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| **GOAL:** *(Specific, Measurable, Achievable, Realistic, Time-limited)* | To improve the recording of patients with type 1 and type 2 diabetes who receive a flu vaccination from 42% to 45%  |
| **TIME FRAME:**  | *Start by 20/04/2020* | *Finish by: 01/08/2020* |
| **MEASURE:** | PIP QI dashboard provided by the Phn |
| **STARTING POINT:***Background information**Initial discussion* | *Who will get things started?* Lyndall the nurse*How is the owner or principle engaged?*The practice manager is supportive of all research required and allows the time to facilitate the changes required to meet this PIP QI |
| **IMPROVEMENT IDEA:***Engage team**Brainstorm ideas**Decide which idea* | *Team meeting? Team Poll– tea room sheet asking for ideas, digital polling tool?**Who decides?*This topic was discussed at a COVID-19 meeting between all staff (nurse, doctors, reception)- Run cat 4 tool to search for all patients coded with type1 and type 2 diabetes so they can be contacted to see if they are interested in getting a flu vaccination- Haver reception take the names and numbers of patients that ask us for a flu shot prior to getting them in- Up date Facebook page, website and noticeboard with information stating we have the flu vaccine in stock and are running clinics so the patients can make a booking if they haven’t yet been contacted- Run a flu clinic with a nurse and a doctor to rather than have patients booked in sporadically to help everything run smoothly and get through a large volume of patients- Have all appropriate PPE for flu clinic available |

Step One: Consider the Change Management

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| **WHY will we do this?****What difference will it make?** | **Importance of doing this***See QI starters for more information***Team Score10/10** |
| Understand the depth of the team’s motivation to overcome the problems as they arise, complete the change and sustain the change. The stronger the motivation, the greater your likelihood of success. *See QI starters for more information* |
| **What difference will this idea make to patients?**Vaccinating an at risk group will help to protect them and prevent complications |
| **What difference will this idea make to clinicians?**Holistic care is being provided to an at risk category of patients. Getting our diabetic patients into the clinic means we can also do a diabetes cycle of care and see if they require an HBA1C while they are with us. Offer health coaching as needed.  | **Confidence we will succeed***See QI starters for more information***Team Score****8/10**Patient compliance may affect this PIP QI in succeeding  |
| **What difference will this idea make to the practice?**Revenue for the clinic |
| **What difference will this idea make to the health system?**Keeping diabetic patients healthy and safe takes a big strain off the hospital system financially. Preventative health is better for the patient and the health system.  |

Step Two: Planning-Testing-Analysing

|  | **PLAN THE TEST** | **RUN THE TEST ON A SMALL SCALE** | **ANALYSE RESULTS AND COMPARE AGAINST YOUR PREDICTION** |
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| **START TESTING** | **Who will do what, when and by when?**- Reception staff to book patients in for the flu clinic- Doctor to consult with patient then send straight out to nurse for injection- Practice Manager organising flow of patients from waiting area into doctors room and then alerting them when their wait time is up- Nurse/reception to clean all areas during and after each flu clinic**What data, who and how to collect?**Review of the Pen Cat data | **Start date of test**20/4/2020**End date of test**30/5/2020 | **Results**- Great outcome running the flu clinic, patients happy at how things went. - Very organised with a good flow.**Problems? Need more steps? Keep testing (below)**- Doctors taking to long with consults as patients wanted to discuss things other than flu shots. |
| **KEEP TESTING – FIX PROBLEMS OR TAKE ANOTHER STEP***Delete if not needed and go straight to Rollout to Business as Usual* | **Who will do what, when and by when?**Reception staff to advise patients that the flu clinic is for flu vaccines only and will not involve a long consult for any other issues | **Start date of test**21/4/2020**End date of test**21/4/2020 | **Results**Problem solved – quicker doctor consults kept the flow through the flu clinic running smoothly.**OR ready for rollout? Go to ‘Business as usual’ (below)**Ready to roll out |
| **ROLLOUT TO BUSINESS AS USUAL** | **Who will regularly do what, when and by when? How will you maintain your improvement (what is your plan B if staff are on leave, etc)?** Awaiting Pen Cat data to check statistics. Lyndall the nurse to follow up.Reception to follow up if Lyndall is awayWe find compliance low with our diabetic patients but hopefully during COVID 19 they see the added importance of vaccinations. **What data will you collect to review your progress?**Pen Cat data**Results:**We have increased recordings from 44.2% in 2019 to 55.7 % in 2020, **an 11.5% increase** |