The new clinic design improves parental satisfaction in care. In the future we hope to expand to provide a nurse led clinic for some issues, and enhanced community support.

A Multidisciplinary Tracheostomy Clinic including ENT Surgeons, Respiratory Physicians and all relevant Allied Health Care Professional Teams resulted in an improved quality of care, and satisfaction as reported by parents.

Aims
1. Assess parental satisfaction with the current multidisciplinary Tracheostomy clinic (ENT and Specialist Nursing)

2. Assess parental satisfaction with expanded clinic also involving Respiratory Physicians and Speach and Language Therapists.

Methods
1. Funding secured for 3 month trial of Speech and Language Involvement in MDT clinic.

2. Paediatric Respiratory Consultants availability arranged.

3. Qualitative and Quantitative assessment of satisfaction measured by pre and post appointment survey.

Results

<table>
<thead>
<tr>
<th></th>
<th>Pre-clinic</th>
<th>Post-Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction</td>
<td>9/10</td>
<td>9/10</td>
</tr>
<tr>
<td>Feeling of improved care</td>
<td>8/10</td>
<td>9/10</td>
</tr>
<tr>
<td>Overall standard of care</td>
<td>7/10</td>
<td>8/10</td>
</tr>
</tbody>
</table>

Table 1. The overall satisfaction with the service provided was high, but the new design of clinic demonstrated a modest increase in parental feeling of improved care and perception of overall standard of care.

Figure 1. Majority of parents surveyed also preferred the new clinic design, felt it had a better impact on care and provided a greater degree of overall satisfaction.

Qualitative Feedback

- All parents surveyed expressed a desire to be seen again in the joint outpatient clinic.

- The majority rated the reduced attendances to hospital as a key benefit of the clinic.

- All parents wished to make greater use of telephone/e-medicine facilities to reduce hospital attendances.

The new clinic design improves parental satisfaction in care. In the future we hope to expand to provide a nurse led clinic for some issues, and enhanced community support.