

REASON WHY?

The team wanted to use an opportunity to ask families at two Engagement Events for ideas of how to improve the Dietetic service provision to Children and Young People with Diabetes. An annual review must be offered but engagement with this is poor and not meeting the targets for annual review appointments.



To engage with families and young people by October 2023 as evidenced by ideas generated at the engagement events

PLAN

The plan was for the team to attend existing engagement events run by the local Diabetes family support group and funded by Diabetes UK.

At the events the team wanted to engage with families by using the 7 ways ideas generation techniques with people to generate specific ideas about how they engage with the dietetic service.

DO

Two Saturday morning sessions were attended, one in Shrewsbury and the following week in Telford.

The dietetic team had a stand with activities for children to engage with around healthy eating and carbohydrate counting. A flip chart stand was provided with questions written on it along with post it notes and pens.

In Shrewsbury, the flip chart was placed across the room from the dietetic stand (to avoid people feeling pressured to answer) and when speaking to families they were encouraged to give their views. However, overall attendance was low (6 families) and only one comment was left.

At the Telford event the flip chart was moved to the dietitian stand to encourage people. Attendance was better (15 families), and there was more engagement but still only 4 comments were left.

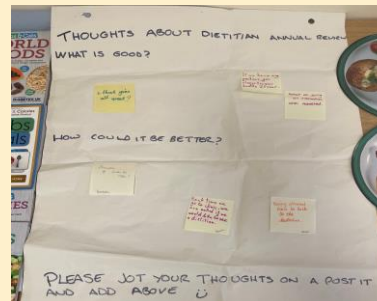
Families were asked for their thoughts about the dietitian annual review. "What is good?" And "How could it be better?"

STUDY

The technique wasn't as successful as hoped. In total only 5 comments were left, and most of these were complimenting the service.

Useful comments were about being offered to see the dietitian at each clinic appointment and having guidance about how to use the follow up sessions (for example: prompts for topics to ask about)

The turnout for the whole event was low, and engagement in the activity was poor although improved with discussion and explanation of what the team were hoping for from the exercise. The questions were kept simple for ease of completion.



ACT

We would have to **ADAPT** the technique as it was more successful at PRH where the flip chart was next to the stand.

In order to get better engagement would need to have proper conversations with people rather than asking/ expecting them just to put ideas on a post it note.

Next Steps

There is still ongoing work to look at how we can increase engagement with the dietetic service for children and young people with Diabetes.