

London School of **Paediatrics**

A Haven for Fatigue

University College London Hospitals NHS Foundation Trust

Standardising first outpatient visit experience for young people with

Chronic Fatigue Syndrome

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Problem

Chronic fatigue syndrome is a debilitating illness for young people. Having travelled a long difficult journey to the service, a random approach to their first visit isn't a recipe for recovery

Background

NICE guidelines recommend that all patients are given an explanation and written information about their condition to improve their experience of care.

A general wellness score helps to describe current functioning (scale 0-100)

and gives insights about how the disease affects a young person. The education groups provide information on graded exercise, sleep and pacing which are fundamental to managing and improving symptoms of Chronic Fatigue Syndrome.

Living Well Low Mood Compassion

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Physiotherapists CBT

Choices Persistent Fatigue Psychologists

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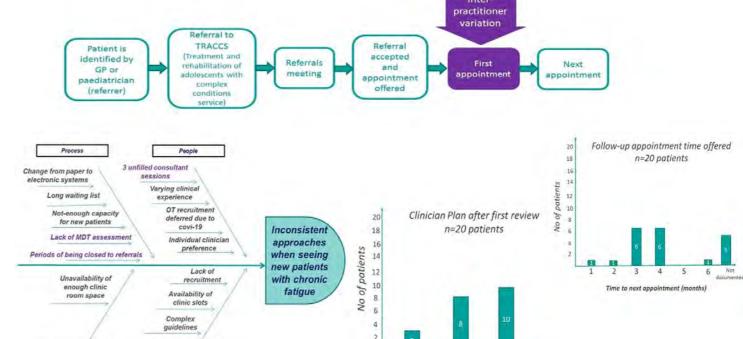
Choices Psychologists

Choices Psy Chronic Fatigue Syndrome Headaches Coping Metalante nxiety ME Quality of Life





Diagnostics



Aim

All patients who attend for their first clinic visit to the service will have a standardised approach* to the interventions made available to them by August 2020

*offered a minimum of 4 basic interventions

By August 2020, All patients attending their first clinic visit will have 4 interventions to improve their experience.

- recording of wellness score
- facts sheets
- referral to groups
- 3-4 months follow up

Measure

Aim: All patients with Chronic Fatigue Syndrome (CFS/ME) who attend for their first clinic visit to the service will have a standardised approach to the interventions offered to them by August 2020 **Chosen measure:** No of intervention recorded in plan (wellness scoring, provision of written information, referral to groups and standardised follow up visit interval)

Inclusions: All patients diagnosed with Chronic Fatigue Syndrome **Exclusions:** Patients who do not meet the criteria for Chronic Fatigue *Svndrome*

Sampling: Every cycle of 20 patients, sampled 1-2 monthly

Our change ideas



- TRACCS team discussion to agree on standards
- Edit new patient assessment form to make it more user friendly
- Upload new assessment form as a template in the e-record system (EPIC)
- Ensure all new patients diagnosed with CFS/Me receive fact sheets either by post or via email
- Have database with email contact for all patients – by adding email column on new assessment form

PDSA cycles

Adapt fishbone to incorporate suggestions Discuss the project with the wider multi disciplinary

ID electronic recording without an electronic documentation form contributing significantly to inconsistencies in clinician's records. Rephrasing fish bone branches to be more audience friendly

19/05/2020 Met virtually with a colleague on a Tuesday afternoon to get her input on my fishbone components

Ideas emerged during conversation to edit a branch of the fishbone and add another branch which I hadn't thought about previously.

Need to have further discussion with educational supervisor Generation of user friendly

e-new assessment form and incorporation into EPIC Continue data collection

Formal process map to be generated by team lead and circulated to MDT. YP with a CFS to have wellness scoring, fact sheets, group classes referral and offered follow up at 4 months

03/06/2020 Discussion of QI project and presentation of slides with multidisciplinary team (via ZOOM) to ascertain opinion on whether the project was useful & suggestions

Presented initial diagnostics &baseline data to team. Team agreed project was useful. Advised editing of process map & agreement that 4 standard elements to include at every first visit



After feedback from the 13/06/2020 team, send paper form to Adapting existing ecolleague with IT expertise assessment form to incorporate into electronic records system (EPIC) using a smart phrase Discussion and Feedback Removed all repetitions or questions that were not

from the rest of the medical team on newly adapted

Slides updated as suggested

gathering from members of

Repeat histogram for 20

patients after changes

Further information

Uploading of e-form

clinic. 16/07/2020 Virtual meeting with

necessarily informative on

the form to make it more

time efficient for use in the

Changes and additions made to process map and fish bone. Editing of aim statement and agreement on more change 'ideas'. Suggested addition of 'email get feedback and final approval on project resentation of slides

educational supervisor to

ensure full engagement and

including problem statement, diagnostics, aim statement, initial run chart and chosen (agreed) measures. column' to e-form

