

POSTER ABSTRACT**Quality Improvement Project: Improving Communication around the
Paediatric Integrated Neighbourhood Team in Lambeth and Southwark.**

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Background: Transitions between primary and secondary paediatric care can be disjointed, creating challenges for children and families. An integrated paediatric care system was introduced in Southwark and Lambeth to streamline the process, improve continuity and coordination between providers.

However, limited communication with patients and inadequate feedback systems prevented further development. This project aimed to enhance patient understanding of the system and implement a sustainable process for gathering feedback to support ongoing, patient centred service improvement.

Approach: A quality improvement project was conducted using a Plan-Do-Study-Act (PDSA) cycle. Previous surveys and informal interviews were reviewed to identify barriers to understanding the integrated system which revealed communication challenges, travel misinformation, and infrequent clinic scheduling as areas for improvement. In the first PDSA cycle, a poster and text message were developed to explain the purpose and benefits of the system.

Impact was evaluated using a patient questionnaire and thematic analysis of the free-text responses. Subsequent cycles refined materials based on feedback and began to introduce a QR code system to the paediatric consultants and GPs, enabling continuous patient input and service improvement.

Results: Thematic analysis of feedback regarding PDSA 1 revealed the following key themes: (1) clarity and ease of understanding of the text messages, (2) satisfaction with the poster layout, (3) the need for greater clarity within the flowchart, and (4) preference for receiving text reminders further in advance of appointments.

The results from PDSA 2 demonstrated communication challenges were less frequently raised as areas for improvement, with 91% of patients receiving adequate information regarding their

appointment. Additionally, 86% of patients agreed there was good communication. The introduction of QR code systems to collect patient feedback following appointments received positive interest from paediatric consultants.

Implications: By improving communication and embedding patient feedback into service design, this project strengthened families' role as active partners in health and care. Empowering families to be informed, engaged, and supported not only improved their experience but also promoted people-centred care and sustainable service coordination around their needs.