



## Evaluation for Investing in Children membership

### The Diabetes Clinic - Treetops/UHND

For the purpose of this evaluation I have facilitated a young people's diabetic group for the Diabetes Clinic in the University Hospital North Durham. In this report I will highlight the research carried out by the children and young people, the results they found and the suggestions they made.

**Evidence of dialogue and change** is provided by the improvements in the service.

In the beginning four young people met with Mary Ridley - Specialist Nurse, Colin Smith - Modern Matron and some parents to discuss what service was currently offered and how the service could be improved to better meet the needs of the children and young people who use it. After this initial meeting the group decided that they would like to give all children and young people who use the clinic a chance to have their say. Out of the issues they had discussed the group developed a questionnaire and sent it out to everyone on the clinic list. From this the group compiled a report and presented it to Mary Ridley on the 17<sup>th</sup> October 2007. Please see attached report.

The group visited Treetops Outpatients on March 12<sup>th</sup> to meet with Mary and Colin to discuss what changes have been made as a result of their report.

#### **Outpatients**

- Suggestion: "We would like magazines and comics, some for boys and some for girls."
- Action: Treetops Outpatients now has a subscription to the following magazines - C-Bebies, Beano, Mizz and a monthly Nintendo magazine.
- Suggestion: "We would like drinks to be available, sometimes we have to sit for a long time."
- Action: There is now a bottle of juice next to the water dispenser. Children and young people are able to help themselves.
- Suggestion: "We never see a whole film, can't we have cartoons so at least we can see the whole thing."
- Action: Cartoons are now being shown on the TV instead of the longer films.
- Suggestion: "The notice board is only for adults!"

- Action: the notice board has been halved to allow space for information relevant to the young people.”

It was agreed at this meeting that the young people in the group would keep the notice board up to date.

- Suggestion: “Need more activities for teenagers.”
- Action in progress: It has been agreed that a corner of the outpatients will be sectioned off for teenagers, a new adolescent bay. The plan is for a workstation to be made and a computer will be made available. Mary said “this will act as a natural barrier for toys.” (Childrens toys are already available in outpatients.)

**Age-Banded Clinics** - the young people discussed this issue and researched it. Children and young people expressed a range of views on this. However it has been agreed that in time age banded clinics will be tried at the clinic in UHND.

The young people from Bishop Auckland Diabetic Clinic who visited Treetops to look at the service already have age banded clinics and were able to recommend this change.

General Comments for consideration:

- Explore what psychological support is available for children and young people.  
**Action:** The PCT have bought in a self care programme called ‘Getting sorted,’ a peer mentoring course which will be piloted in Co. Durham and Darlington this year. The older young people from this group will be involved in the first sessions.
- Have a recording sheet of things to say in clinic appointments.  
**Action:** The group designed a diary sheet to be filled in before clinic appointments sheets that will give basic information to all the adults involved instead of the young person having to repeat. Sean Maplesden won a competition to name the files. The new name is Diab-Eazy. Well-done Sean.
- Better information on diabetes to be made available to children and young people and more information about pumps.  
**Action:** All children and young people are to have a diabetic file. This will contain relevant leaflets and cuttings from papers and magazines. It will have recording sheets for glucose meter readings and clinic sheets. Pump information is now displayed on the notice board and the criteria has now made them more accessible to any young person who wants insulin pump therapy.

Although some of the issues in the report have been addressed other issues highlighted by the young people are too big to deal with all at once. Some suggestions and recommendations affect not just the service the people receive in the clinic but deal with issues that children and young people face living with diabetes every day of their lives. Through further discussions, the sharing of contacts and resources it has been agreed that a Diabetic Reference Group will be set up to support children and young people in the area to be part of the wider debate with the Diabetic Network. It is hoped that this group will deal with some of the outstanding issues raised. Such as:

- Training for staff in schools
- Share information about national standards
- Have an open day for friends family and school staff

**The Transition Clinic** at UHND is already well established. This was an idea that developed over a period of time through discussions with older young people who used the clinic. When a young person turns 16 they are offered diabetic services in the Transitions clinic, which in turn prepares the young person for the adult clinic when they reach 18/19. This has proved very successful at UHND. It is jointly staffed from children's services and adult services offering clinical review and topical education sessions.

### **Conclusion**

This membership application has achieved much more than it originally set out to do, through a co-ordinated approach and the changing of most children services, discussions have gone beyond the usual. The Diabetes Clinic offered in Treetops Outpatients has changed and everyone involved has been committed to improving the service. As demonstrated in my report this is to be an on-going discussion between the services, children, young people and Investing in Children. Treetops already has a good relationship with Investing in Children and dialogue and change is already part of the process in the ward, but as Mary said, "this benefits all the children and young people who use outpatients."

Kirsty said "I think it's good, it's changed a lot since the last time I was here."

Caitlin said "It's improved, it's really good."

### **Positive Comments from the questionnaires:**

"Mary is really good and keeps us informed, we mostly meet with Mary."

"We like the days out – when they happen."

"We enjoy meeting with other children & young people who have diabetes."

The children and young people in the DG - Diabetes Group, Lewis, Sean, Christopher, Caitlin, Chloe, Ryan, Kirsty, Shaun and Rachel agreed this report on Thursday 17<sup>th</sup> April 2008 and therefore it is with certainty that I would like to recommend on their behalf and all of the young people involved in this process that the Diabetic Clinic - Treetops UHND does receive its Investing in Children membership.

**Helen Mulhearn**  
**Investing in Children**  
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