

Quality and Patient Experience



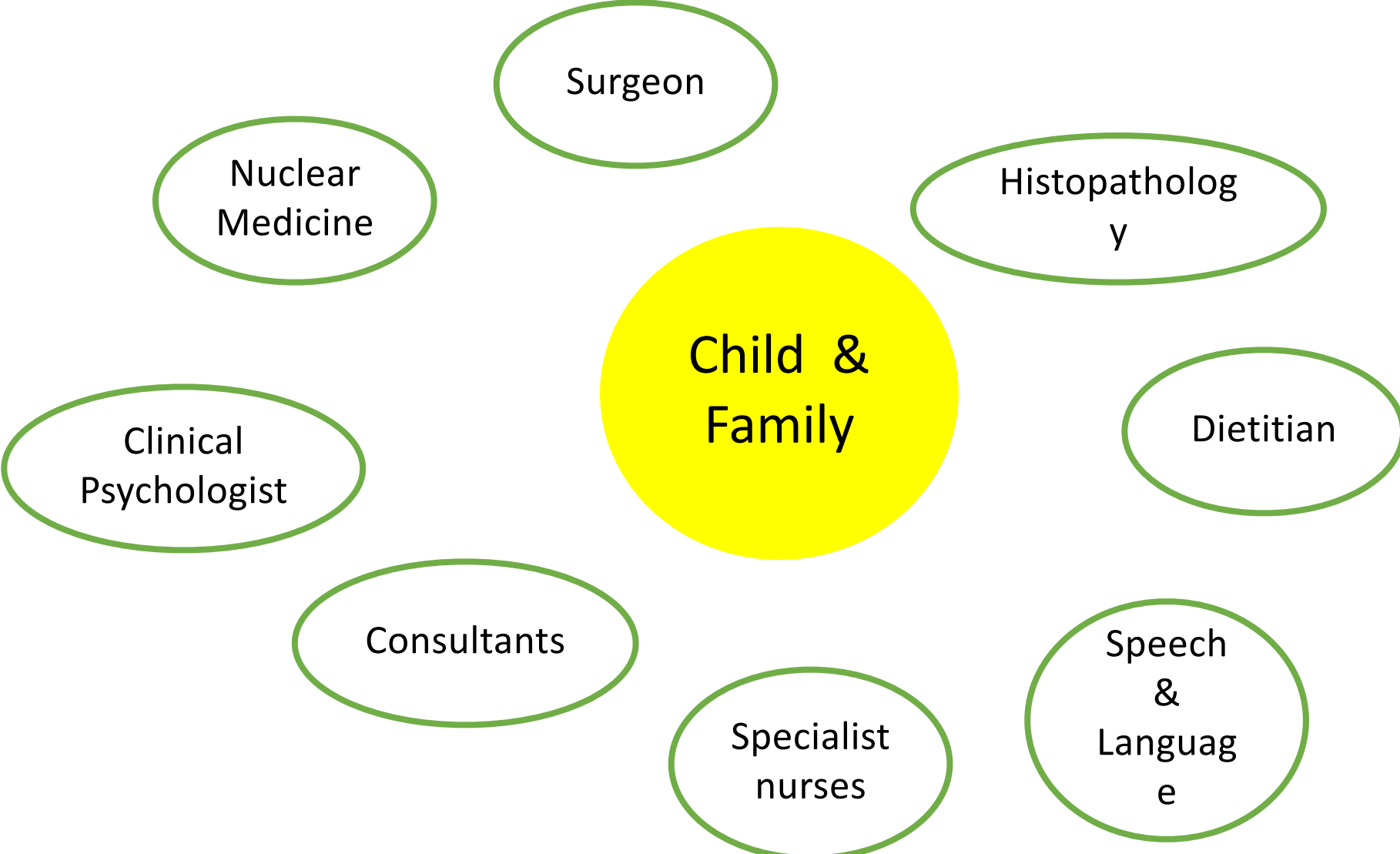
Indi Banerjee / Maria Estebanez

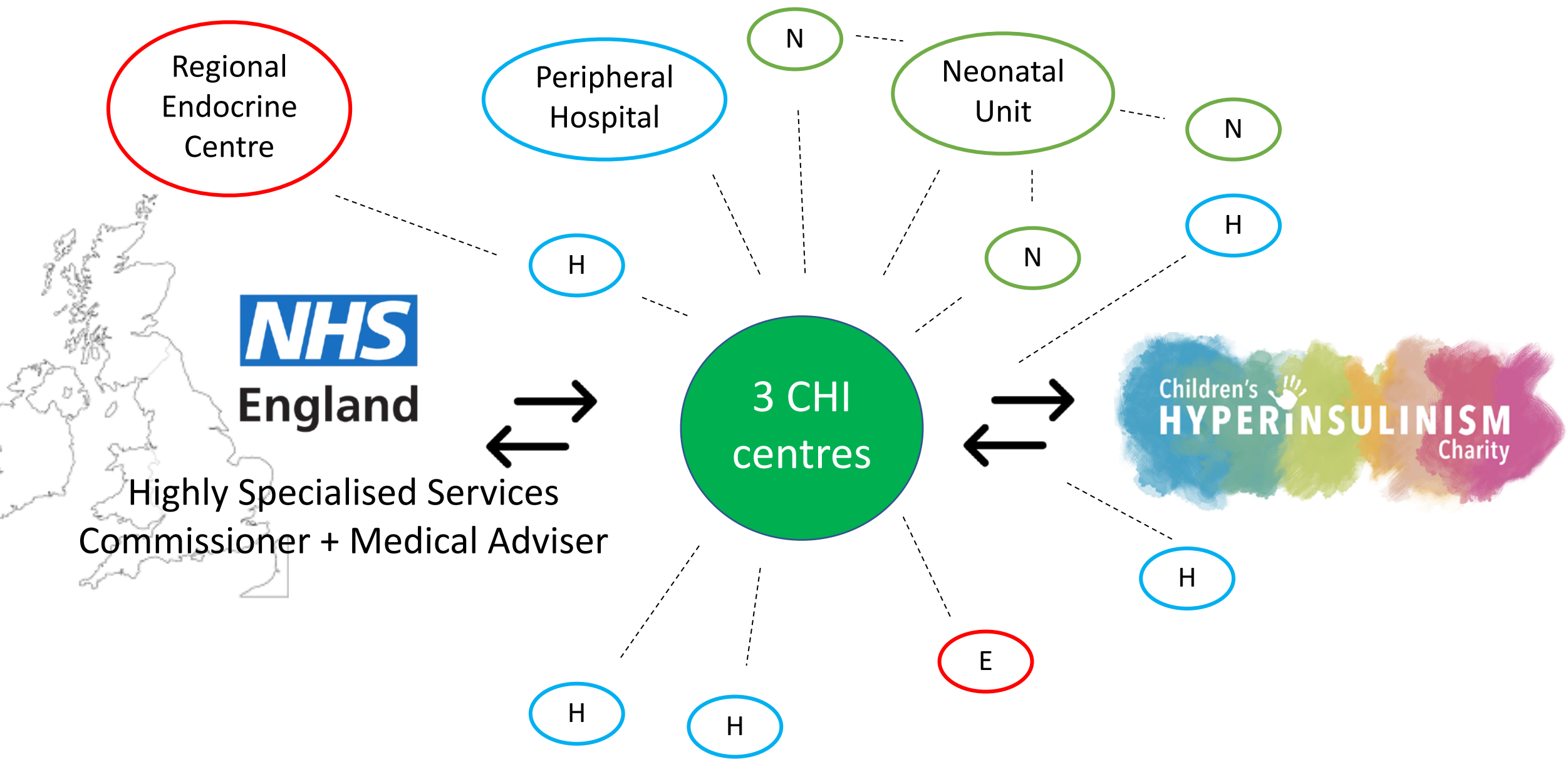
Service set up

- Combined service between Manchester (Royal Manchester Children's Hospital) and Liverpool (Alder Hey Children's Hospital)
- Congenital Hyperinsulinism services commissioned by National Health Service England (NORCHI + GOSHCHI)



Close knit supportive care





Centralised services in a collaborative network

Peer Review



Parent Feedback

Audit & Quality Improvement

Service Review by NHS England

Quality

Patient Experience

Service delivery



Patient Charity Feedback

Education & Training

Research

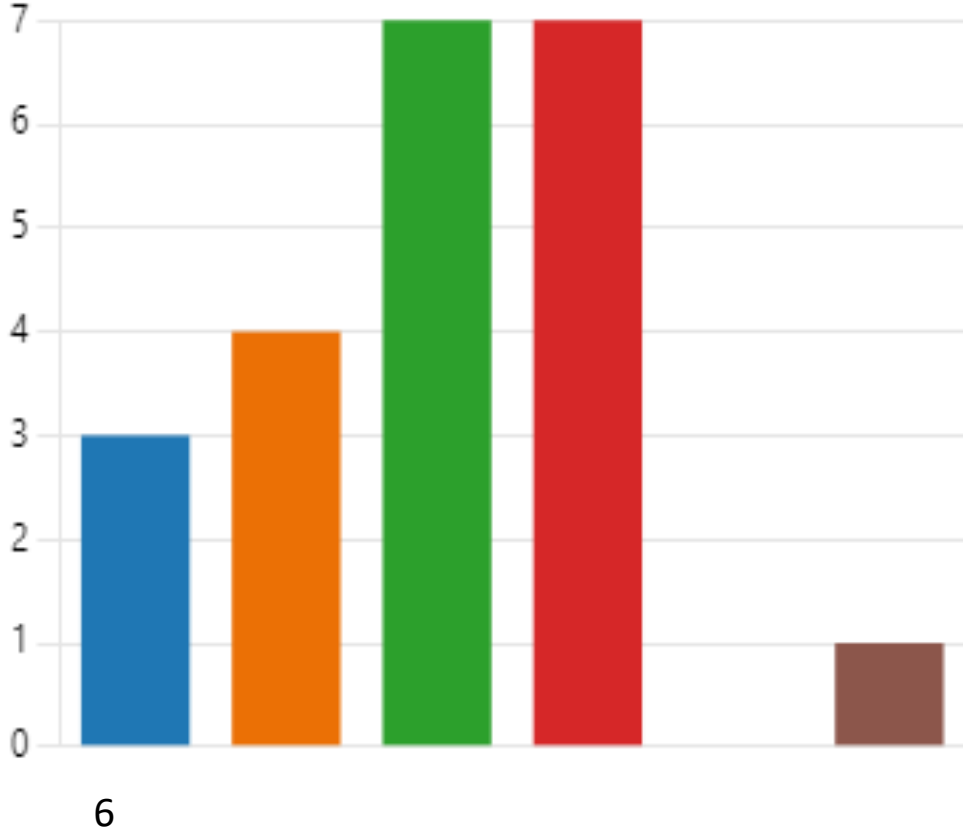
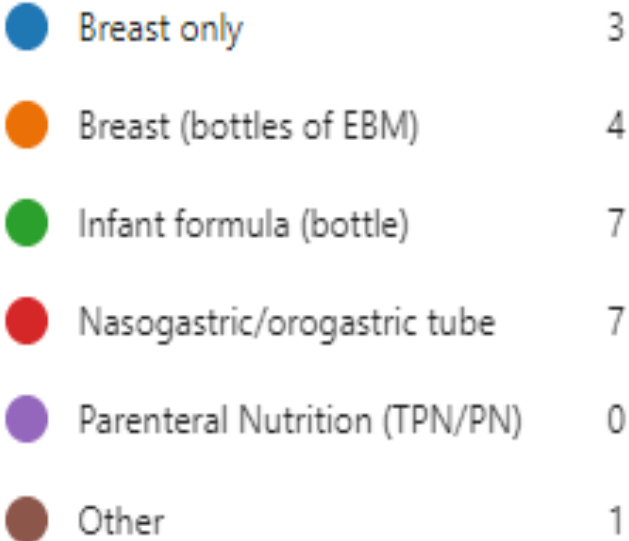
Stakeholder feedback

Quality through Audits

Feeding Intentions Audit

Dietitians

Karen Erlandson-Parry/ Ana Nikiforovski / Niamh Gilligan

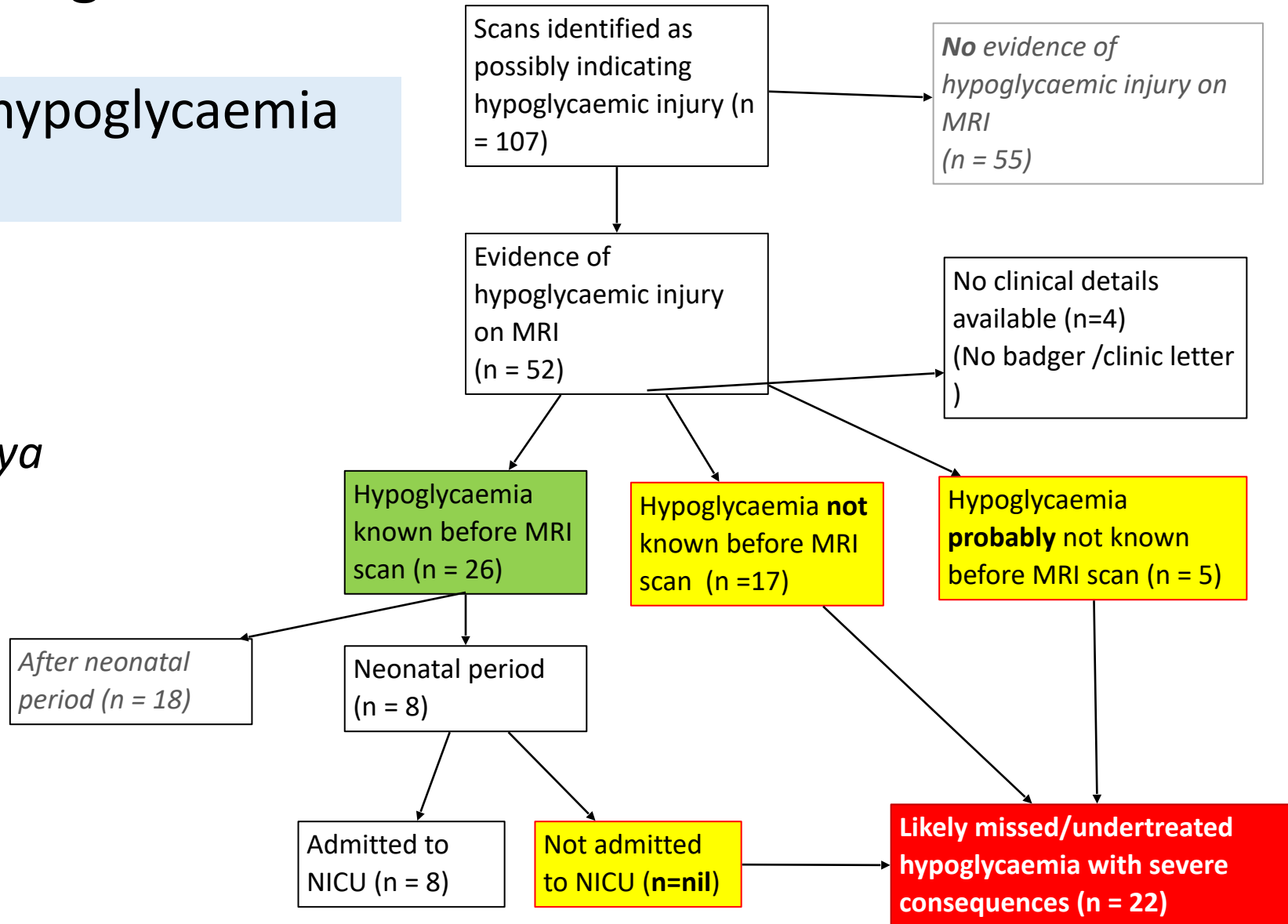


Quality through Audits

Brain MRI hypoglycaemia Audit

Fellows

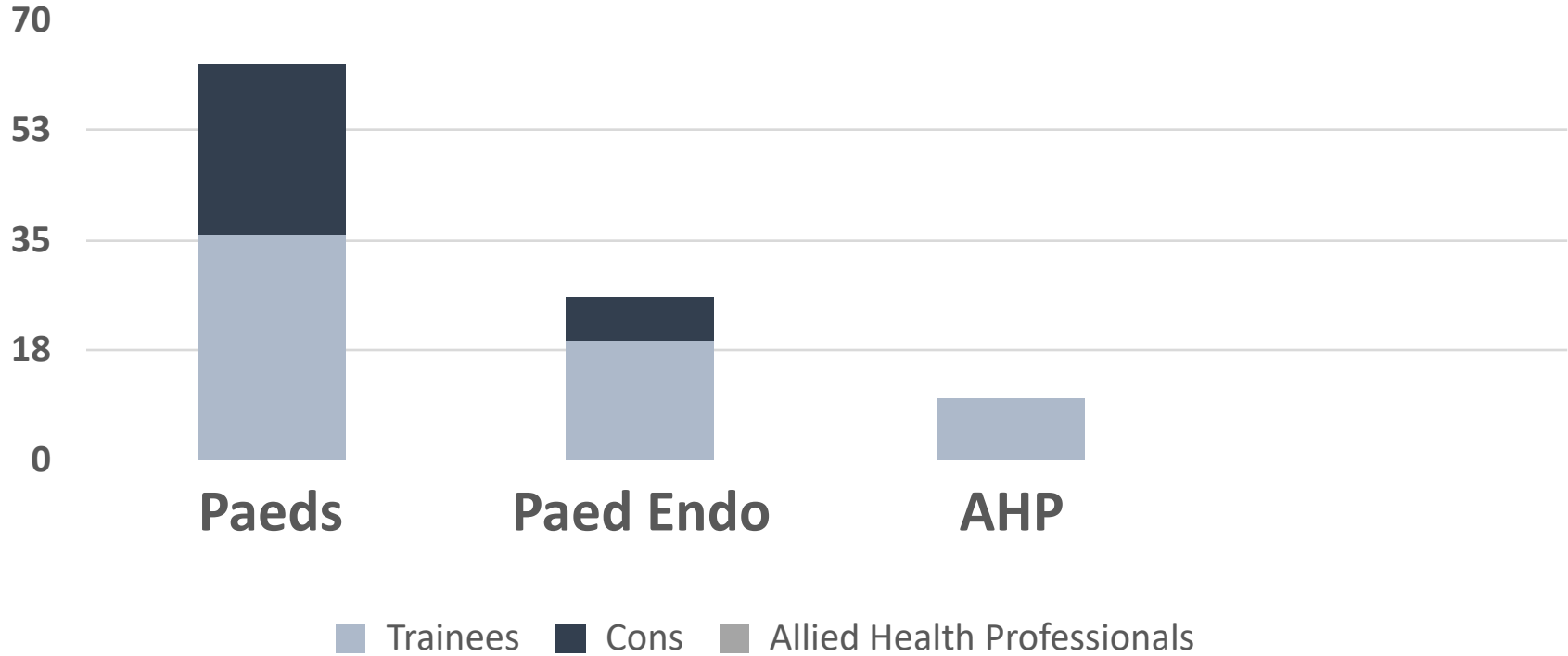
Chris / Ramya



Quality through Education & Training

Hypoglycaemia & Hyperinsulinism Study Day: 3 centres

Maria Estebanez
% attendees



Quality through Guideline Development



Accepted Review

Standardised practices in the networked management of congenital hyperinsulinism: a UK national collaborative consensus

ON TIME

Guftar Shaikh, Angela K Lucas-Herald, Antonia Dastamani, Maria Salomon Estebanez, Senthil Senniappan, Noina Abid, Sumera Ahmad, Sophie Alexander, Hima Bindu Avatapalle, Neelam Awan, Hester Blair, Roisin Boyle, Alexander Chesover, Barbara Cochrane, Annaruby Cunjamalay, Sarah Dearman, Karen Erlandson-Parry, Sarah Flanagan, Clare Gilbert, Niamh Gilligan, Caroline Hall, Jayne Houghton, Ritika Kapoor, Helen McDevitt, Zainaba Mohamed, Kate Morgan, Jackie Nicholson, Ana Nikiforovski, Elaine O'shea, Pratik Shah, Kirsty Wilson, Chris Worth, Sarah Worthington and Indraneel (Indi) Banerjee

Handling Editor:

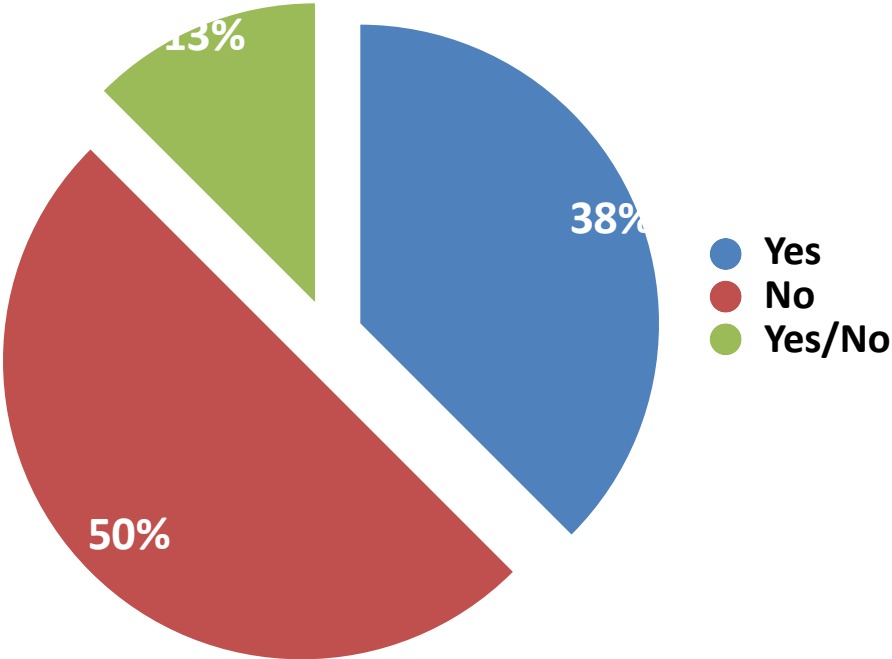
Fabrizio Barbetti

Patient Experience through Family Feedback

Virtual Clinic survey

Elaine O'Shea / Sumera Ahmad

Would you prefer face to face hospital appointments over virtual appointments?



“Great service, we have no complaints”

“Fantastic! Holistic care provided by CHI Nurses – Helpful with advice and guidance”

“Thank you for the support that has been provided by the Endocrine team and to keep up the good work!”

Patient Experience through Family Feedback

Parent Experience of Research in NORCHI

Sarah Worthington

Positive	Negative
Insight into trends/patterns of glucose levels	Frequent Dexcom uploads
Greater parental understanding of glucose changes with CGM	Inaccuracy of Dexcom
Research strengthened clinical management	Frequent sensor errors with Dexcom
Trial medication avoided need for subtotal pancreatectomy	Skin side effect of medication

Patient Experience through Family Feedback



<https://www.itv.com/news/granada/2023-08-30/family-visit-hospital-to-thank-staff-who-saved-their-baby-with-rare-condition>

<https://www.manchestereveningnews.co.uk/news/greater-manchester-news/within-hours-knew-baby-wasnt-27400760>

<https://open.spotify.com/episode/6OjinfUKRqp3zUGvBzKRvM?si=pY94Kt8YR8GJT0jnEK0Yyg&context=spotify%3Ashow%3A1Zuurv8AZFWti60ISXiDgz>