



Paediatric Dietetics Outpatients: A review of existing practice

BACKGROUND

The Paediatric Dietetics department at St Peter's Hospital provides both an inpatient and outpatient service. The outpatient department sees approximately 60 patients per month for a range of clinical conditions including Cows Milk Protein allergy, restrictive intake and faltering growth

At the start of the project in March 2019, the DNA rate was approximately 15 – 20% which was a significant number of missed appointments. The majority of appointments offered at this time were face to face with only a small proportion of ad-hoc telephone appointments. The aim of this project was to ensure optimal use of clinical time and resources for Paediatric Dietetics Outpatients by investigating the incidence of DNA's and establish whether the capacity of follow-up appointments available met the demand required.

AIM: To ensure the optimal use of clinical time and resources for Paediatric Dietetics Outpatients

MEASURES

The main focus was to investigate the children who did not attend including initial reason for referral, duration of wait between receipt of referral and appointment and new patient/follow-up patients. The additional studies focus on value of the established telephone clinic

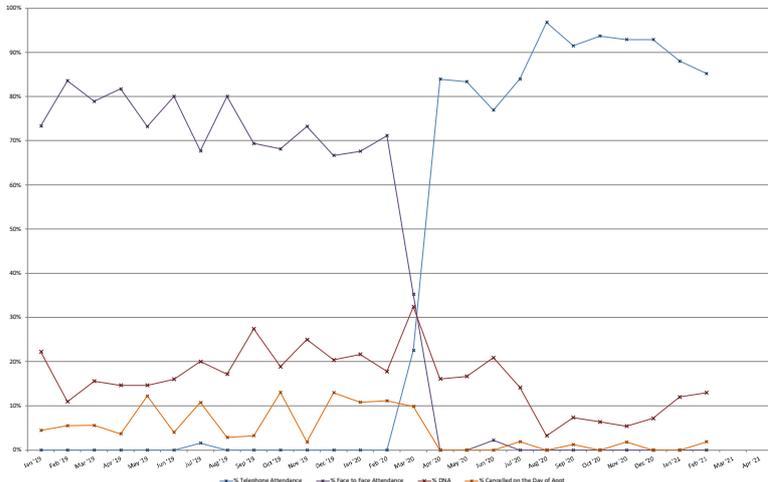
A balancing measure was used to review clinical outcomes from telephone appointments. The clinic letters from March 2020 to November 2020 were reviewed to determine whether patients were requiring additional appointments before the next planned appointments.

THE CHANGESCOVID 19

In March 2020, COVID 19 forced different ways of working:

- All face to face clinic appointments were converted to telephone appointments
- A dedicated telephone clinic was established to consolidate all the ad hoc phone calls into one general clinic which changed several times over the year due to demand.

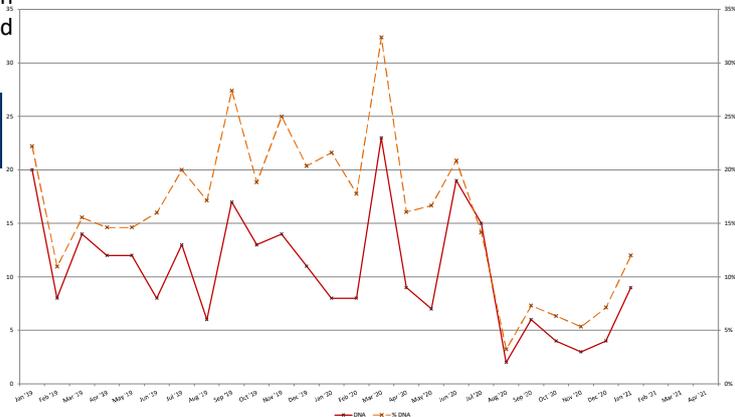
Comparison between F2F and Telephone Attendance and incidence of DNAs



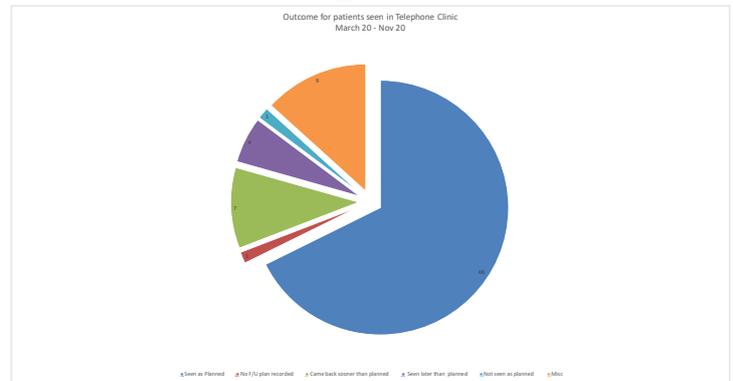
RESULTS/OUTCOMES

- Number of DNA's reduced significantly
- Only 12% of patients required an earlier appointment than agreed at the time of consultation
- There was no significant difference relating to the reason for referral and requirement for ad hoc telephone appointment
- No significant difference in number of DNA's for each clinical condition, with possible exception of faltering growth. This is to be studied in further detail in the future

Number of PAEDIET & DOPDPS DNAs from Jan 2019 - March 2021



Outcome for patients seen in Telephone Clinic March 20 - Nov 20



CONCLUSIONS

- 1) More sustainable changes regarding remote telephone appointments had significant benefits on reducing the DNA rate
- 2) Majority of patients happy with current option of dietetic telephone clinic
- 3) Still existing challenges to ensure optimal care for all children and their families requiring establishment of face to face clinic including obtaining accurate weights and heights for infants and children and those where there is concern regarding safeguarding children and their families

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