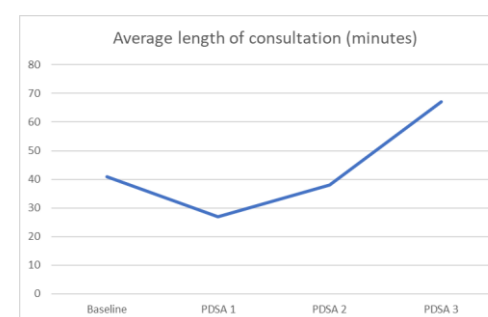
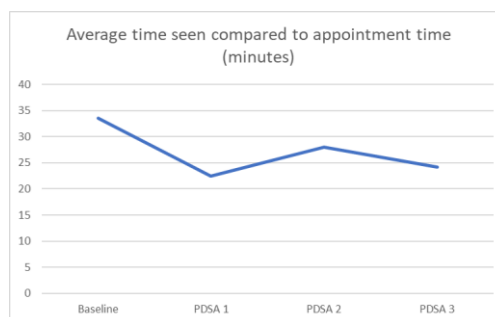
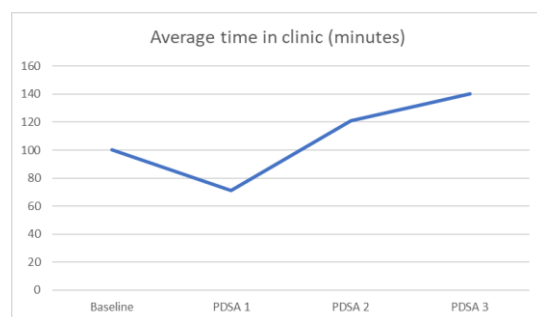


	<b>Baseline</b>	<b>PDSA 1</b>	<b>PDSA 2</b>	<b>PDSA 3</b>	<b>PDSA 4</b>	<b>PDSA 5</b>	
Date of data collection	December 2019	15 <sup>th</sup> January	29 <sup>th</sup> January	12 <sup>th</sup> February			
Average time in clinic	100 minutes (33-149mins)	71 minutes	121 minutes	140 minutes (87-232mins)			
Average wait to get weighed	18 minutes (3-47mins)	9.3 minutes	14 minutes (3-25mins)	14.2 minutes (10-19mins)			
Average time to be seen after weight	17.5 minutes (1-39mins)	16 minutes (3-40mins)	25 minutes (7-54mins)	22.2 minutes (8-49mins)			
Average time seen compared to appointment	33.5 minutes (1-81mins)	22.5 minutes (longest delay due to weighing)	28 minutes (15-50mins)	24.2 minutes (15-40mins)			
Average length of consultation	41 minutes	27 minutes (19-33mins)	38 minutes (25-50mins)	67.2 minutes (14-130mins)			
Average wait for bloods	44.5 minutes (25-89mins)	16.8 minutes	33 minutes (20-65mins)	23.8 minutes (5-38mins)			
Time taken for investigations	23.8 minutes (10-48mins)	18 minutes (5-36mins)	8 minutes	13.6 minutes (8-19mins)			



Patient feedback	Satisfaction with clinic	What went well?	What didn't go well?	How could we improve?
Baseline	100% positive	<p>I was happy with the appointment and discussions</p> <p>Attitude of staff</p> <p>Supportive to patients</p> <p>Quick service from start to finish</p> <p>Waiting time – very quick today</p> <p>They weren't worrying and didn't make me anxious</p> <p>Very efficient, no issues and no waiting</p> <p>Familiar staff</p> <p>Flexible approach to treating our child who is needle phobic</p> <p>Very good care and support</p> <p>No waiting and straight into the appointment</p> <p>The play workers gave me a united top and everyone knows my name and who I am</p>	<p>Delays</p> <p>Had to wait for ages</p> <p>Weighing, very difficult, the room is too small</p> <p>The lift in car park has broken and I had to carry my child down 3 flights</p>	<p>Timing of appointments – we always have to wait</p> <p>Better weighing facilities for disabled patients</p> <p>Make it quicker and easier for children with severe disabilities to prevent agitation and upset</p> <p>May help to get bloods and urine done locally</p> <p>Previous visits we have waited 5 hours</p> <p>Took 40minutes to find a parking space</p>
PDSA 1	100% positive	<p>Everything went well</p> <p>Friendly staff</p> <p>I value the Team approach</p> <p>Clinic was on time</p> <p>Everything ran smoothly</p> <p>I was seen very quickly</p> <p>Everyone was calm and understanding of my sons behaviour</p> <p>The clinic was helpful</p> <p>We were very happy</p>		<p>I would like to take the prescriptions to my own pharmacy rather than here at the hospital</p> <p>No improvement needed, its always a good experience</p> <p>You can't</p>

PDSA 2	100% positive	Good in-depth chat about our daughter and different options to try. Felt happy with outcome. We were seen promptly. All staff were friendly and professional. Large disabled changing facility. Explained the plan well. Staff care about my daughters well-being.	Parking! Inadequate parking for blue badge holders. Difficult to get a wheelchair bound child out of a multi-storey car park.	More blue badge bays
PDSA 3	100% positive	Well explained Friendly team Good discussion of points I raised Good in depth conversation Answered all my questions Everything Rebecca and Amy are SUPERSTARS! Everything went well today We are very satisfied with the service	We didn't get to see our usual consultant which we would have preferred Parking was really difficult	
PDSA 4				
PDSA 5				
PDSA 6				

Staff feedback	What do we do well?	What's not so good?
November 2019/ Baseline	Knowledge and experience within the team Knowledge We cover all aspects of care Good team working Patients seen by whole MDT All bloods are ordered before clinic Pads are sent out to families in advance for a urine sample We take the time to listen to queries and concerns	Time limited DNA's Log waits in clinic Patients have lots of queries and questions so appointments can run over Lots to cover in just 30 minutes Patients are complex and a lot to cover in clinic Preparation before clinic to ensure we are all on the same page

	<p>MDT approach  Process is clear  Good communication within MDT to ensure holistic approach  Joint service</p>	<p>Time management during clinic  No blood results available before clinic  Not always time to discuss specific diet changes and need to then call the family afterwards  Time is limited  DNAs  Long waiting times in clinic  We have an extra room but we don't use it  Frequent reviews not possible as clinics are always full  Hard to keep track of proformas and when they are completed  Collecting urine samples  Not always told if blood samples aren't taken  Clinic never starts on time  Clinic always over runs  Clinic staff can be challenging and unhelpful  Preparation time prior to clinic is lacking  Long waits to be seen in clinic  Clinic takes a long time and always over runs  Pre and post clinic action points aren't always clear</p>
PDSA 1	<p>The regular communication has been great  I feel more prepared before clinic  Feels that its been helpful for complex patients  Feels like more of a team approach  Has been useful when we have been busy to be able to discuss plans  I know the consultants better  I feel more prepared for clinic</p>	<p>Not everyone is invested in the huddle  It takes extra time  Staffing has been difficult  Sometimes the minutes aren't clear or are hard to read  I am not sure what is expected of me in the session  Sometimes staff haven't prepared in advance</p>
PDSA 2	<p>Seems to have made it quicker  Its made it quicker  Not having the notes hasn't been a problem</p>	<p>Still some delays despite this  Clinic staff need reminding at each clinic  Has it made a difference?</p>
PDSA 3	<p>The letters are getting sent out as planned  Admin team have been happy to arrange this</p>	<p>Parents aren't following the letter and coming at the normal time  It hasn't meant the bloods are done sooner</p>

		Patients still waiting, but maybe longer because they are here earlier We ask in the letter to fill in a seizure diary but they don't get sent one It has meant queries to admin if families cant come early
PDSA 4		

**PDSA 1** – Introduction of keto huddle weekly to discuss patients and prepare for clinics.

**PDSA 2** - Identified that extended time to get weighed is related to requesting medical notes. As all details online the first PDSA was to stop requesting 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 to find out concerns/queries

**PDSA 5** – Pre-clinic questionnaires to promote agenda setting and collation of relevant data (ketone results/seizure diaries)

**PDSA 6** – adjust clinic slot times to allow 45 minutes for new patients

### **Discussion**

**PDSA 1** – positive impact on patient experience and staff feel positive about this step

**PDSA 2** – This seems to have worked well without negative impact and we will continue this

**PDSA 3** – This hasn't worked well so we will discontinue this action

The data so far has been encouraging to staff within the team. The increased communication within the team has been positive and provided a more joined up approach.

We are keen to see the results of agenda setting on clinic time.

The current clinic slots are 30 minutes and 6 patients are seen within a clinic session. The data shows us that on average 2-3 patients take longer than 30 minutes. We plan to adjust the clinic slot times to allow 45 minute slots for new patients, to allow extra time for their complex patients. We will then test to see if this has an impact on clinic times/results.

We will feedback parental issues re car parking availability and disabled facilities to Sodexo and OPD staff