

Children’s Asthma Service, Croydon

Children’s Hospital at Home Team (Croydon NHS Trust); Croydon Clinical Commissioning Group; Croydon Health Services NHS Trust

# Aims

* To improve outcomes in asthma management by increasing Children and Young people (CYP) and their carers’ confidence to deal with the patient’s condition and improving self-management skills.
* Reduce A&E attendances for asthma/wheeze in CYP by 40%
* Reduce hospital admission for asthma and wheeze in CYP by 25%
* Reduce first outpatient follow ups for CYP by 25%

# Rationale

Emergency admissions for CYP with asthma and wheeze has risen considerably in the last 5 years, forming the second highest reason for emergency admissions in Croydon for 0-18’s. This age group currently forms approximately 27% of the population (higher than the national average).

Currently 3,751 children in Croydon with asthma diagnosis (sourced from Quality Outcome Framework data)

# Development

Providing one-to-one intervention to support CYP and their families to make the right choices to manage their own asthma by giving information about their condition and providing clinical expertise.

# What did we do?

Development of a service to focus on the prevention of ill health through education, effective self-care, and accessible and responsive services.

100% of patients visited have inhaler technique check and personalised asthma action plan.

# Top Tips

* Development of policies, procedures and Service Operational Policies
* Identifying and challenging poor practice and disseminating best practice in the management of CYP with asthma (6 training sessions to healthcare professionals per year as part of our service specification).
* Meeting patient needs with one-off intervention only
* Establishment of referral pathway with secondary and primary care
* Out of area patients (those not registered with a Croydon GP)
* Due to population cohort - facilitating written resources in different languages (face-to-face interpreters used at home visits)
* No paediatrician lead for asthma initially
* Conflicting key performance indicators (KPI’s) from our service and A and E, This means if the asthma service reduces attendance of asthmatics at A and E, then the A and E/ hospital trust loses money.
* Innovative use of social media when working with CYP and through raising awareness e.g. Asthma Advent calendar (see trigger cards, young person poster and squad teaching cards)
* Development of school workshops to meet the volume of patients
* Flexible (weekend) working to meet patient need
* Text messaging service to deliver important health messages

# Outcomes

* Improved patient concordance with treatment
* Improved asthma control for patients
* Improved asthma related quality of life
* Reduced unplanned hospitalisation rate due to asthma/wheeze
* Reduced re-admission rates following discharge from hospital due to asthma/wheeze
* Improved school attendance for children and young people with asthma
* Patient and carer satisfaction (Friends and Family Test)

# Sustainability

Plans in place to ensure continuation of service

# Contact

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