

Ready, Steady, Go, Hello.

Moving from Paediatric to Adult Services

Debra Clark & Charlotte Kay

1. Our Aim

By March 2017 we will improve our understanding of the experience of 25% of young people transitioning from paediatric to adult services using the Ready, Steady, Go, Hello documentation.

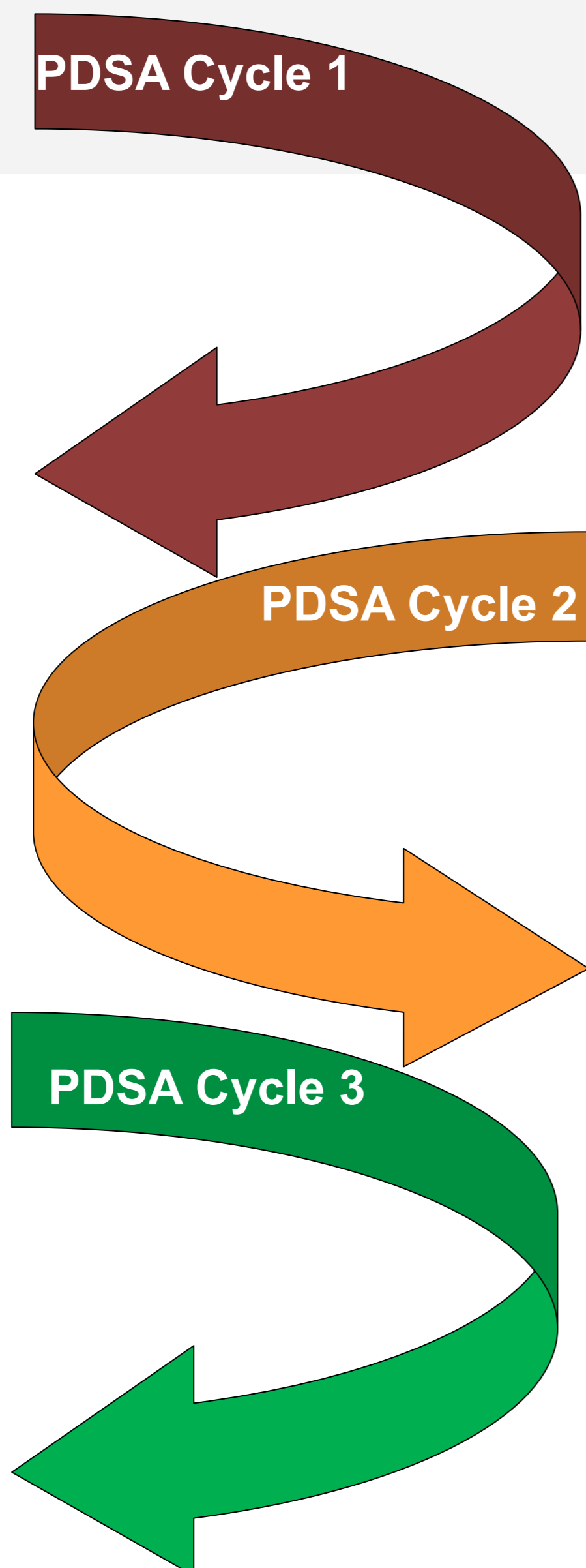
2. Background

It is important that we understand what it is like for a young person as they move from paediatric services to adult care. We worked with young people, their parents/carers and staff focusing on Diabetes, Renal, Rheumatology and Epilepsy pathways to gain an insight and understanding of what the transition process is like for the patients Involved.



3. PDSA Cycle

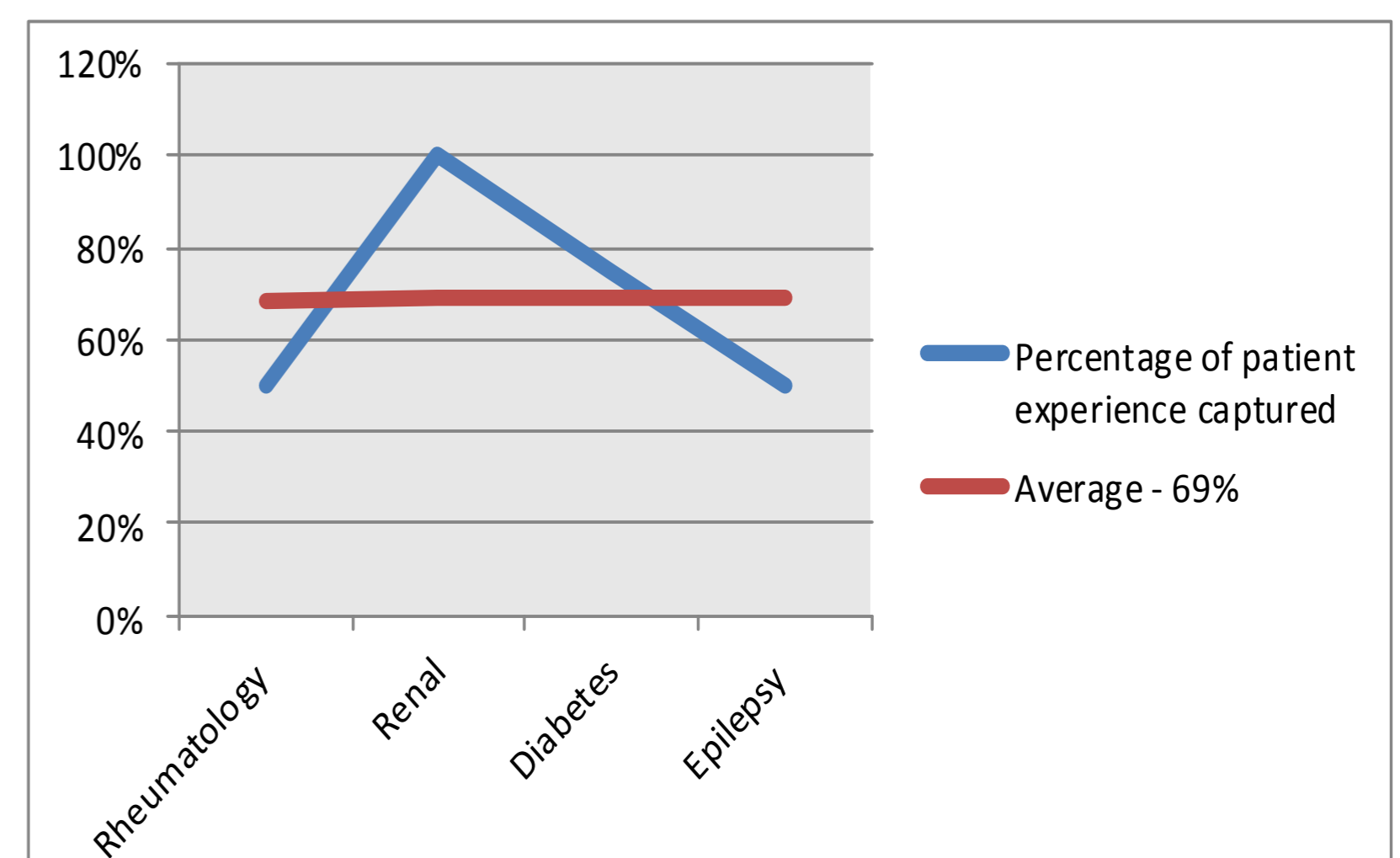
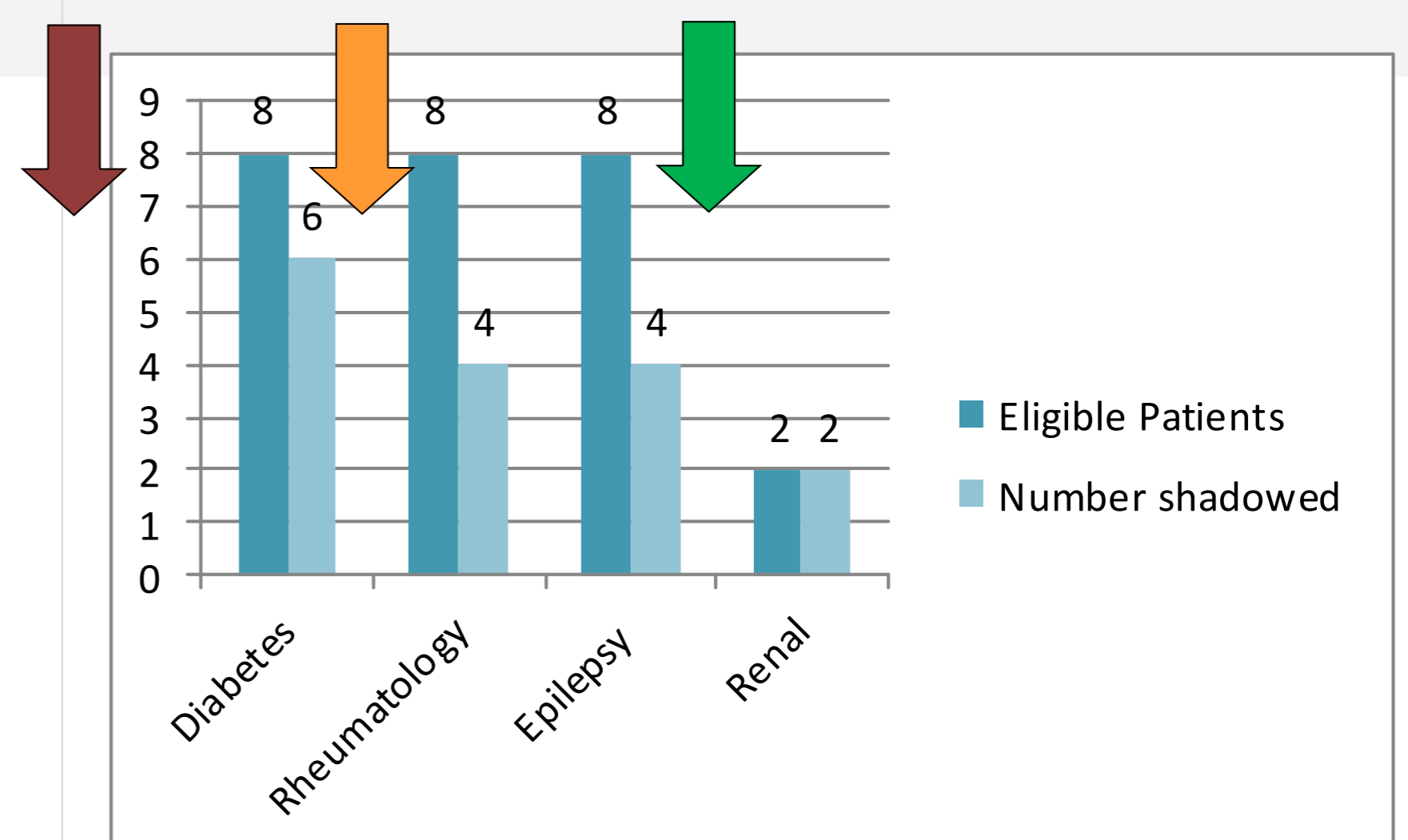
Initially a co-design methodology was to be used, but due to lack of relevant data a different approach was decided upon.



We focussed on the Diabetes pathway initially, and refined our approach to shadowing patients.

We looked at alternative ways of capturing the feedback of patients whom we were unable to shadow

4. Measurement



5. Feedback

Findings

- ⇒ Waiting area's were not age appropriate
- ⇒ Patients were not always seen within their allocated times
- ⇒ Introductions to patients are not always made
- ⇒ Timings of clinics and access to appointments can be challenging
- ⇒ Problems with parking at CGH

Things to be considered for the future

- ⇒ Timings of clinics and access to appointments
- ⇒ The waiting room environment and resources for young people
- ⇒ How we use the *Ready, Steady, Go, Hello* documentation
- ⇒ Parking at CGH
- ⇒ Nurse specialist from Paediatric team to attend 'hello' appointment
- ⇒ Nurse specialist from Adult team to attend 'Go' appointment

6. Next Steps

- Report findings to Key stakeholders
- Identify key areas of change
- Liaise with colleagues from each pathway to discuss implementing changes

