

Paediatric Dietetic Phone Clinic Service



Methods

- Questionnaire developed & sent to patients who attended an appointment in dietitian led clinic between 16th March and 6th July 2020
- Letters sent with hard copy of questionnaire and SAE / link to complete electronically
- Paper returns inputted into the Trust database by the Dietetic Support Worker
- Patients seen in MDT clinics were not included

Results

- 56 responses received (18% response rate)
- Appointment Type Preference during lockdown – telephone
- Appointment Type Preference after lockdown – mixture of telephone and face to face
- Extremely positive comments regarding the telephone clinic service

Aims and objectives

- To investigate patient/carer experience of the paediatric dietetic phone clinic service
- To determine patient/carer's preferred method of assessment during and after the COVID-19 pandemic

Measures

- Quality of service – expected time, clarity of call, information received in advance and afterwards
- Appointment preference during and after lockdown
- Potential limitations of each appointment type (telephone, video, face to face at hospital, face to face closer to home, combination, other)

Conclusion

- Patients expressed satisfaction with phone service during COVID-19 pandemic
- Technology was not a limiting factor for patients surveyed – having other children was reported as a barrier to attending face to face appointments
- In future, there is a strong preference for a combination of appointment types depending on the needs of the child

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