



Quick Access for Diabetes

Ipswich Diabetes Service

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Quick Access

- The Ipswich Diabetes Service provides quick, easy access to specialist diabetes care from a multidisciplinary diabetes team

Quick Access Clinic – Ipswich Diabetes Service



Issues

- High percentage of people with diabetes in Ipswich area
- Time-consuming referral process
- High referral rates resulting in waiting lists
- High FTA rates despite confirmation process
- FTA impact on staff morale
- Low contemplative 'state of change' of patients

Review and Outcome of Issues

- Patient survey to identify reasons for FTA
- Mapped and streamlined referral and triage process
- Identified need for after-hours access
- Provide patient choice with access to a responsive, single point of entry service
- Value-adding to care — multidisciplinary team input at single appointment

Considerations

A Quick Access Clinic requires:

- Resources to staff an after-hours clinic
- Flexible staff rostering
- Flexible scheduling to support a drop-in concept
- Ideally, a shop-front where care is more accessible for the public

Considerations

- Multidisciplinary clinician teamwork to meet patient demand
- Expect the unexpected coming through the door
- Access to Medical Officer support
- Change-management processes

Key principles

- Multidisciplinary service including AO support
- Evidence-based protocols
- Conveniently located clinic
- Drop-in concept — no need for an appointment
- After-hours access
- Responsive — dedicated Quick Access staff

Key Principles

- Care pathway with individualised packages of care
- Strong GP engagement with consultation and feedback
- State-wide Diabetes Clinical Network approved triage categories applied
- Patient-focused with high standards of care

Benefits

- Patient's emergent issue addressed at the point of entry
- Focuses on patient need and choice
- Promotes self-management principles in chronic disease
- Improved access to services
- Improved FTA rates
- Reduced wait times