



Childrens' Clinic follow up – never missed

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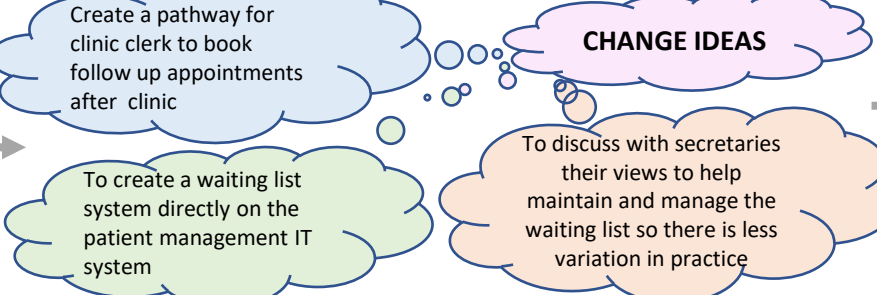
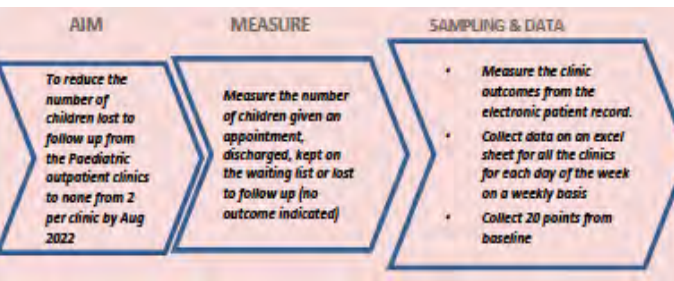
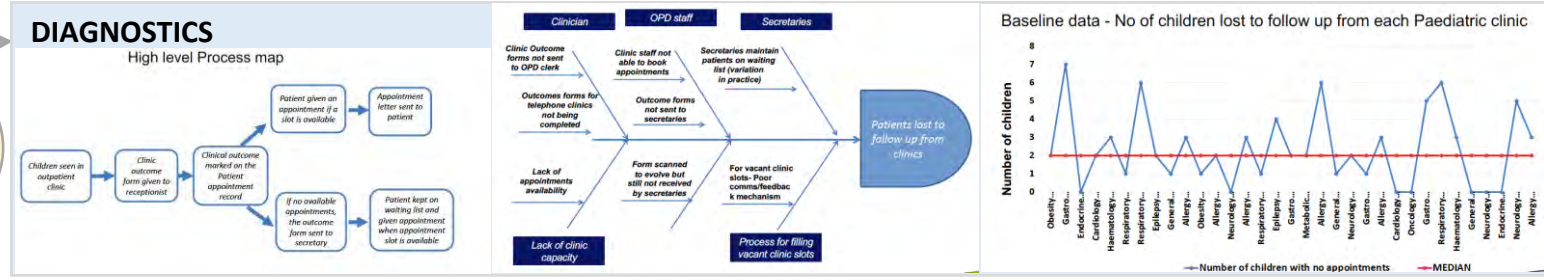
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BACKGROUND:

Several children are lost to follow up following their Paediatric outpatient clinic appointment

Children who are lost to follow-up from clinic are deprived of their essential health care. This results in long term health consequences, parental distress and anxiety

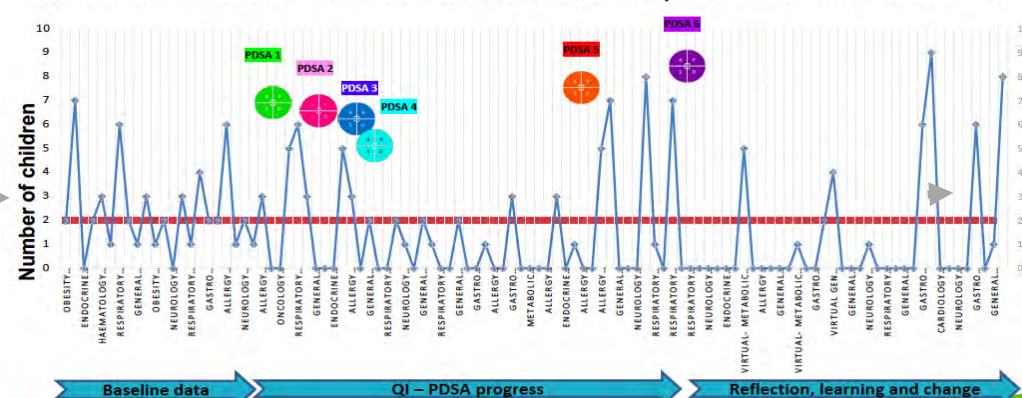


PDSAs (summary table)

PDSA : 1& 2	PLAN	Do	STUDY	ACT
1	Create a appointments pathway so Clinical Outcomes Form is reliably actioned	Create pathway and share with team and clinic clerk. They provided some extra details and also suggested keeping the outcome form in a separate tray	I now have good information to finalise the pathway in a user friendly way that the clerks and her colleagues can follow. Also agreement on how to introduce it.	Modify the pathway based on feedback and finalise
2	To create a space / tray for collection of the outcome forms and stick the pathway next to it.	Clinic clerk created a tray for the clinic outcome forms. The clinic nurses and doctors were asked to put the forms in the tray	The discussion helped to get an agreement with the clinic nursing team and clinic clerk to use the separate tray to keep the outcome forms	To start using the clinic outcome forms tray to put the outcome forms and use the pathway

PDSA 3 & 4	PLAN	Do	STUDY	ACT
3	Clinic clerk to start using the clinic outcome form pathway	The clinic clerk started using the pathway and checked a few times if her colleagues were using it when she was off	The clinic clerk and her colleagues found the pathway easy to use; appropriate outcomes were marked	Identify what outcome they mark on the system if no clinic appointments
4	Review the lost to follow up patient list and separate those on the waiting list and those awaiting decision (no appointments)	Change the measurement of lost to follow up children to separate those on the waiting list and those awaiting decision	Start measuring only the number of children marked as awaiting decision – no clinic appointment given	Review the trend of clinic where the outcome was marked as – awaiting decision
PDSA 5	PLAN	Do	STUDY	ACT
5	From the data identify the specific clinics where the outcome is marked as 'awaiting decision'	Review of data and also discuss with the clinic clerk - There were specific clinics where the outcome was awaiting decision - Some consultants were taking the clinic outcome forms to secretaries	The clinic clerk has to make a record – so marks them 'awaiting decision' if no outcome form available	Explore with consultants their reason for taking the clinic outcome form directly to the secretaries.
6	To explore with consultant colleagues and see why they are taking the outcome forms and how to manage those without decision	Mailed and also discussed with some of the consultant - They were worried that the outcome forms will go missing and hence outcome not given - updated about the pathway being used and seems to be working well according to the clinic clerk	This helped get an understanding of why specific clinic outcome forms were not received by the clinic clerk and hence they were marked as 'awaiting decision'	Reassure the consultant team that we have started using the clinic outcome tray and the clinic clerk has checked that this is working.

Run chart -Number of children lost to follow up from each Paediatric clinic



Acknowledgements: Special thanks to Nicola Davey and QIC team
Thanks to our team – consultants, clinic clerks and clinic staff

REFLECTIONS & LEARNING

Having a reliable clinic outcome pathway and engaging the team helps capture the clinic outcomes consistently

The use of the pathway helped reduce the number of children lost to follow up to none consistently for more than 7 clinics by PDSA cycle 6 indicating improvement

There were specific clinics (virtual clinics) where the outcome was not being captured accurately - these need to be reviewed and further change planned...