

Sorry, we don't attend clinic because?

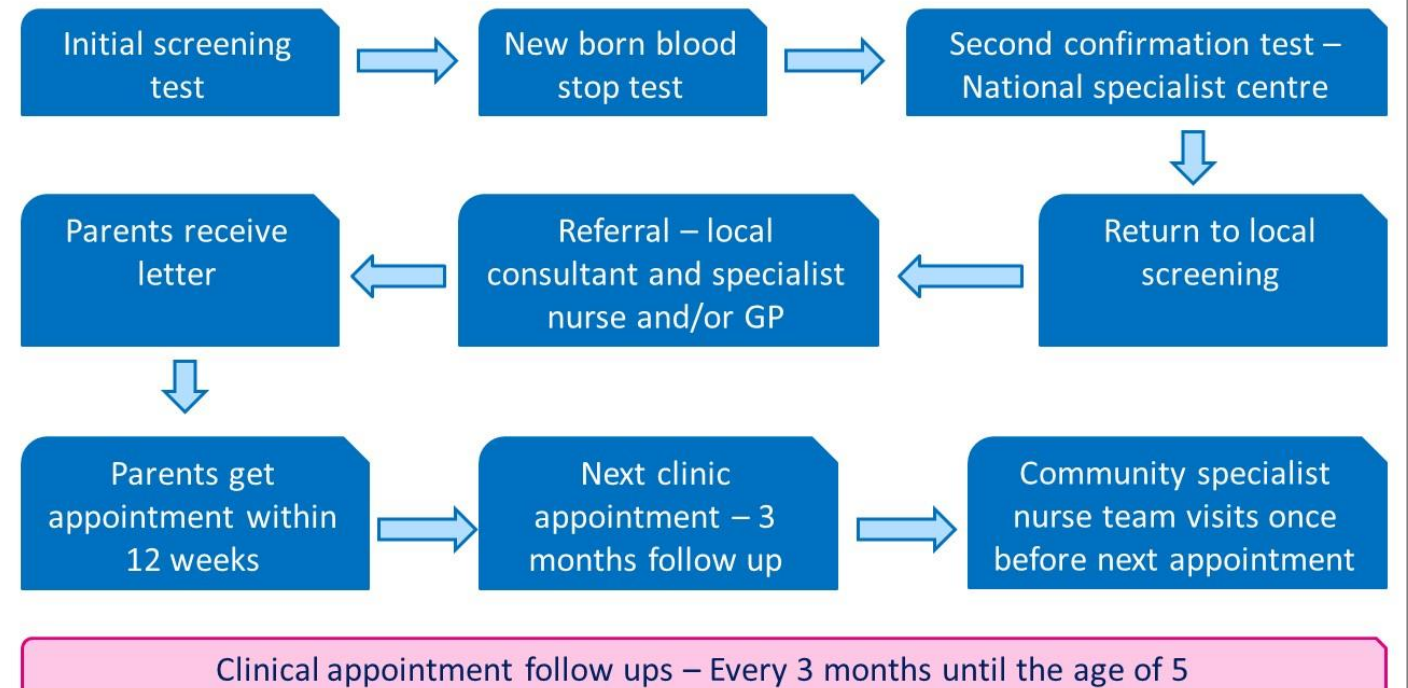
Reasons for and the reduction of missed Haematology
Clinic appointments. Observations of a parent carer
Charity Gondwe – Parent Carer



20% of children and young people with sickle cell and Thalassemia don't attend Outpatient Clinic appointments. This impacts on their continuity of care and quality of life. It's also an inefficient use of resources.



Haemoglobinopathy's Process Mapping Community Care and Clinic Appointments



AIM

To improve the Paediatric Haematology Teams understanding of the facts contributing to DNA's using the experience of parent carers and young people



MEASURE

Speak to parents and/or young people

Q. Why do they miss appointments?

Inclusions

Parents of children and young people 0-17 who have a diagnosis of sickle cell and Thalassemia
Missed an outpatient clinic appointment

Exclusions

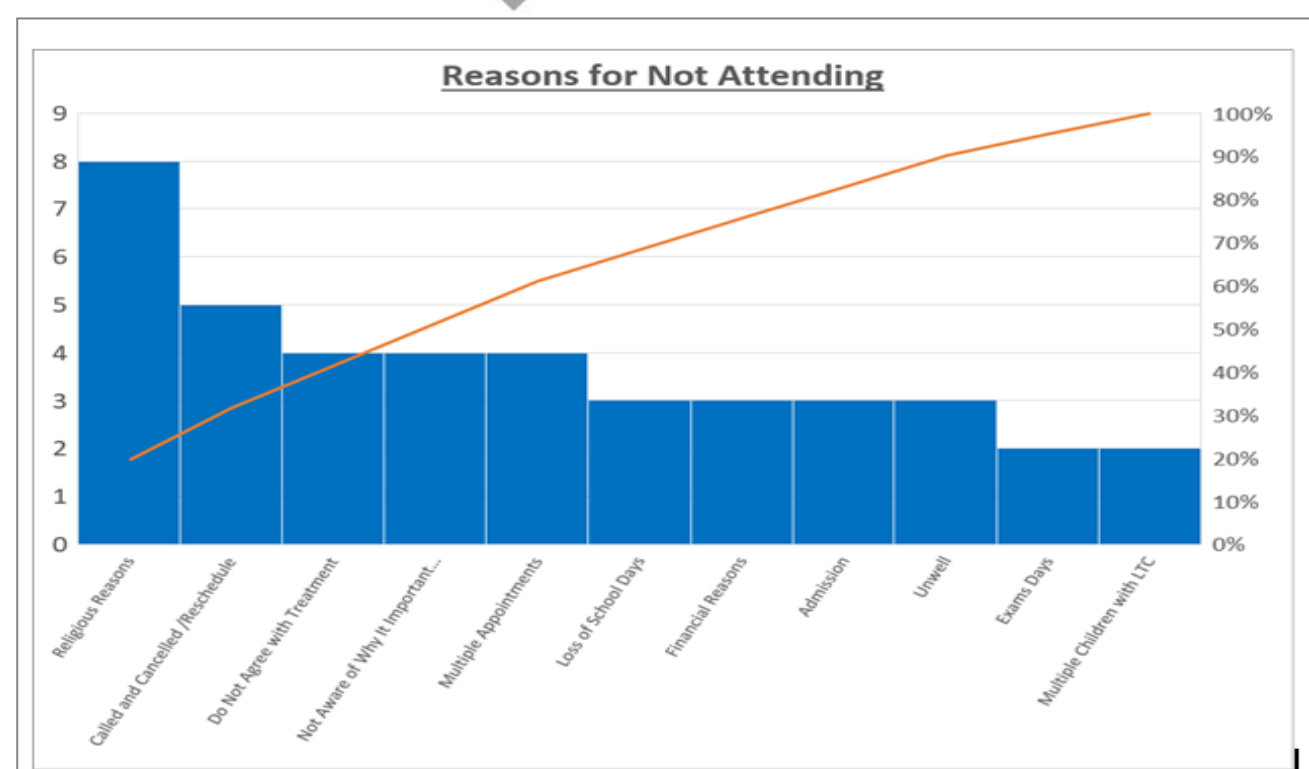
Children over 17 years of age and those without a diagnosis of sickle cell and Thalassemia
Sickle cell and Thalassemia traits



Change idea	Improved understanding of the reasons DNA
ONE thing to test	What do the Haematology Team the reasons are for DNA's?
What to do	Informal interviews and send an email
When to do it	January/February 2019
Where to do it	Flexible locations
Who to do it	Self and ask professionals to forward the questions to colleagues
Predict outcome	The Team will have different answers to those given by parents and young people, but some may be similar
Data to collect	Answers to the questions on the reasons for DNA



PDSA Test #	PLAN	DO	STUDY	ACT
1. Process maps	Meeting date Interviews questions Venue	Create process map with Clinical Nurse Specialist and parents/carers	Check the areas of process map against NICE guidance	Understand more about why children DNA
2.1 Understand why Drs and nurses think children DNA	Meeting with Drs and CNS Questions Venue	Conduct interview Record interview	Analyse and report Identify Gaps	Establish reasons given by parents and carers
2.2 Understand reasons parents give for DNAs	Meeting with parents and carers Interview questions Recording sheets	Most frequent reason: Religious –particularly appointments on Fridays (Muslim, Adventist Christians and others)	Reasons not the same as those given by Drs and nurses	Feedback parent/carer reasons to paediatric haematology team in workshops
2.3. Improved understanding of DNAs for Paediatric Haematology Team	Plan the workshop session PowerPoint Learning activities	Conduct the workshop	Evaluate the changes in understanding	Ongoing



Reflections and Learning

Started big and realised change starts with one little task, and eventually the next one and then the next

What next

Project still in progress
Dissemination of results to professionals
Develop a process map from a patients perspective