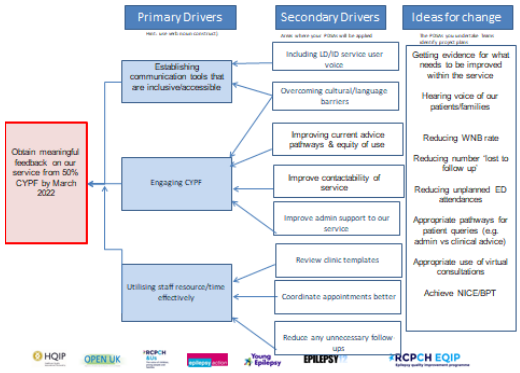
RCPCH EQIP
Epilepsy quality improvement programme

Improving Care for Children with Epilepsy

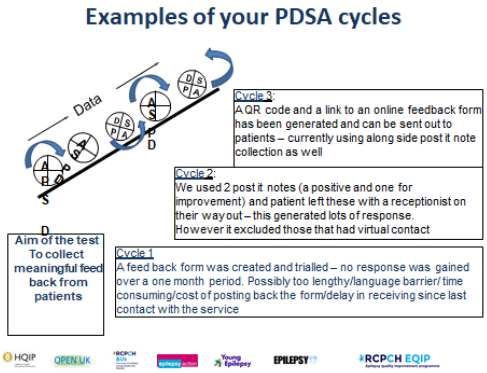
Aim/purpose: To obtain meaningful feedback on our service from 50% of Children, Young People and Families

What is the problem: No mechanism existed to obtain feedback or to enable meaningful CYPF participation; Significant WNB rate

Driver Diagram



PDSA cycles



What our tests revealed

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Successes/challenges

Successes

Describe the success you have had:

- Keeping it simple:
  - Using post it notes generated much more feedback
  - "What went well?" & "what could have been better?" as questions
- Multichannel:
  - Feedback board
  - Post-it notes
  - Online (via QR Code & text message with link)

Challenges/Limitations

What challenges did you have to overcome? Key issues that emerged?

- Post-it notes was limited to only face to face clinics
- Barriers to feedback- only available in English which means some patients are not able to complete this for us.
- Due to the varying way data was collected not all families have been able to give as much feedback as others
- We have mainly only been getting parent feed back – would be good to do a PDSA on how to get feedback from more CYP in an appropriate way.

Next steps

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1) *We will continue to work on the project regarding engagement to achieve our aim*
2) *If the text message link continues to work then who is responsible for admin?*
3) *Continue to adapt methods for CYPF to share meaningful feedback (especially young people)*
4) *Look at data from feedback, identify themes & make necessary improvements*