

BACKGROUND

- Established in response to the pandemic, a **trainee-led outpatient clinic** aimed to provide post-discharge care to children and young people while **reducing pressures** on consultant-led clinics
- Since its launch, service users identified **communication breakdown** at various stages in referral, booking and follow-up management as detrimental to its success

Problem statement

Communication breakdown is **damaging** the Trainee Review Clinic with **wasted journeys, missed appointments** & **opportunities lost** for all service users. Patients, parents, medical & clerking staff find themselves **left in the dark**

DIAGNOSTICS

Process Map

Pareto Diagram

showing common reasons for communication breakdown at Trainee Clinic

Fishbone diagram:

AIM & MEASURE

All children attending Trainee Review Clinic will undergo timely **clinical review** with **outcome letter completed & communicated** with all parties (from baseline **10%**) by **February 2022**

Determined by **4 criteria**:

- Indication for Review stated
- Lead Consultant Listed
- Patient attendance
- Clinic Letter completed

TRC Protocol	TRC Troubleshooting Session	TRC Clinic Code
TRC Booking Proforma	TRC Appointment Cards	TRC Letter Template

CHANGE IDEAS

PDSAs

Change idea not focussed within my target group - trainees

Test AGAIN among trainees via trust email

- Barriers addressed;
- Accountability defined
- Solutions found

→ No improvement in 4 criteria on run chart

Develop a Trainee Review Clinic Protocol

- Refine protocol with Consultant Focus Group
- Trust-approval

EXTEND to changeover - potential latent effect on future PDSA cycles

Seek trainee insights

Easy to implement but only 30% read it! Trainees weren't involved in development - major oversight!

Small improvement in 4 criteria on run chart

Distribute TRC Protocol to Trainees

Protocol emailed + attached to weekly rota email

Survey 10 trainees to ascertain who read it

Understand problem at grass roots level

ADOPT - hold session every 6 months

TEST new change ideas

TRC Trainee Troubleshooting Session

x2 lunchtime sessions

Whiteboard with issues & change ideas

→ tick most relevant

ADOPT proforma for 12 months

Continue PDSAs to gauge if improvements are sustainable

TRC Referral Proforma

Design referral proforma

Place in diary for 2 weeks

ADOPT for 12 months

Find ways to capture patient experience

Continue PDSAs to gauge if sustainable

TRC Appointment Cards

Introduce appointment cards for patient/carers at discharge for 2 weeks

RUN CHART

Criteria met for patients attending Trainee Review Clinic

Indication listed = 1 Lead Consultant listed = 1 Patient attendance = 1 Outcome Letter = 1

REFLECTIONS & LEARNING

Using the Model for Improvement, **frequent, small change ideas** allowed us to identify successful interventions

The run chart illustrates improvement leading to meaningful change at **patient and service level**

Targeted interventions resulted in a **safer, more efficient** service. The was a **50% reduction** in the clinic's **Did Not Attend (DNA)** rate

Ongoing feedback guides strategies for change in post-discharge care. Future work will capture **patient experience** with **patient-centred outcomes**