

Paediatric epilepsy nursing service – embracing long-awaited change

A decade in the making

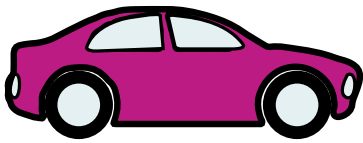
Having wanted to do virtual appointments for nearly 10 years, the paediatric epilepsy nursing service fully embraced virtual platforms when the Covid-19 pandemic forced services online.

One of the main reasons for this was because a number of young people can find coming to a clinic extremely difficult. The young people now don't find the virtual clinics intimidating and they are well received.

Moving forward with messaging

Something that is important to the team is being able to view video footage of seizures, and over time they have looked at how they can improve this. Previously the team struggled with emailing large attachments or having to spend time travelling to view the video footage in person.

The team were given the opportunity to use WhatsApp, and now parents can send videos to a secure Trust device to be shared with the consultant. This has meant that services have become safer and more responsive.



“The service now has complete freedom to do what works for them.”

More time, less travel

Working virtually has freed up the team's time. Although the number of people on their case load is up, their workload feels more manageable due to smarter ways of working.

Travel time has also reduced for the team. Meetings at schools could be up to a 30 minute drive away. The team are now aware of the amount of time they spend sitting in a car making their way to appointments and are using this time to be able to complete other tasks.

Something the team wanted to do for a long time was set up a focus group of specialists. Due to conflicting diaries and limited spare time, this never got off the ground. Thanks to virtual ways of working, this is now in planning and the team are hoping to hold a number of focus groups each year to improve the experience for families.

Making it work in the future

The service now has complete freedom to do what works for them. Moving forward, the team are looking to continue with using WhatsApp for video sharing, and holding virtual appointments. With reduced travel time they are now able to attend more meetings, so will be encouraging the use of online platforms where possible.

Clinics are run completely differently and people have appreciated the change. The team were able to have a period of reflection to look at what could be done better – if the pandemic had not happened, the team would still be working as they were before in ways that were not suitable.

The team know that sometimes a face to face meeting is beneficial to picking up on safeguarding and child protection issues, so will continue to offer this service where appropriate.

The team changed because they had to – but took full advantage of the opportunity to make a positive difference.

If you require a copy of this information in any other format or language please contact your line manager or healthcare worker at the Trust.

With **all of us** in mind.