

A Haven for Fatigue

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

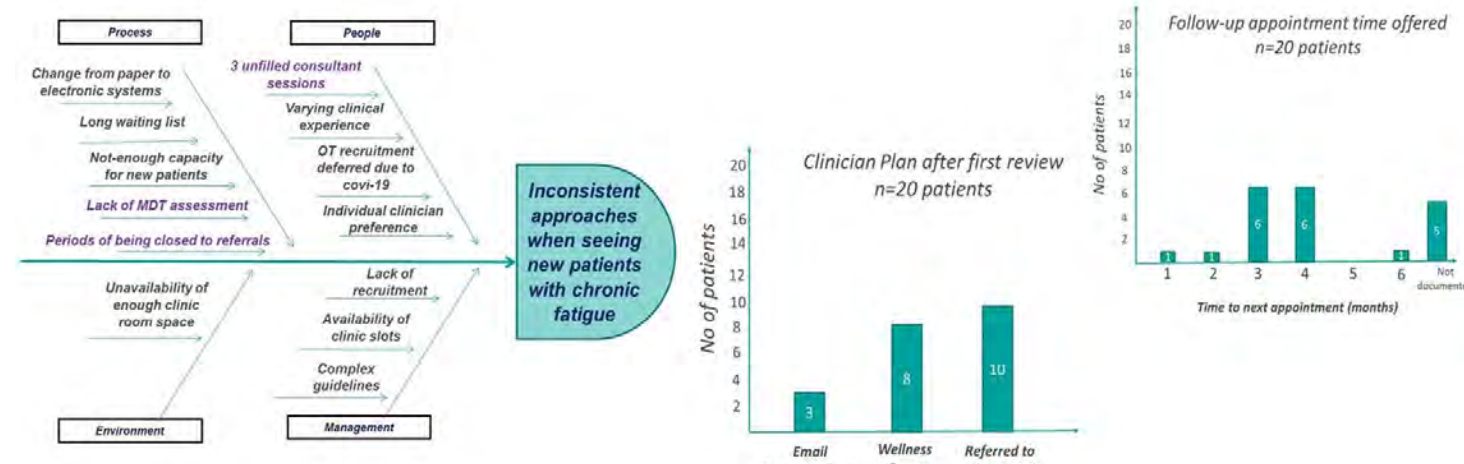
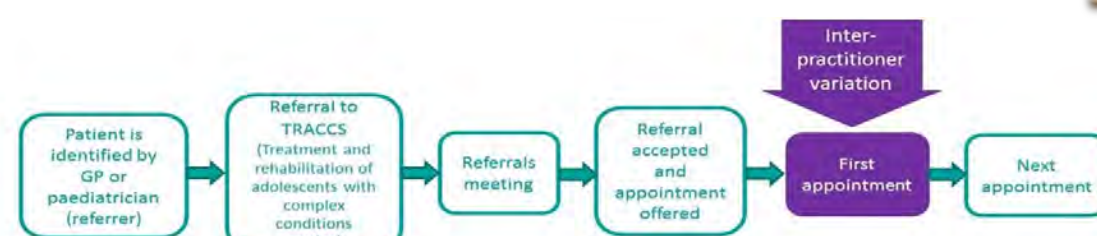
and gives insights about how the disease affects a young person. The education groups provide information on graded exercise, sleep and pacing which are fundamental to managing and improving symptoms of Chronic Fatigue Syndrome.

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)

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 Syndrome

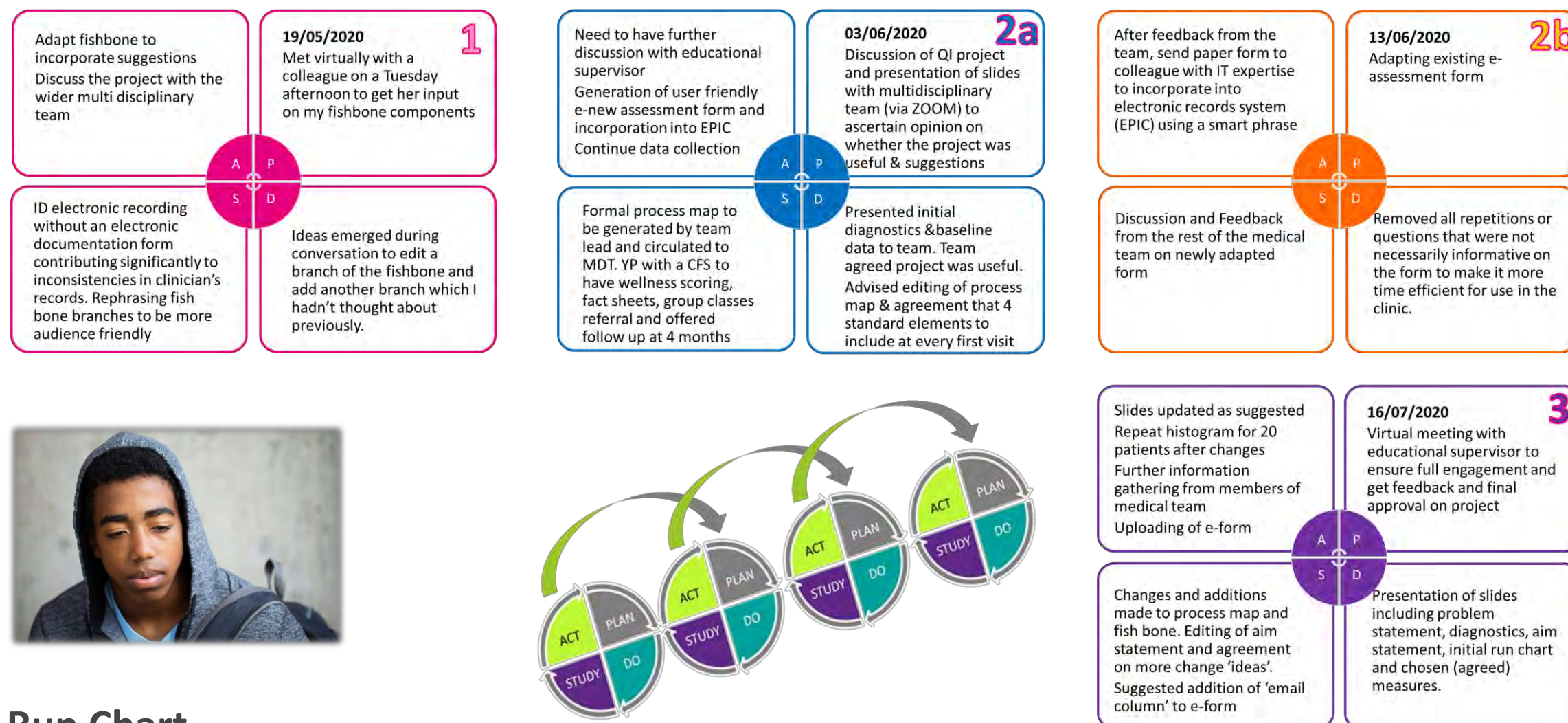
Sampling: Every cycle of 20 patients, sampled 1-2 monthly

Our change ideas

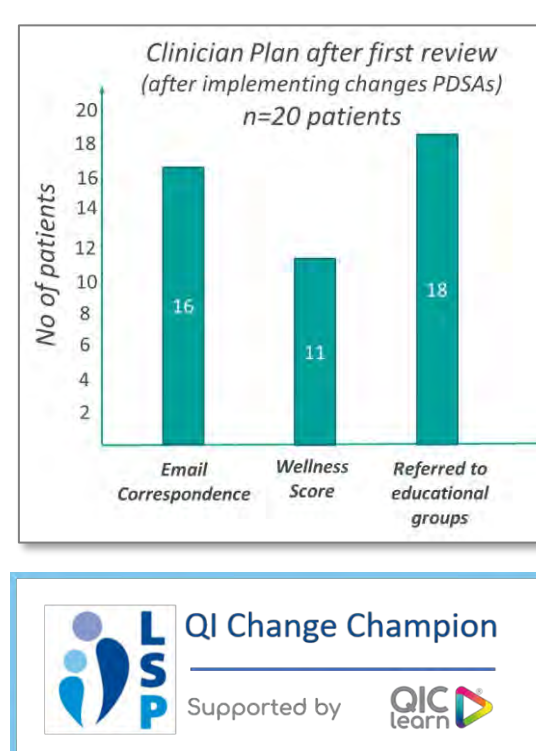
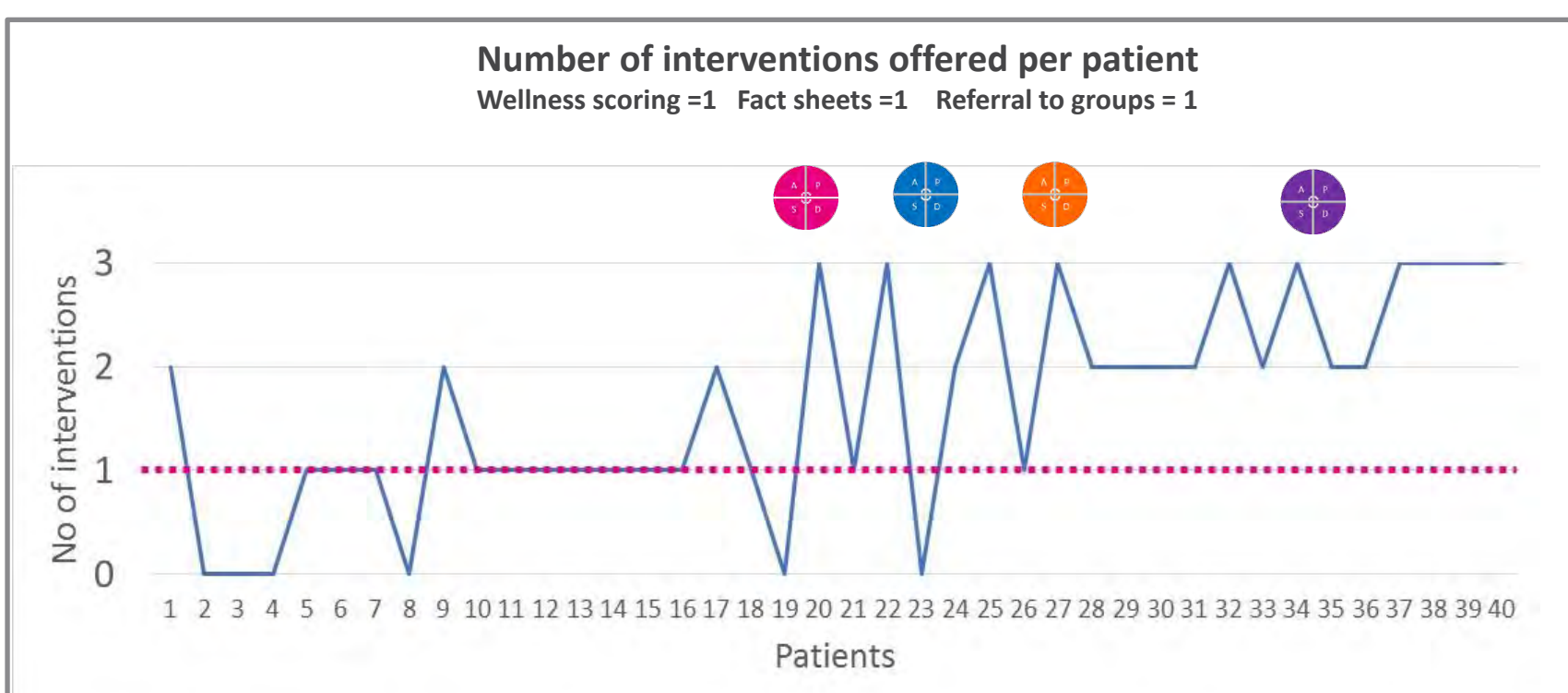


- TRACCS team discussion to agree on standards
- Edit new patient assessment form to make it more user friendly
- Upload new assessment form as a template in the e-record system (EPIC)
- Ensure all new patients diagnosed with CFS/Me receive fact sheets either by post or via email
- Have database with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

PDSA cycles



Run Chart



Model for improvement

