Achieving an Equitable Service: Increasing Access to a Multi-Professional Low Clearance Clinic

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BACKGROUND

- Patients with advanced renal failure (GFR <20) have increasing needs for education and support to help ensure informed decision making
- A dedicated and multi-professional “Low Clearance Clinic” has been available in the Poole area since February 2015
- We believed it would be beneficial to facilitate an expansion of this service to cover the entire Dorset Renal Service population

AIM STATEMENT

To improve the care of and increase satisfaction among renal patients with GFR <20 by increasing access to dedicated, multi-professional low clearance clinics

PROJECT DESIGN

- Process map for LCC in all areas, assess differences
- Driver diagram and stakeholder analysis
- Patient experiences assessed with Experience Based Design questionnaire
- Patient and staff stories collected in face to face interviews
- Stakeholders informed and engaged using public narrative approach

CHANGES MADE

Creation of separate “low clearance list” within the existing Dorchester and Bournemouth General Nephrology Clinics
Direct dietitian and Specialist Nurse input made available at these clinics
Clinics populated by identification of patients with GFR <20 on renal unit database

OUTCOMES

LESSONS LEARNED

- Too much time spent on deciding how to measure patient satisfaction, possibly wrong tool used.
- Undervalued the power of patient stories / qualitative methods in pursuit of quantitative results
- Use of Pareto chart would have helped focus the need for specific changes
- Aims may have been too vague, or insufficiently focussed.
- Failure to engage stakeholders early enough
- Further work to focus on SMARTer assessment of patient activation (PAM)