

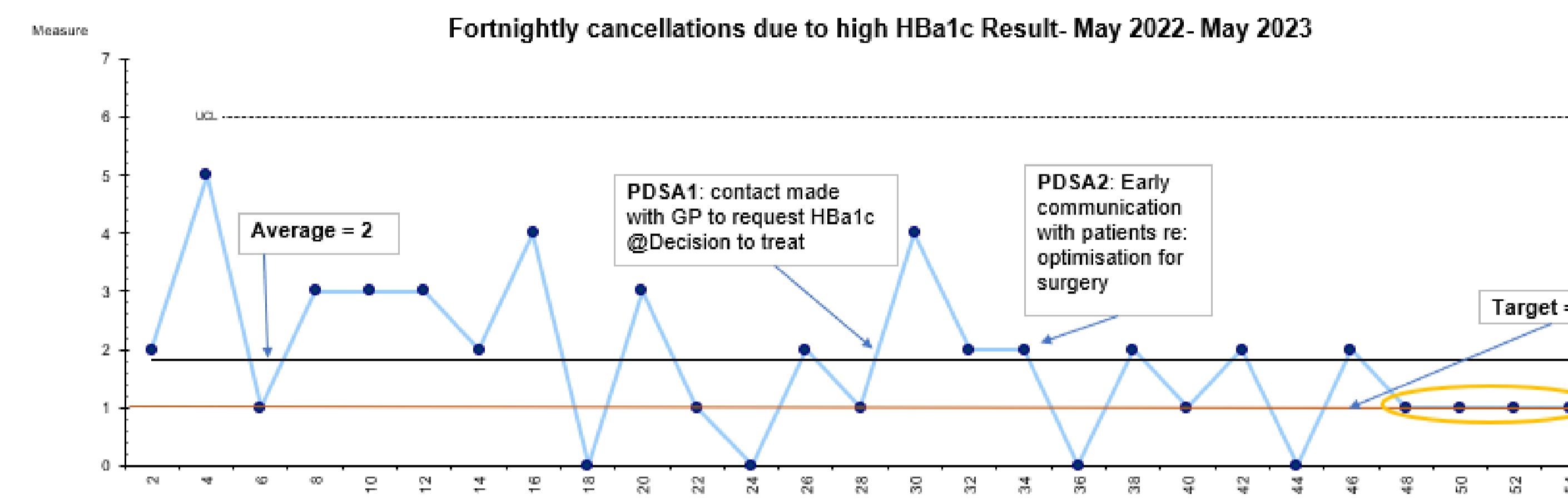
## Introduction

**Problem:** We are having a number of surgeries cancelled due to HbA1c levels being too high. This means poor patient experience. A patient is referred from GP to surgery, 18 week wait. HbA1c only checked at pre-op at which is at short notice 2-3 weeks before surgery. Results are then out of normal range and surgery is cancelled. Nurses inform the patients and have reported patient experience is low with verbal complaints noted.

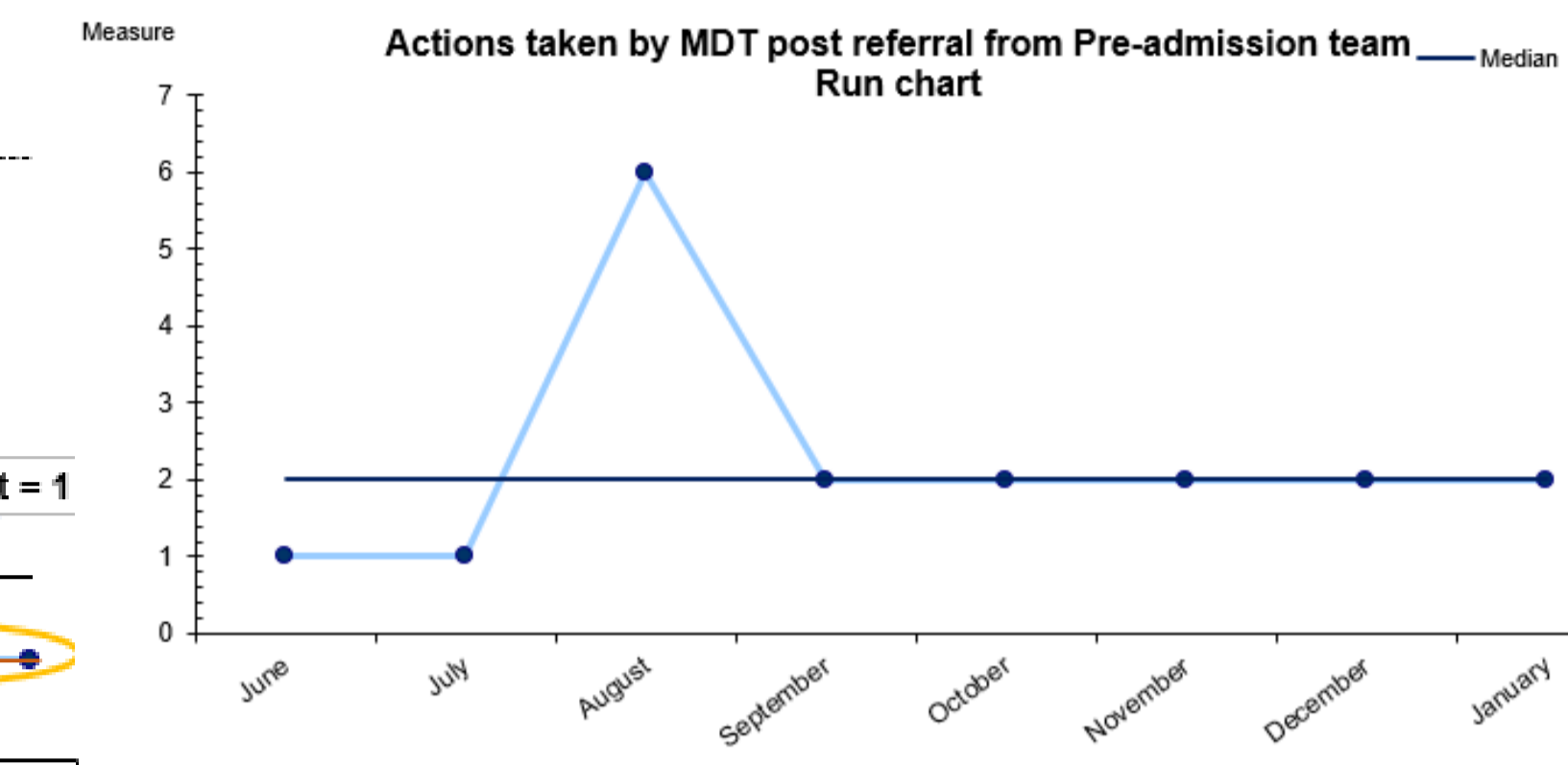
**Rationale:** POA staff to request Hba1c blood test at Decision to treat, while still waiting to be dated for surgery. Any raised Hba1c of more than 69 to be escalated to GP's for early optimisation. This will result in reducing the number of cancellations by at least 50% and improve patient experience.

## Impact

### Outcome Measure



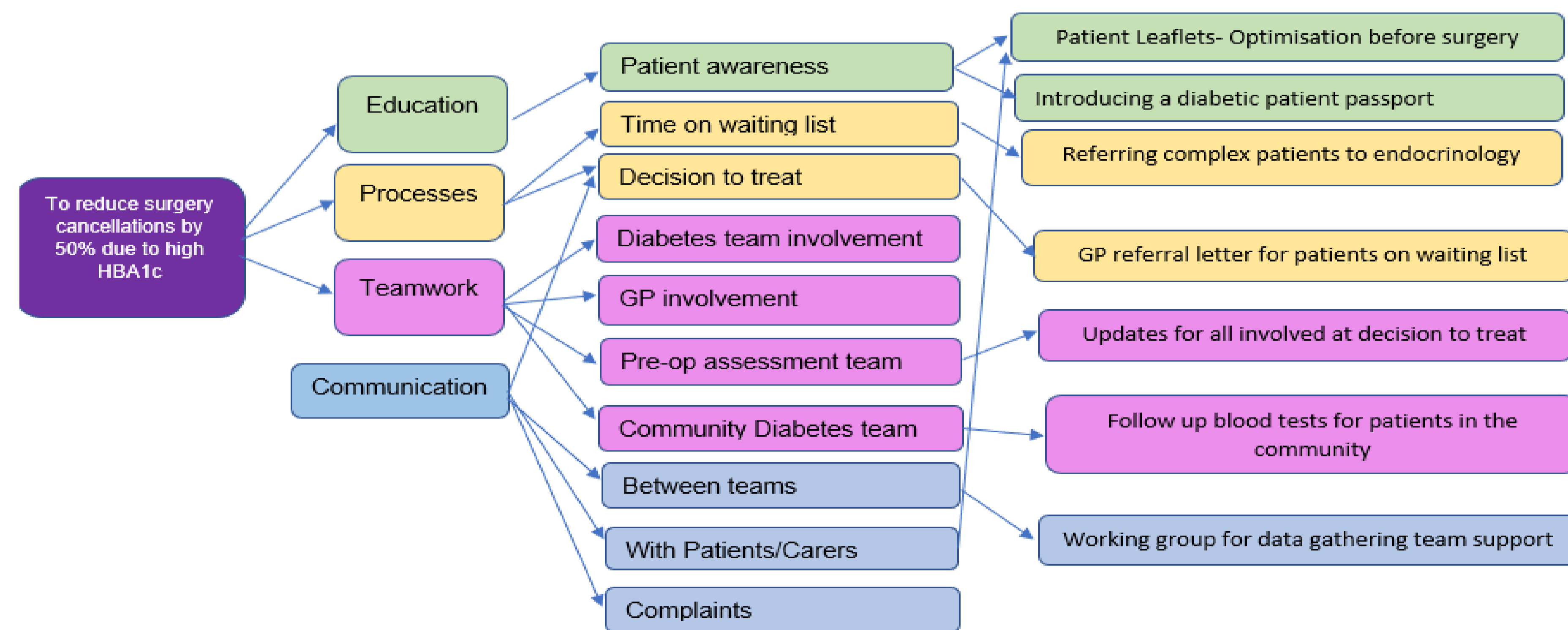
### Process Measure



## The approach Project aim

To reduce the number Elective surgery cancellations due to high HbA1c levels by 50% (1 per fortnight) by December 2023 in pre-op assessment

### Driver diagram and change ideas



## Leadership learning

- I have grown in confidence and ability to communicate effectively in my day to day work and role and people management
- More assertive in getting team involvement with the change idea.
- Used Coaching skills learned from this course in engaging every team member.
- Improved my communication skills and learned the benefit of setting time lines
- I have learned about PDSA's. Taking small steps in achieving bigger goals.
- Ability to collaborate with stake holders and getting involved in decision making in improving patient pathways in relation to pre-op diabetic patients and in general.

### KEEPING WELL WHILE YOU WAIT FOR YOUR OPERATION

#### A GUIDE FOR PEOPLE LIVING WITH DIABETES

The COVID-19 pandemic has understandably caused some delays to operations. You can use this time to get your mind and body into the best possible condition for your surgery.

Any improvement you make to your health can reduce the amount of time you have to stay in hospital, reduce the chance of you having complications or infections from your surgery, and speed up your healing time.

Throughout this leaflet, further information can be obtained by clicking on this symbol.

Here are our top 5 things to focus on:



This guide signposts people living with diabetes to useful information from Diabetes UK and NHS England.

It has been produced in association with Consultant Diabetologist Professor Gerry Rayman, diabetes clinical lead for the Getting it Right First Time (GIRFT) programme.

Leaflet design and content by Emma Page, Rose Stewart and Nico Zin.

### HEALTHY GLUCOSE IMPROVES SURGERY OUTCOMES AND AIDS RECOVERY

Getting your blood glucose into a healthy target range will improve your surgery outcomes and help your healing time.

It is normally recommended that your HbA1c should be 8.5% (69 mmol / mol) or less before your operation – the lower, the better.

Your doctor or diabetes nurse can help you set optimal blood glucose targets.

HbA1c more than:

69 mmol/mol OR 8.5%

TOO HIGH FOR SURGERY



Diabetes UK Checking Your Blood Glucose and Target HbA1c Levels

## Next steps

- Continue with blood tests at Decision to Treat and regular follow-ups
- Use of envoy messaging for blood test reminders to achieve 100% compliance
- Liaise with Diabetic team to introduce a diabetic patient passport

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