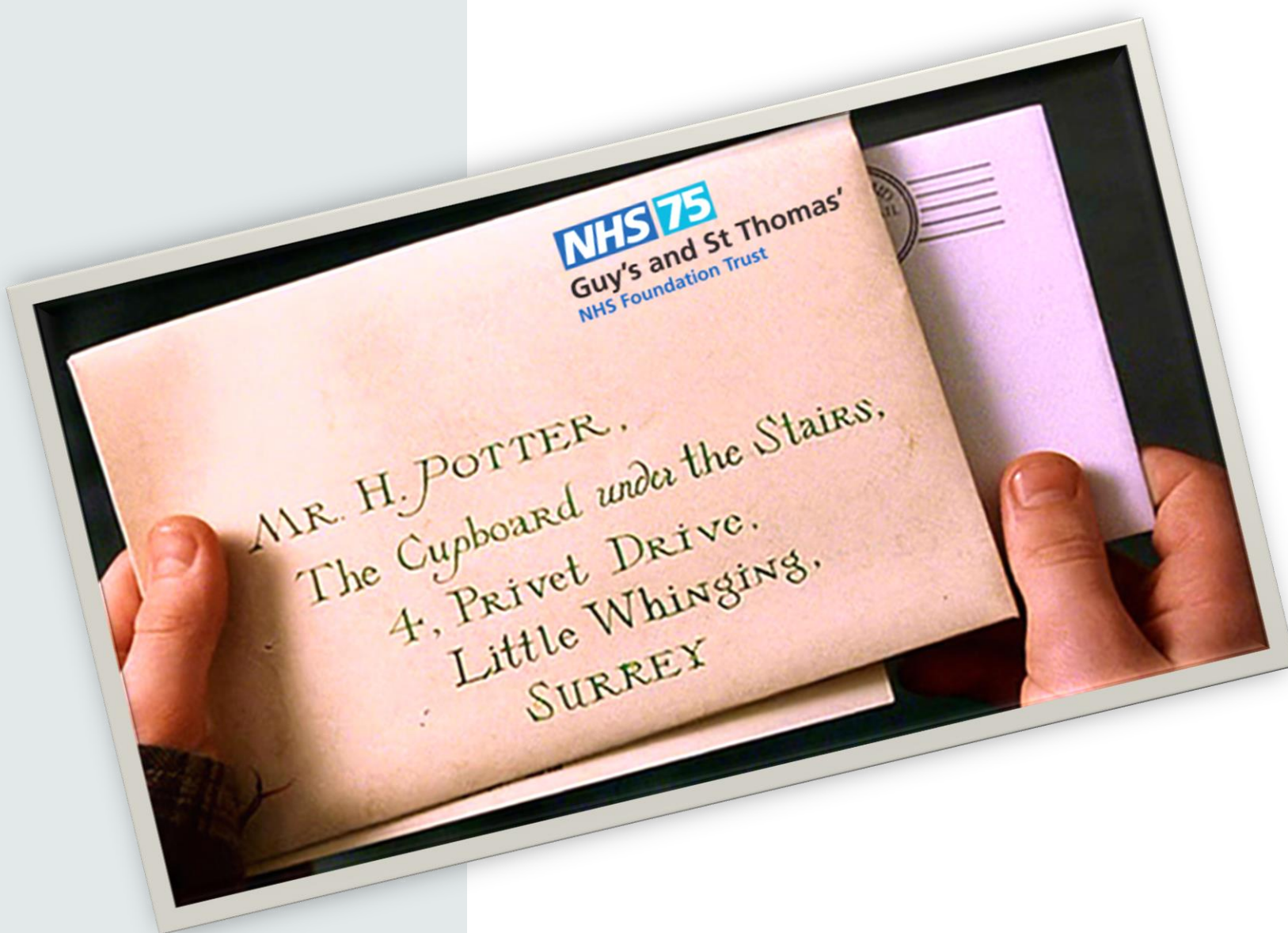


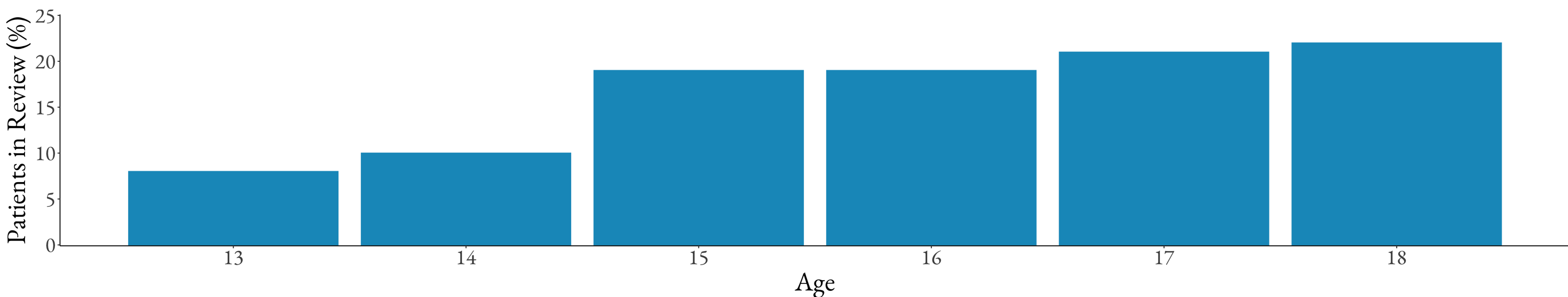
Persistence Pays Off For Paediatric Attendance

Louise Batten & Lucia Manili

The Problems



- ❖ 78 paediatric patients, aged between 12 and 18 years, **missed all appointments during the 2022/2023 screening year** (10.9% of the South East London DESP paediatric cohort)
- ❖ Each patient was invited by letter three times and sent multiple text reminders
- ❖ The prevalence of non-attending patients increased with patient age



The Investigation

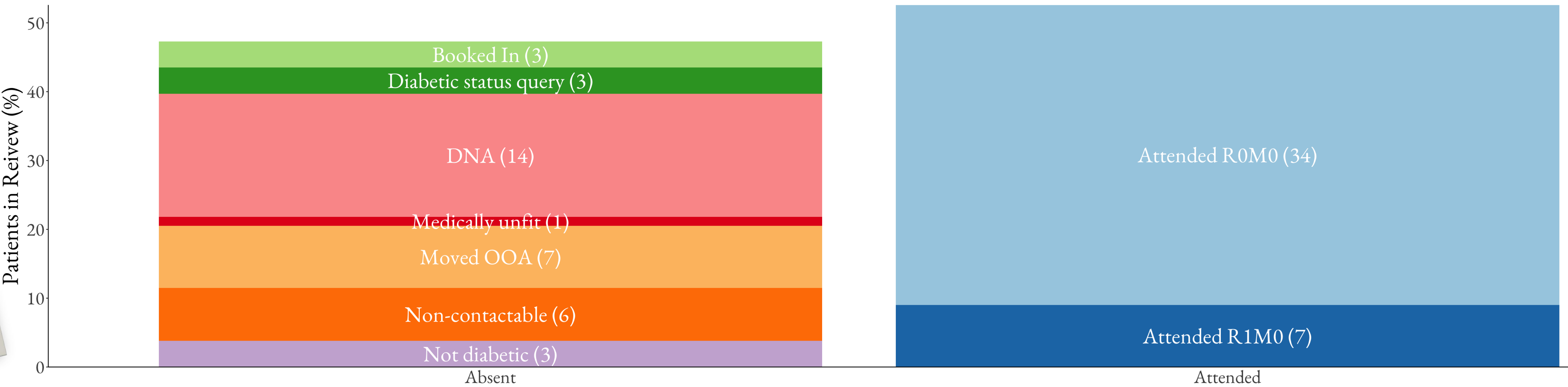


- ❖ We sought to understand the barriers to screening and improve uptake in this cohort
- ❖ A screener-grader (who has lived experience of type 1 diabetes) persisted to make phone contact with these patients/parents/guardians:
 - ❖ They discussed the non-attendance and noted the stated reasons, e.g., not believing the diabetes diagnosis, school/work commitments, and short-term illness
 - ❖ Where possible a new appointment was booked that fitted the family's schedule
- ❖ Other mitigating factors such as diabetes status queries, or the child no longer living in the family home led to follow-up calls to the relevant teams, i.e., the GP or social services
- ❖ A tracking tool was updated to follow the patients through the pathway (from phone call to attendance outcome), so that progress could be regularly reviewed

The Outcomes



- ❖ A personalised approach to engaging with this cohort **improved attendance by 54.6%**
- ❖ Attendance was aided by offering Saturday or evening appointments



- ❖ **20.5% of the patients who have since attended were found to have R1 pathology**, compared to an average of 0.3% in the whole 12 to 18 age group. This suggests that young patients who frequently miss appointments are not accessing the same level of diabetes care as their peers
- ❖ Safeguarding concerns regarding diagnosis denial, and refusal to book appointments were raised with the relevant care teams to help improve education and access for the patients