

GH Paediatric Diabetes Project

Consumer/Carer Survey



Presented by
Madeline Slater
Project Lead
Clinical Innovation and Development team
Grampians Health

GH Paediatric Diabetes Project - Overview

Purpose

Service Review
New Model of Care

Scope

Paediatric (<18)
Type 1 Diabetes Mellitus
GH Ballarat region

Funding

Jan- June 2024
Better @ Home

June 2024 - June 2025
GH Primary & Community Care

Key Identified Service Gaps:



Nil Formalised Model Of Care / Best Practice treatment guidelines



Growing patient population – challenges accessing specialist care



Lack of systems for organisational oversight



Workforce Deficits



Challenges accessing and reporting patient data



Suboptimal Health Outcomes + Significant Burden of Disease

Project Process:

Phase 1: Commissioning



Phase 2: Diagnostics



Phase 3: Solution Design and Implementation



Phase 4: Evaluation and sustainability



Carer/Consumer Survey – QA project



Parent/Carer Consumer Survey Ballarat Paediatric Diabetes Service Grampians Health

This is a survey for Parents/Carers of children who receive care from the Ballarat Paediatric Diabetes Service at Grampians Health (GH).

You have been invited to complete this survey as you are listed as the Parent/Carer of a child who receives diabetes care from this service. The survey will take approximately 5-10 minutes. Information from the survey will be used for the purpose of understanding the experience of consumers with the goal of improving the service.

This survey is voluntary, and all feedback will be kept anonymous

Your care and the care of your family will not be negatively impacted by your responses.

This survey is part of a larger project that seeks to understand and improve the current service.

If you have any questions, concerns or if you would like to request a copy of the report of this survey upon completion please contact the project lead Madeline Slater on 0438 146 032 or Madeline.Slater@gh.org.au



Results:

60%



Requested ↑ access to clinicians

25%



Requested ↓ wait times while attending appointments

Additional key feedback:

Requests for psychology support and telehealth

Concerns re: inconsistent diabetes care

Overall positive feedback regarding clinicians within the service

Looking forward

Phase 4: Evaluation and sustainability

Partnering with Research



Aim:

To measure the impact of the New Model of Care upon HBA1c, reported carer/consumer experience + staff feedback

Purpose:

Guide QI + Ethics approval + Share findings

Questions?

Madeline Slater

Project Lead - Paediatric Diabetes Project
Clinical Innovation and Development Team
Grampians Health

 0487 046 978

 Madeline.Slater@gh.org.au



Thank you



grampianshealth.org.au