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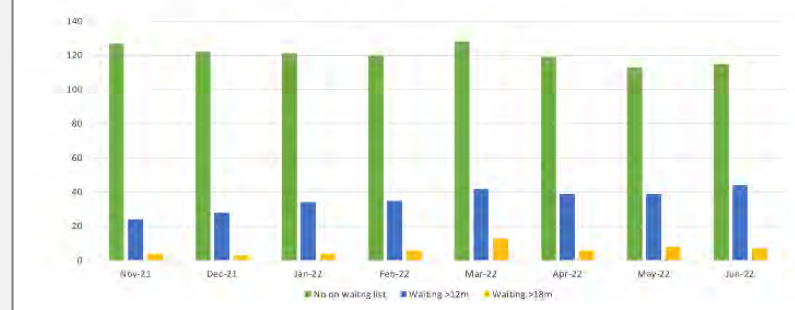
PROBLEM

- 108 patients on the waiting list for assessment for their food allergies
- Distressed families unsure about what they can eat safely 😞



DIAGNOSTICS

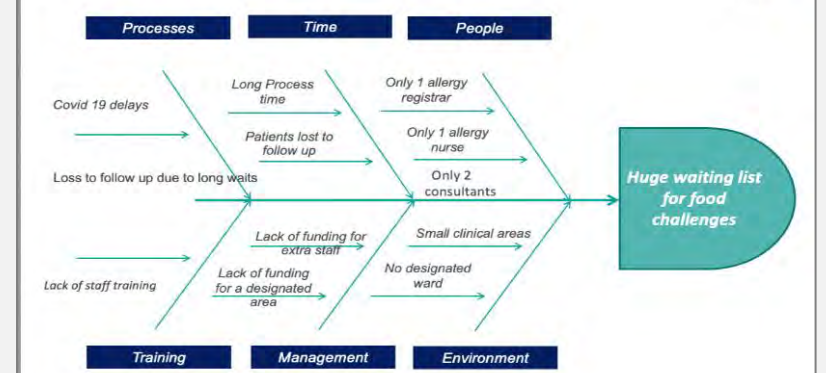
Challenge waiting list escalation



High level Process map



Fishbone diagram



AIM:

Increase the median number of patients seen per week from 3 to 6 patients

MEASUREMENT DEFINITION:

Number of patients seen in food challenges per week

CHANGE IDEAS:

- Supervised feed protocol
- Having more patients per challenge
- Use of temporary staff to help accommodate more patients
- Doing more challenges per week
- Training more medical staff to do the challenges
- Finding a bigger designated area to do the food challenges
- Having a designated staff member dedicated to calling patients to confirm attendance
- The use of reminder texts before the appointment to avoid DNAs

PDSA cycles:

PDSA Test #	PLAN	Do	STUDY	ACT
1.1	To adapt a quicker protocol to see more patients in the food challenges	Reached out nationally to different allergy departments	Compared different protocols	Decided to adapt a certain supervised feed protocol which is quicker than usual protocol used
1.2	Get my supervised feed protocol approved	Emailled initial draft to supervising consultant	Supervising consultant made some changes and sent it back to me	I sent the protocol to the rest of the team for comments
1.3	Plan to discuss the supervised feed protocol in our weekly MDT meeting	Brought to meeting with all comments	Team agreed will be useful but not applicable to all patients, dietician still needs to decide on food doses to use	Await very final amendment from dietician for the protocol to start being used
2.1	Observe the process more carefully, start thinking about other change ideas and decide to test one of them	Decided to call parents myself before challenges to ensure attendance	I called 2 out of 4 families of which both wanted to cancel, one due to moving away and one child not ready	Passed information on to nurse who runs the challenges to try and fill those gaps which she was unable to
2.2	Identify a better process for contacting parents	Discussed with the nurse organising challenges that perhaps calling earlier than day before and another reminder	Challenging to do, due to shortage of staff, time and resources	Will bring forward at next meeting to discuss challenges and further solutions and await the supervised feed protocol to be finalized

REFLECTIONS & LEARNING

- Initial change idea might not be the best one
- Keep an open mind and eye to other change ideas
- Quality improvement and change is a dynamic process
- Continuous testing of the change ideas to identify how to develop them
- Bring all the team along with you

RUN CHART

