

# What does it take- Our microsystem & the ingredients we need to

## **Deliver Excellence Today and in the Future**

A session and conversation benchmarking where the teams are in relation to key standards and metrics and describing what has changed since starting the Programme.

- Our Shared Purpose.
- The Professionals in our team and relationships we have built
- The Patients we are focused on and how their care has changed
- The Patterns we have found in our service and how this has informed our changes and improvement plans
- The Processes we have adjusted, added, improved including how and the results so far

‘What we now know makes a difference to experience, personal control and outcomes for Children and Young People with diabetes’

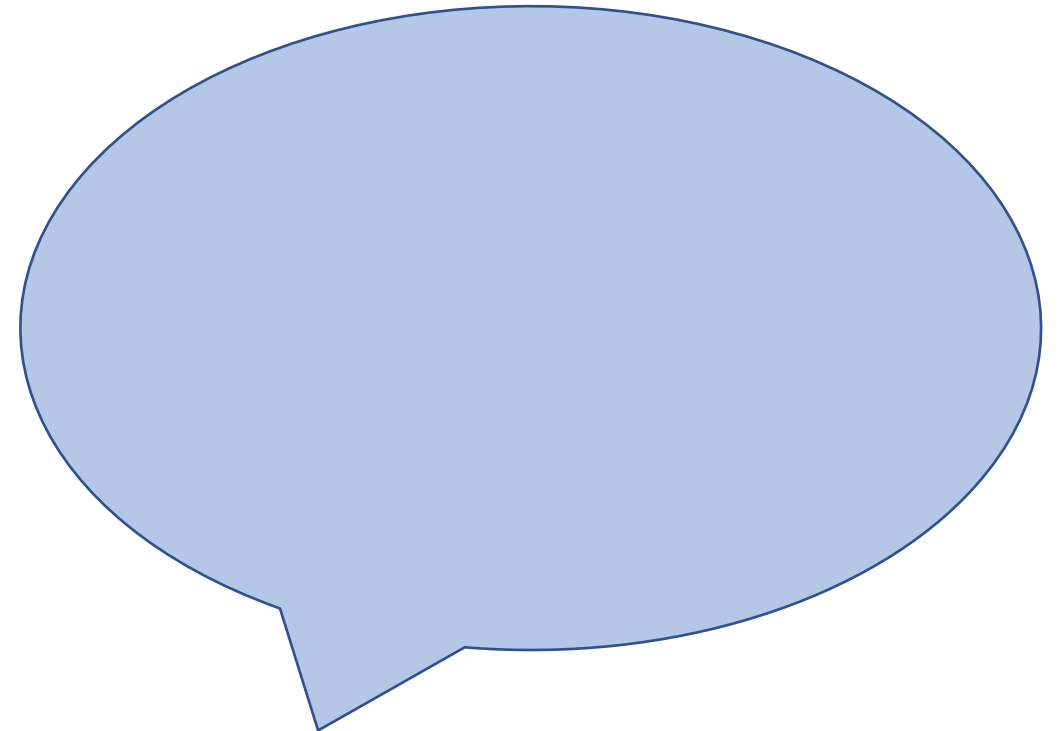
# Purpose

- How we started ?
- What we could have improved on ?



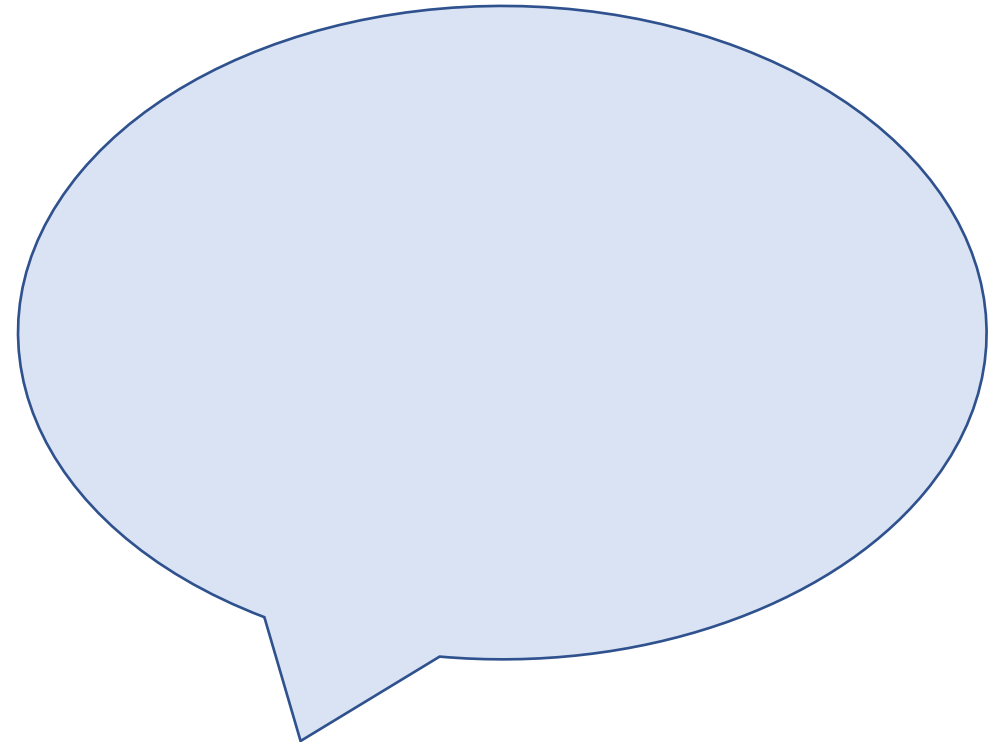
# Professionals

- Who we were to start with
- Who we should have included/  
spoken to at the beginning



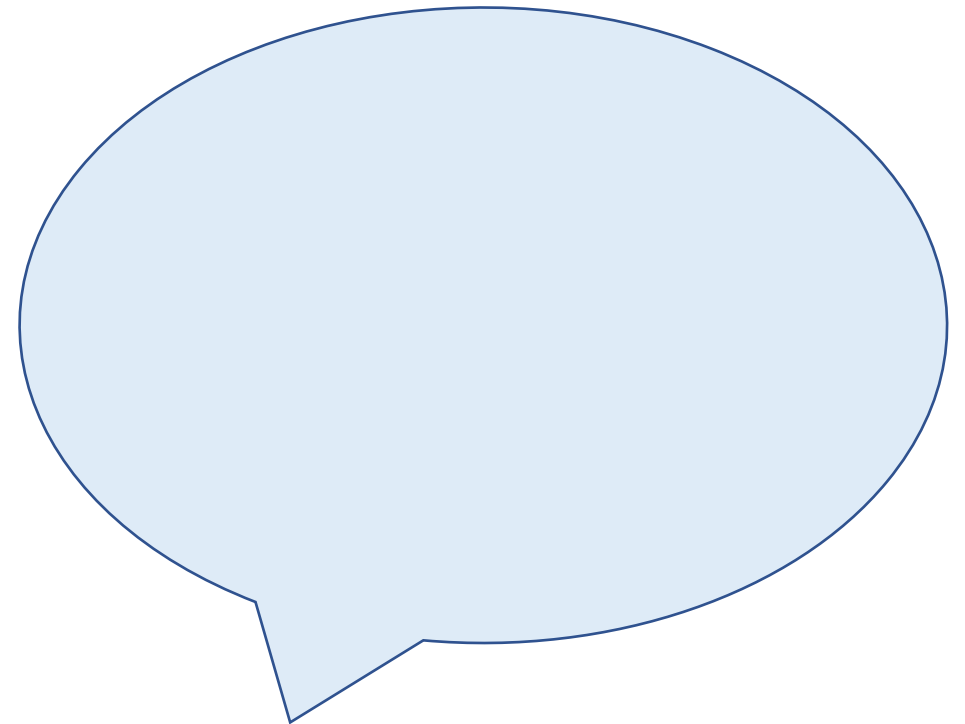
# Patients

- Who we focused on and how we did it
- Who we should have focused on and how we could have made more progress sooner



# Patterns

- How did we think about the care we give in a systematic way
- What would we want to explore if we started again and how would we do it?



# Processes

- Did we explore the right ones in the best way?
- What we would do differently if we started out again?



# Lessons we have learnt

How to make improvements happen in a complex and busy work place

Reflect on what would have been a good idea and build it in next time

1. Building the PURPOSE together
2. Involving all the professionals and related staff in thinking through and sharing ideas to improve our days work and outcomes and experiences for patients
3. Selecting a group of patients to start our improvement ideas with and listening to their feedback
4. Always asking questions on how and why rather than what and who
5. Breaking down the days work into small segments and processes that we can alter without causing chaos so we learn in small steps what works and what doesn't work as well we thought it would