

# Gaining from patient experience on a local level: The introduction of annual questionnaires for children and teenagers with diabetes

P2-261



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**Objectives:** To evaluate the strengths and weaknesses of the care currently provided by the diabetes team in Leeds. To learn from patient experience and encourage patient-driven service improvement.

**Background:** The Children and Young People's Diabetes team currently care for 370 patients, including tertiary referrals. The team includes speciality doctors, specialist nurses, dietitians and psychologists.

**Method:** An anonymous 3-page questionnaire was completed by patients with diabetes aged 11 to 20 years old when attending outpatient clinic appointments. It included tick box answers, rating scales and free text answers.

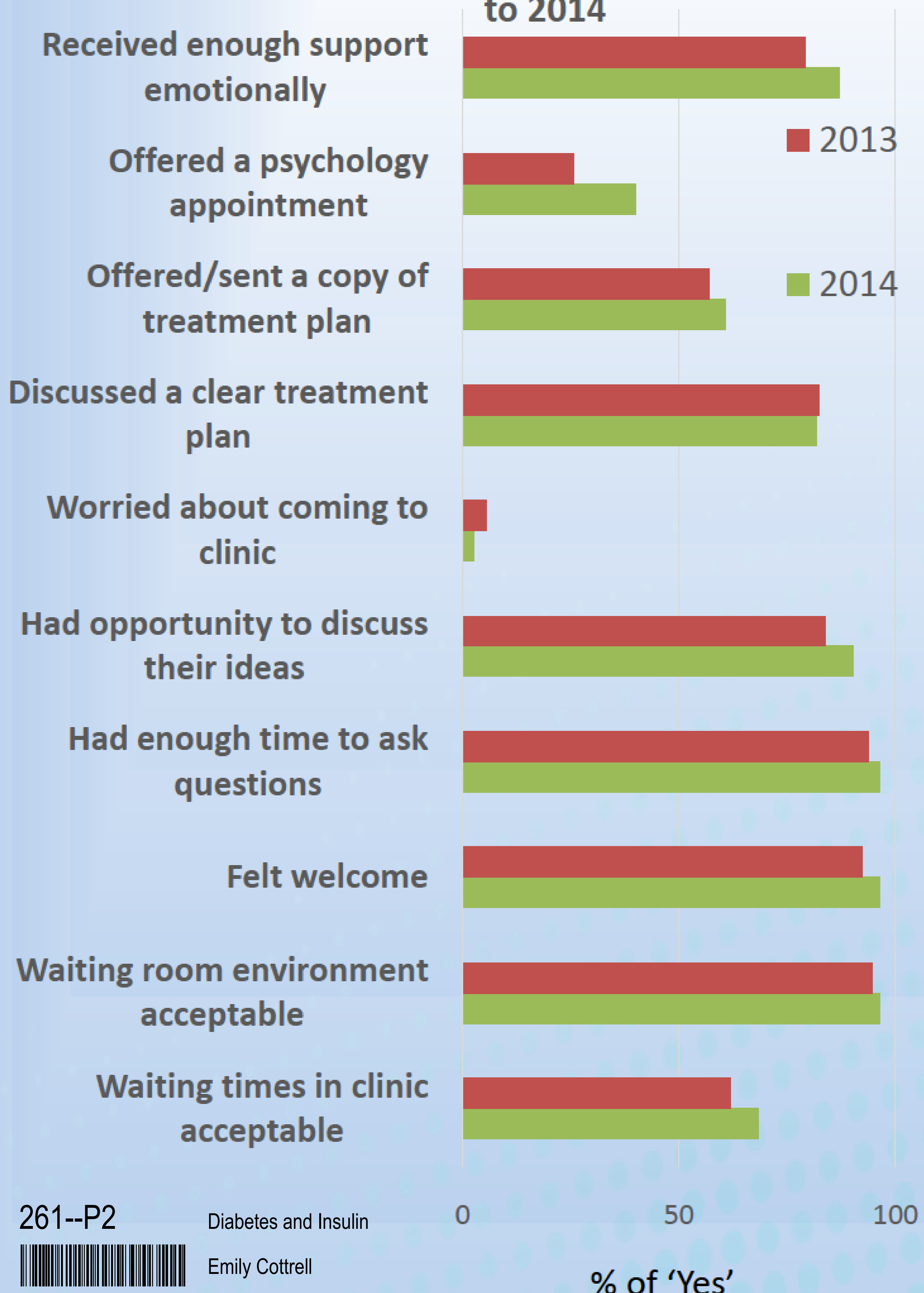
**Results:** The feedback from both cohorts was overwhelmingly positive. The majority of patients felt welcome in clinic, they had enough time to ask questions and that they had the opportunity to discuss their own ideas. It also allowed the team to identify key areas for development.

**Changing practice:** The 2013 results guided changes made to the service. They helped the team understand the factors most important to the patients and identify key areas for improvement. Repeating the questionnaire annually enabled the team to evaluate the success of these interventions. Further improvements have been planned as a result of the 2014 feedback.

Table 1. Effect of interventions made following 2013 questionnaire results

2013 result	Intervention	2014 result
Only 22% offered psychology appointment	→ 2 psychologists introduced to the team	→ 46% offered a psychology appointment
Only 79% felt well supported emotionally by the team	→ Emotional wellbeing screening introduced for all patients	→ 87% felt well supported by the team
Comments on inappropriate clinic environment and lack of educational	→ Team relocated to dedicated diabetes clinic	→ Patients enjoyed the informative displays and focused environment

Chart 1. A selection of 2013 responses compared to 2014



2014 result	Planned intervention
46% offered a psychology appointment	→ Try to improve patient awareness and engagement with the psychologists (e.g. attending clinic)
Only 60% receiving written treatment plans	→ Give each patient a written treatment plan and take time at clinic to highlight and discuss this
Comments about clinic lacking age-appropriate information and feeling too immature, feeling they are	→ Transition clinic run separately wherever possible, with altered waiting room displays (e.g. alcohol advice, sexual health). Youth