



# Paediatric Epilepsy Team

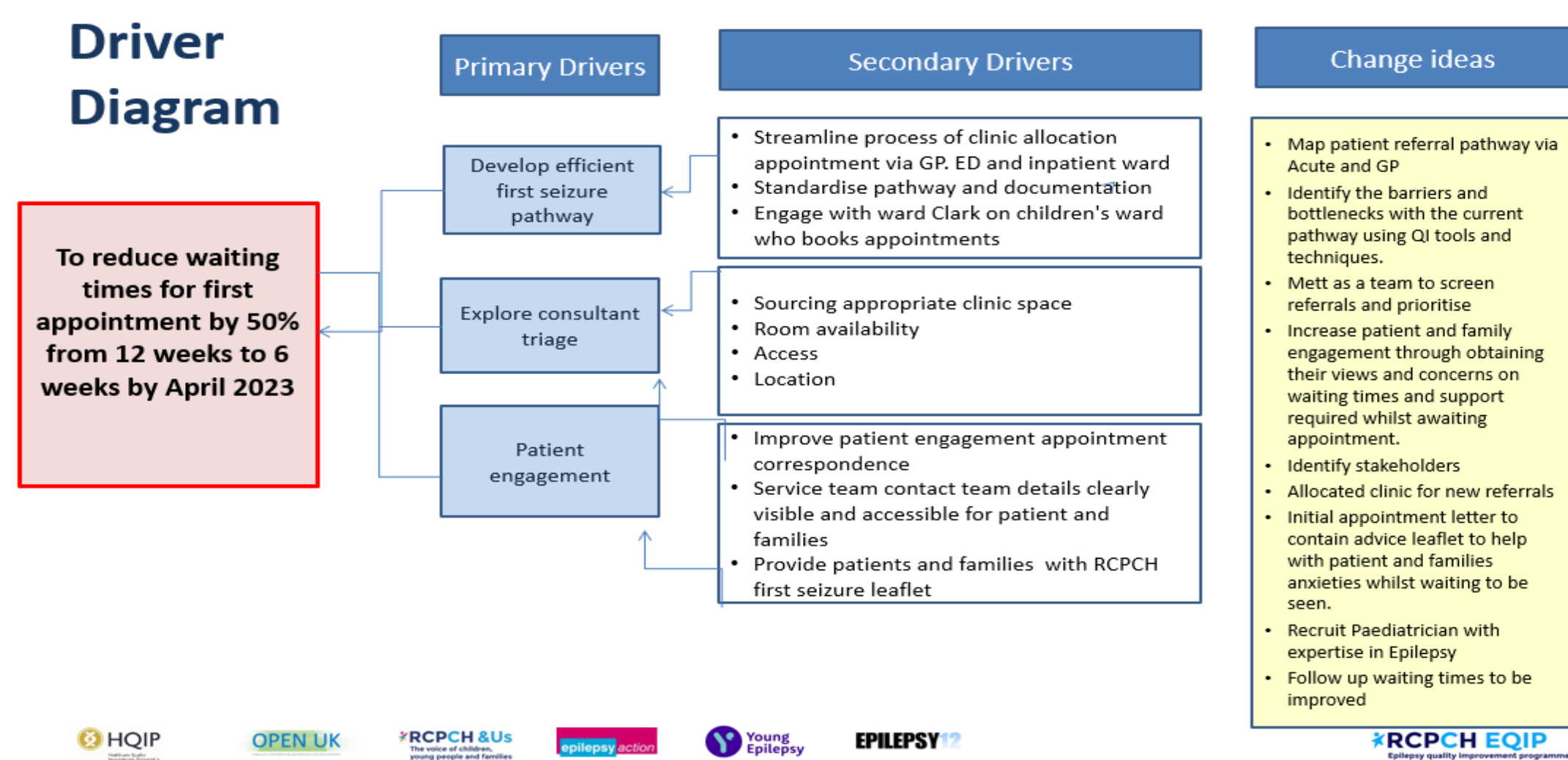
## Dr More, Fiona Wortley, Jane Dudley

### Aim/purpose:

To reduce patient waiting times for first appointment in Epilepsy clinic by 50% from 12 weeks to 6 weeks by May 2023

**What is the problem:** New patients were waiting up to 18 weeks for an initial appointment in the Epilepsy Clinic. However NICE recommendation is 2 a week waiting period.

### Driver Diagram

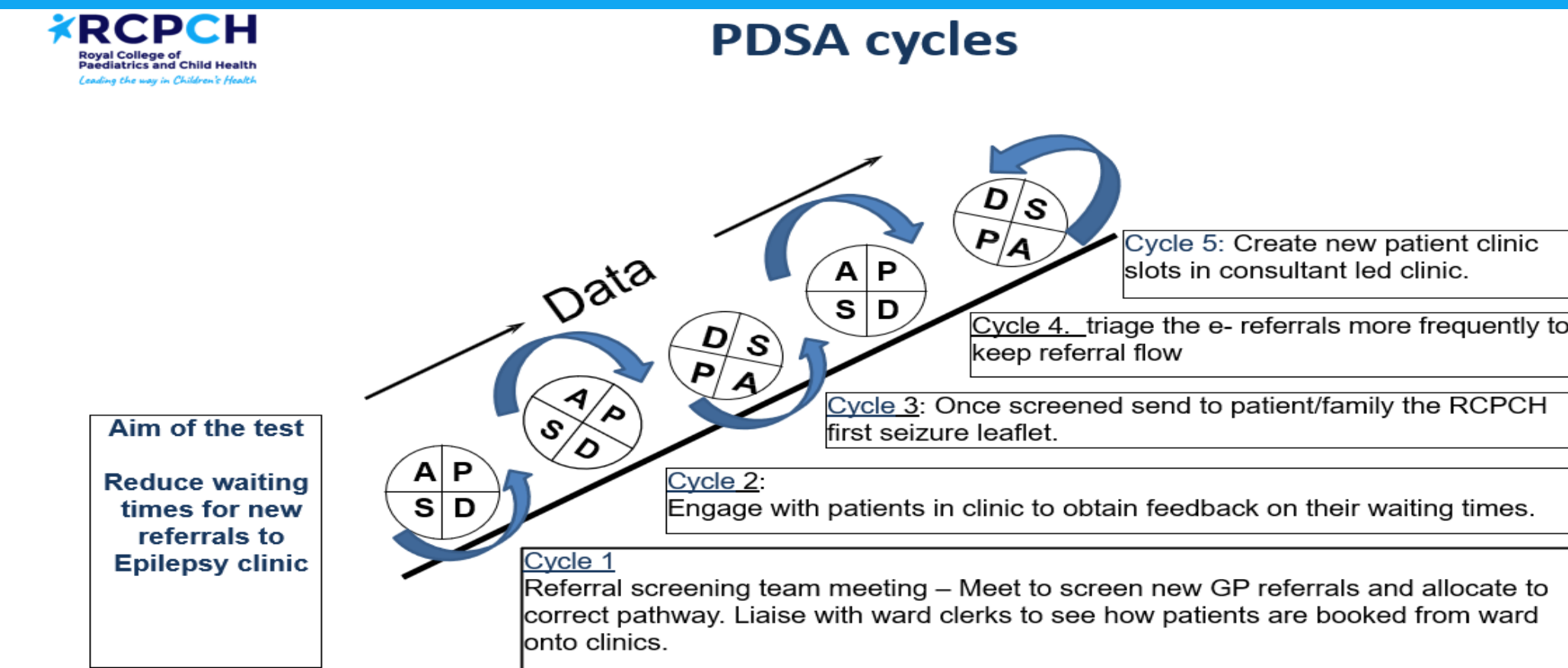


### Process map

#### Patient Journey to Epilepsy clinic

Patients referred from				
General Practitioner	E-referral system	Triaged by Consultant	Booked by Out Patient Booking Team	
Paediatric ward			Booked by Ward Clerk via Oasis system	
Emergency Department	1. Admitted to Paediatric ward		Booked by Ward Clerk via Oasis system	
	2. Request GP to refer	E-referral system	Triaged by Consultant	Booked by Out Patient Booking Team
	3. Direct Referral to Epilepsy clinic via secretary	Triaged by Consultant	Request sent and Booked by Out Patient Booking Team	Booked by Out Patient Booking Team

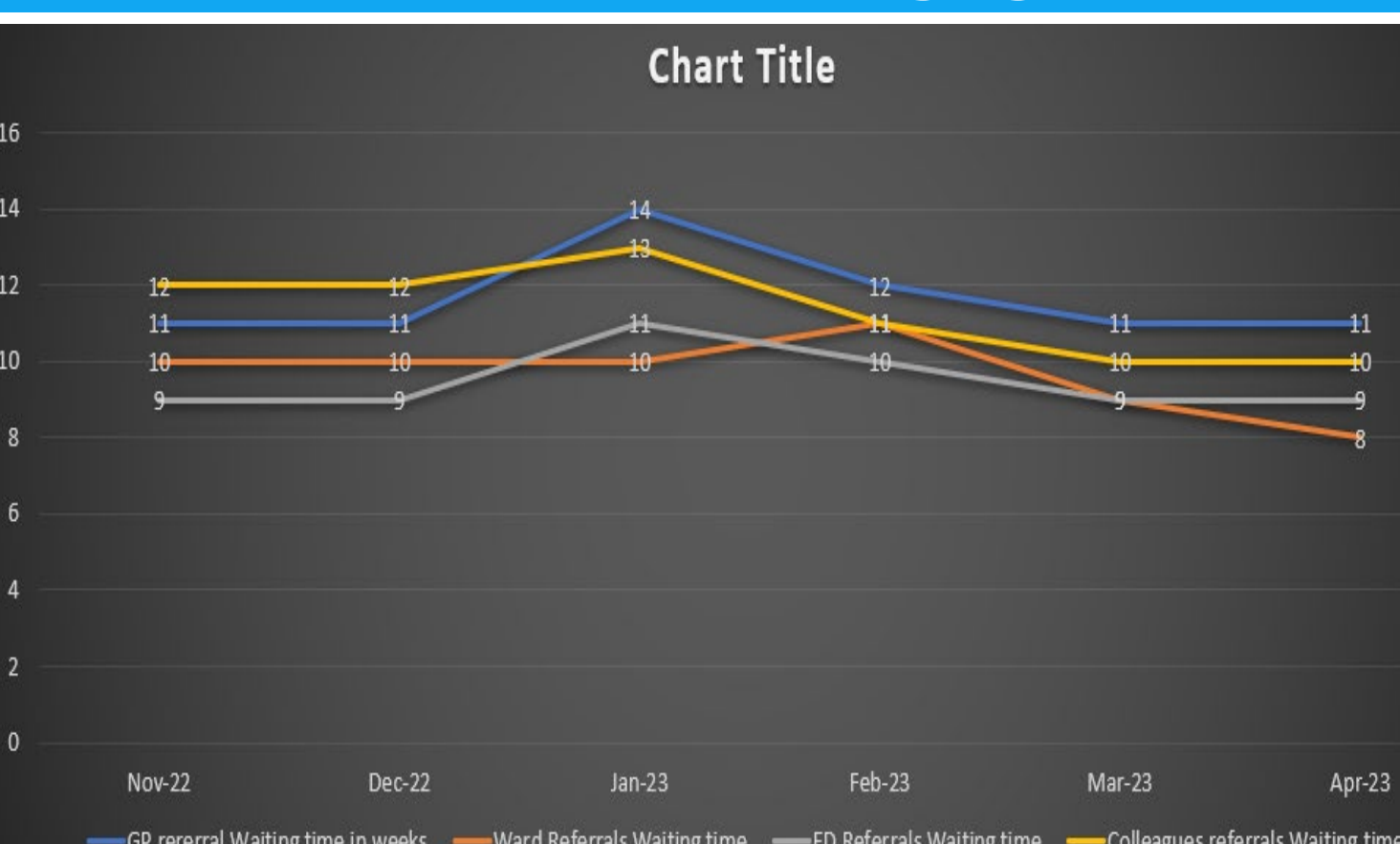
### PDSA cycles



### What our tests revealed

- Most Patients are referred through GP**
- Waiting times were ranging from 18 weeks to 5 weeks averaging to 11 weeks
- Triage on E Referral system was not being done regularly. After test, it is being done more regularly, helping to reduce waiting times.
- Wards are booking patients in follow up slots. This puts pressure on consultant running the clinic which we are accepting in the short term.
- Holiday period impacts on clinic capacity as expected
- Increasing clinic slots for 4 new patients each week has made positive impact. We did not achieve our goal of reducing waiting period to 6 weeks but made progress in right direction and came close to target.
- First seizure leaflet use must be made more widespread to improve patient experience.

### Data/Results/Patient engagement feedback



Patient feedback included;

'whilst waiting for my son's appointment we were worried about him having another seizure and what to do'

'Having some information whilst we waited would have helped us know what we could or couldn't do to keep her safe.'

'I would have liked a sooner appointment as my child was having seizures but nothing was being done.'

### Team personal learning/Team highlights

- Even small changes can make improvements
- Patient/family engagement brought purpose to our goal
- Learning taken from EQIP journey has given us skills to make similar quality improvements in other areas
- Grateful for the motivational support from the EQIP team.

### Successes

- Patient wait time reduced to 9 weeks
- Better team working to improve patient experience
- Patient engagement helped us identify worries whilst waiting for appointment
- Learning from the EQIP programme and implementing this

### Challenges

- Engaging with the improvement team
- Recruitment to vacant post of 1 consultant
- Capacity for clinic space and time to set up first seizure clinic
- Staff sickness/leave/ clinical commitments

### Next steps

- Keep working on the development of a first seizure clinic to add to existing Epilepsy clinics.
- From patient feedback we are very aware follow up waiting times need to be reduced further.
- Continue to seek feedback from patients/families on their service experience.
- Consolidate skills and knowledge gained to make other improvements.