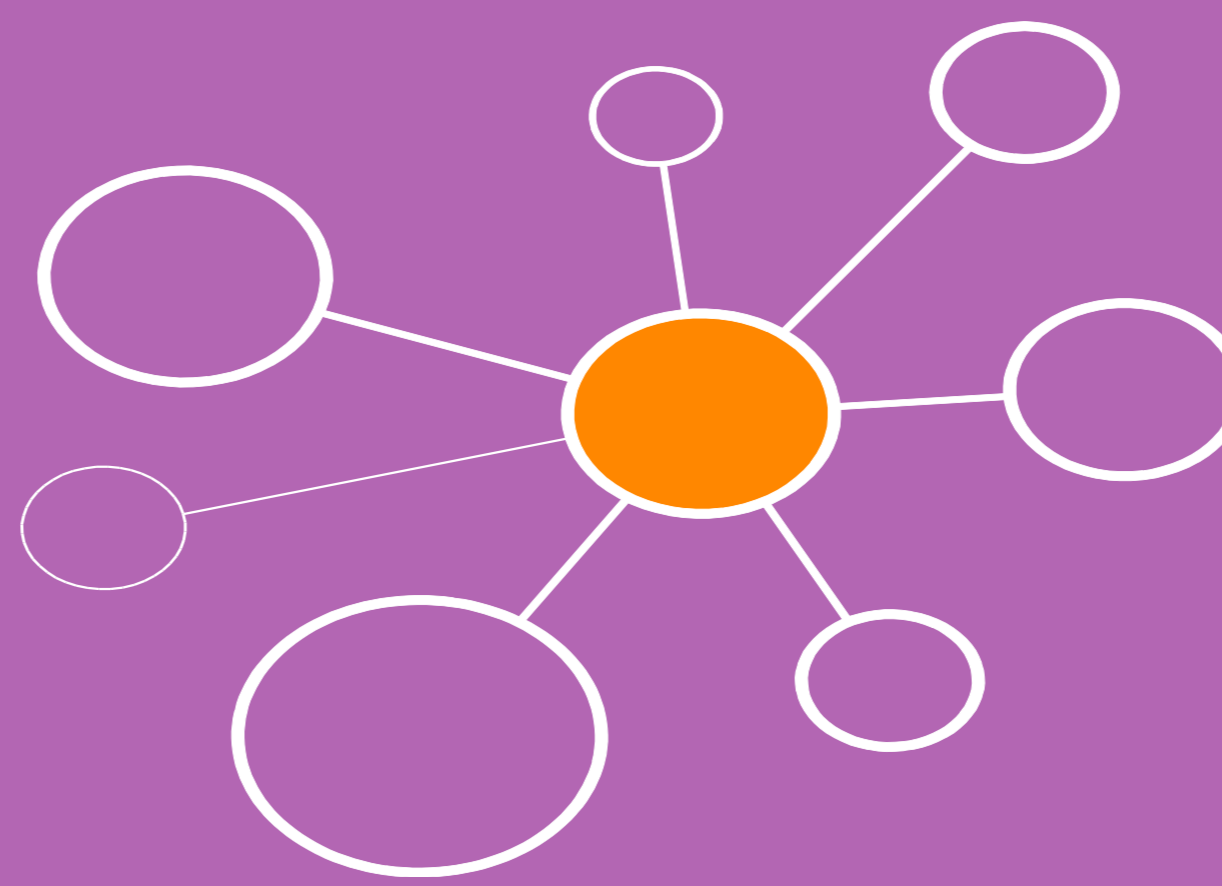


Renal Young Persons' Transition Clinic



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Context and relevance to patient safety and experience:

- ◆ Transition is the process of moving from children's to adults' services and includes initial planning, the actual transfer between services, and support throughout¹.
- ◆ Transition is a crucial time in the health of young people who may fall into a poorly managed 'care gap'²
- ◆ Patients who transition to adult kidney units often struggle to adjust. Similarly, young adults presenting directly to adult services can have major issues with denial and concordance³.
- ◆ NICE guidelines recommend that services are developmentally appropriate, person-centred, strengths-based and address all relevant outcomes¹.

The problem:

Gloucestershire Hospitals Foundation Trust has no coordinated specialist provision for young adults who have renal failure and who are making the transition from Paediatric to Adult Renal Services. The current project focused on setting up a **new clinic to provide inter-disciplinary care to this population in one clinic.**

The aim:

For 60% of young adults attending the Young Person's Renal Transition Clinic to complete the Patient Experience Questionnaire indicating that:

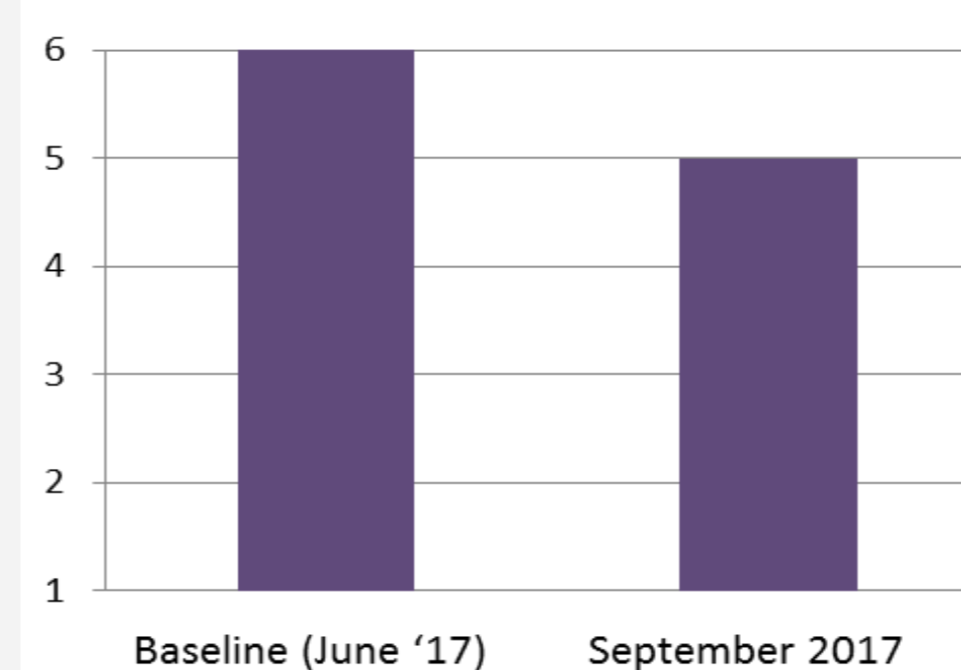
- They feel **engaged** with the clinic
- They felt **welcomed** by staff at the clinic
- That the **care they received at the clinic** was, at least, **rated "good"**

Problem Analysis

Aim	Primary Driver	Secondary Driver	Change Ideas
For 60% of young people attending the Renal Transition (RT) Clinic to feel engaged, welcomed and that the care received was "good"	Patients feel welcome at clinic	Promote atmosphere in which patients feel relaxed Private waiting area for RT clinic	Adapt approach to meet needs of individuals Radio in waiting area
	Patients understand why they are attending RT Clinic	Use of Ready Steady Go paperwork at each clinic Use "Decision Bubbles" or other pertinent topics	Use previous research to inform "Floating" MDT member
	Patients complete questionnaires about each clinic experience	Copies of questionnaires available at each clinic Questionnaires given to each patient at clinic appointments	Nominated team member to signpost & collect Private space to complete q'aire

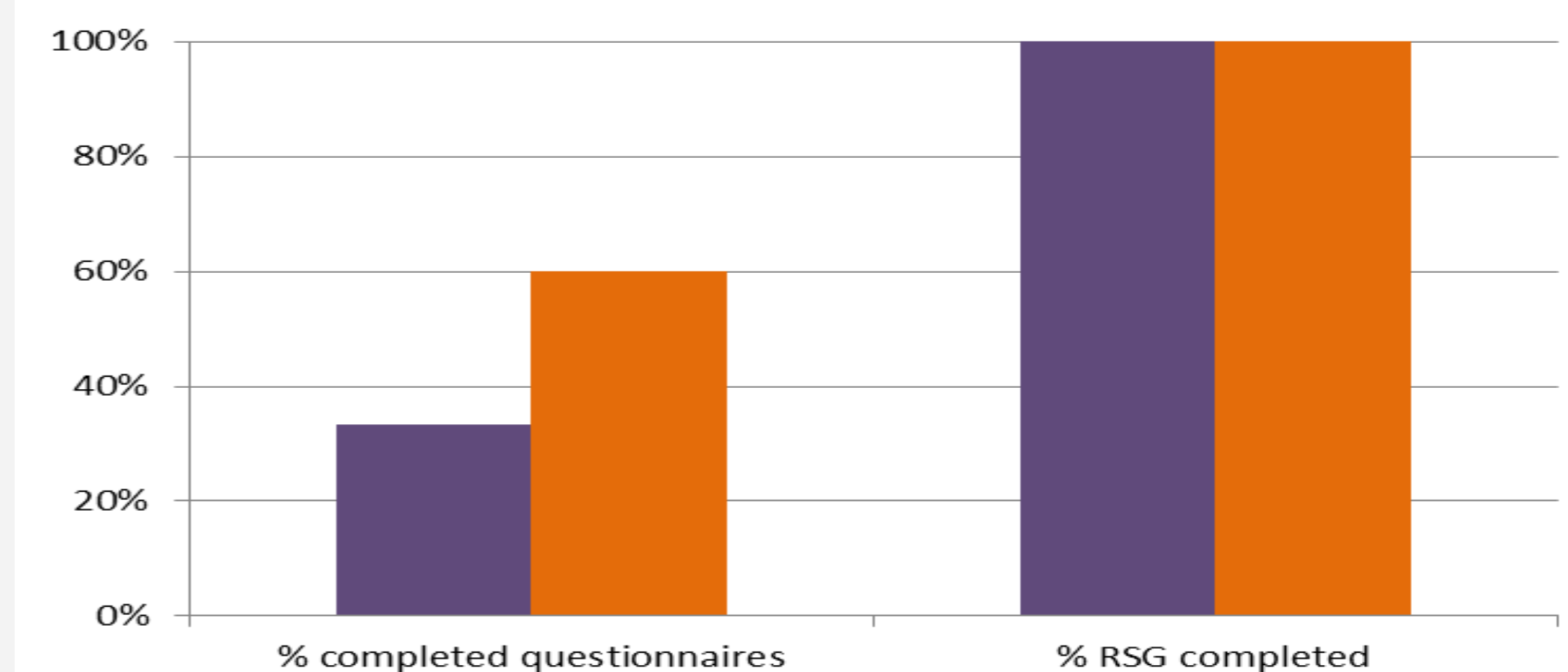
Measure of new clinic effectiveness

Chart 1: Mean Rating of Care Received

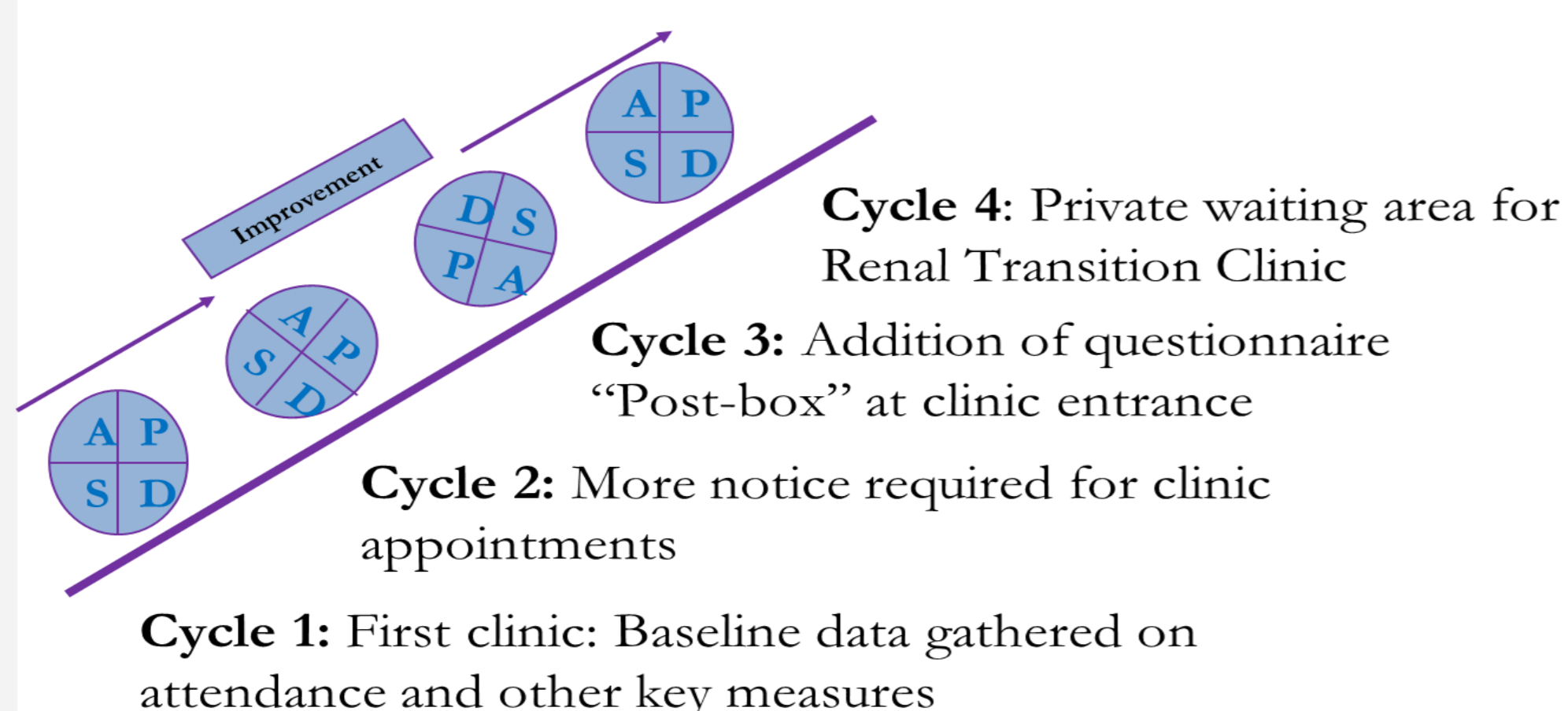


In September:

- ◆ the mean rating of care received at the clinic was "good".
- ◆ the response rate for the patient experience questionnaires was 60%
- ◆ there was 100% compliance with RSG paperwork.



PDSA Cycles



Limitations

- ◆ Data collected from small number of patients; therefore we must be cautious about generalising our findings to the wider target population.
- ◆ Current findings pertain to only one clinic; therefore data may be subject to change as clinic evolves.

Reflections and Conclusions

The current data suggests that we have been able to engage our patients successfully thus far.

The transition population present unique needs and challenges and the clinic must continue to function in such a way as to respond to them flexibly.

Next Steps

Utilize the private waiting area available within the clinic space, to:

1. Provide opportunity for the young people to socialise and create a network of peers
2. Create space for provision of clinic specific information

References

1. Transition from children's to adults' services for young people using health or social care services. NICE 2016
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3. Tomlin, M. (2012) Supporting Young Adults with Chronic Kidney Disease in the East Midlands. East Midlands