



When clinic visits feel unpredictable, neurodiverse children can become overwhelmed and anxious.

Families get distressed making it harder for us to give the calm, compassionate care that they deserve.

BACKGROUND

Neurodiverse children attending the Neurodevelopment clinic often become distressed or overwhelmed because they don't know what to expect. Parents report their children dread appointments and become anxious upon arrival. This anxiety impacts the child's wellbeing and hinders rapport-building and effective assessments.

What was it like today? Tell us about your visit

1) Before you came to the clinic today, did you know what was going to happen during your visit?

• Yes []

• No []

2) Did anything in the waiting room today (like pictures, toys, or the schedule) help you feel more ready or calm?

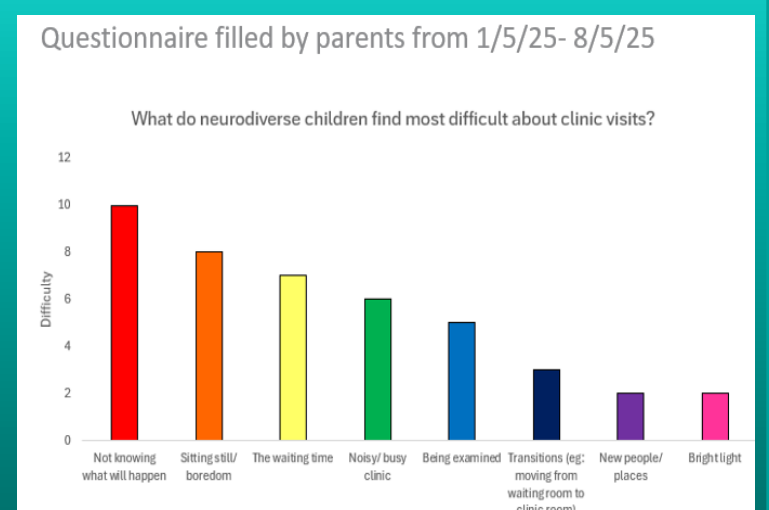
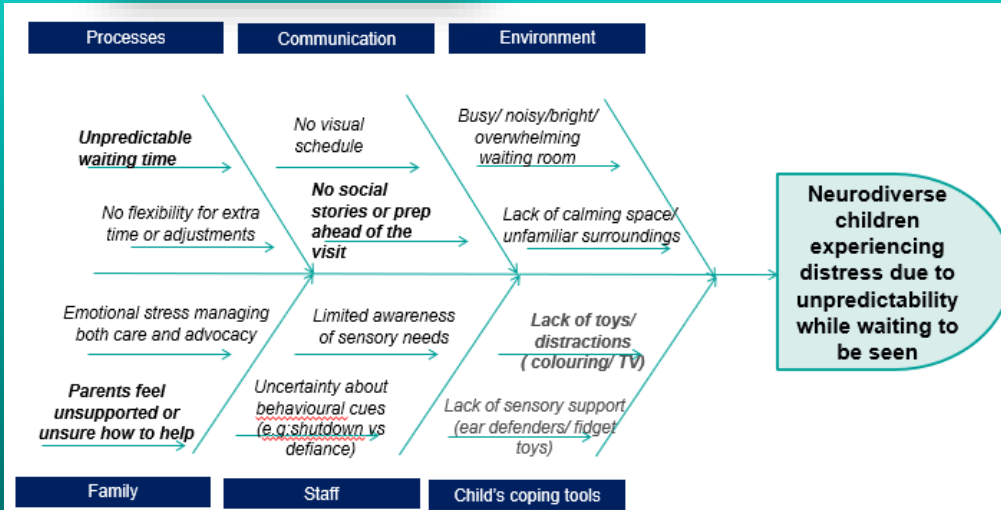
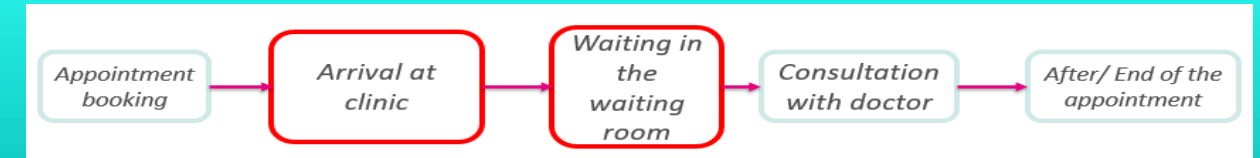
• Yes []

• No []

If there's anything else you'd like to tell us about your visit today, please let us know below. We'd love to hear it!

<https://forms.office.com/7z4d917c1d5b0d17>

DIAGNOSTICS



AIM & MEASUREMENT DEFINITION

By September 2025, 80% of children attending Neurodevelopment (NDEV) clinic will feel calmer and more secure during visits by knowing what to expect and having access to calming toys, making their experience more predictable, supportive, and reassuring.

Chosen measure: Percentage of children attending NDEV clinic who know what to expect before their appointment.

Inclusions:

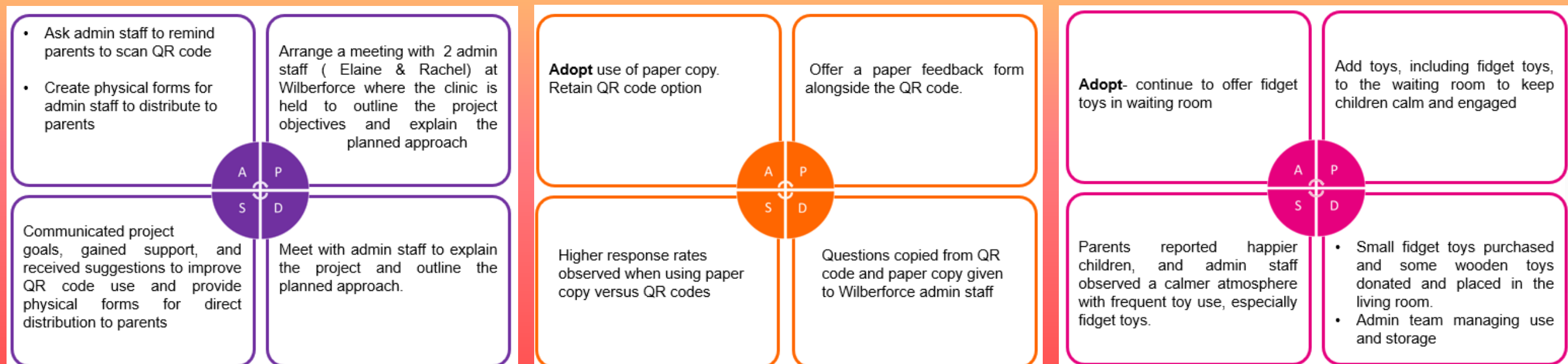
- 1) All children identified as neurodiverse attending community paediatrics or NDEV clinics.
- 2) Clinics where visual timetable resources have been introduced

Exclusions: General paediatric clinics and non NDEV community clinics (eg: NF1 clinic/ CLA clinic)

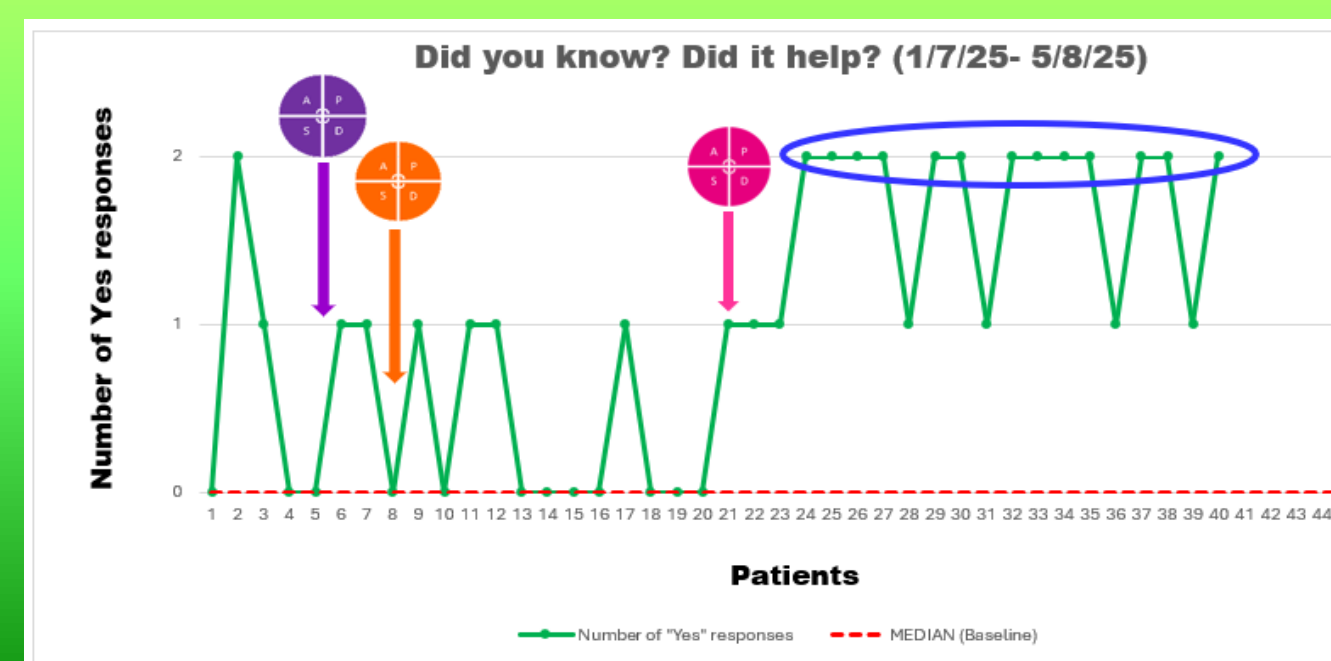
CHANGE IDEAS

- Offer small sensory toys or fidget items in the waiting area
- Introduce a visual timetable in the clinic room or waiting area
- Use a "First-Then" visual board during appointments
- Prepare a laminated choice board or visual communication cards
- Ask parents pre-visit about what helps their child feel calm
- Create a "Meet the Team" photo sheet (with roles)

PDSA cycles



RUN CHART



CONCLUSION & LEARNING

I achieved my aim that 8/10 children attending Neurodevelopment clinic will feel calmer and more secure during visits by September 2025. The run chart shows a statistically significant shift of 20 data points above the median that is sustained over time.

- ✓ **What Worked:**
- ✓ "Yes" responses increased, especially after **PDSA 3 (toys introduced)**.
 - ✓ **Combining paper forms with QR codes** increased responses
 - ✓ **Admin staff involvement** boosted parent participation
 - ✓ **Toys in the waiting room** led to more positive feedback

- ✗ **What Didn't Work:**
- ✗ **QR code alone (baseline)** resulted in low engagement.
 - ✗ **No staff prompt** = fewer parents completed the form.

REFLECTIONS

- ◆ **Structured:** Small tests, quick learning, fast adaptation
- ◆ **Step-by-Step:** PDSA cycles refined change gradually
- ◆ **Simple:** Practical, routine = lasting impact
- ◆ **Shared:** Involve staff, clarify roles, embed in workflow
- ◆ **Sustainable change = Simple Systems + Shared Ownership**

