

# Right Care, Right Time: Nurse-Led General Paediatric Clinics

## Nurse-Led Clinics to Enhance Patient Journey

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### Introduction and Methodology

The General Paediatrics Department at Queensland Children's Hospital implemented **Nurse Led clinics (NLC)**, following extensive consultation and strategic planning, to address the growing number of category 2 patients waiting over the 90-day recommended wait time.

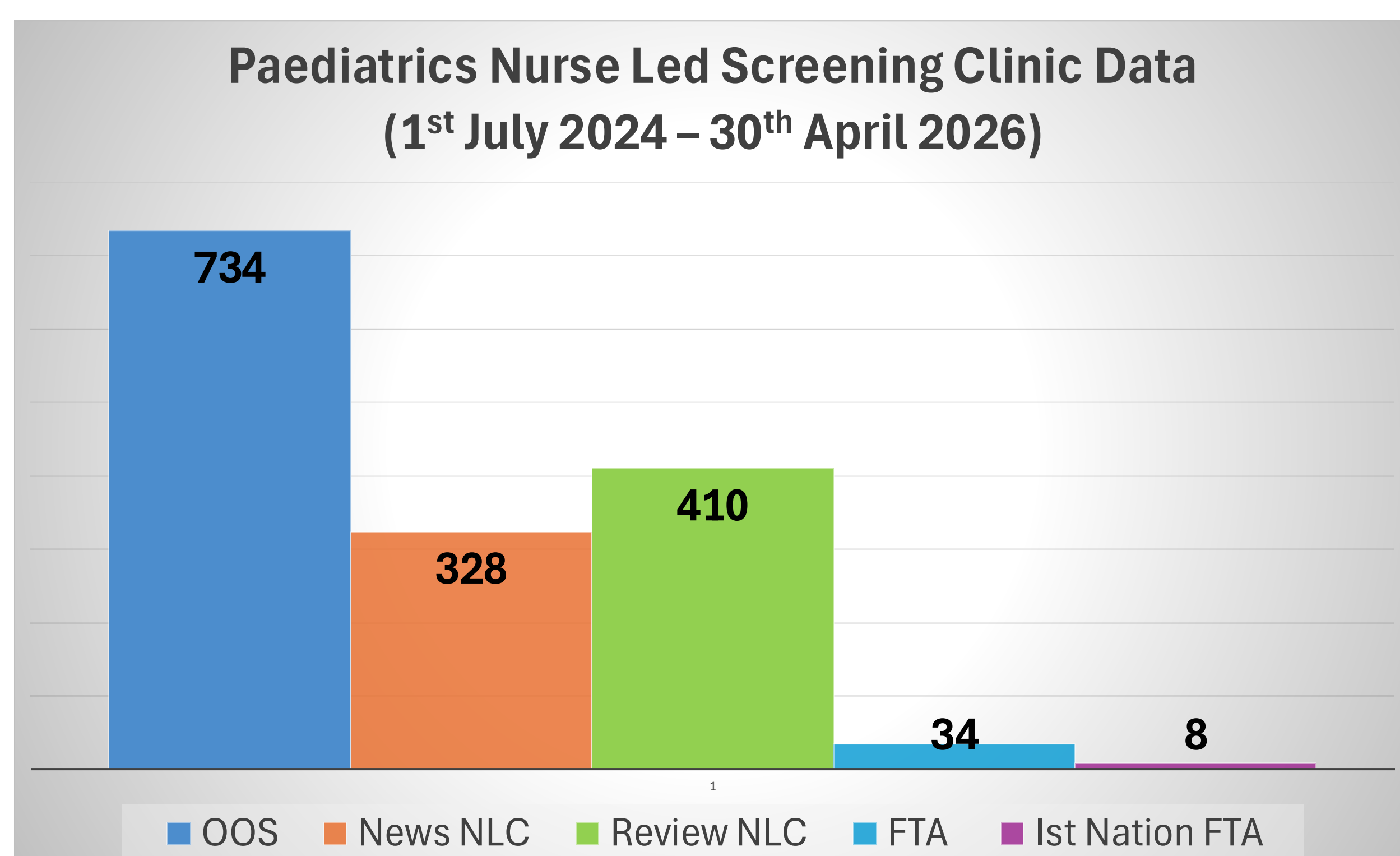
Medical oversight was provided for all NLCs (4 clinics per week). This model leverages senior nurses **practicing at top of their scope** with consultant supervision, ensuring safe, high-quality care.

### Objectives

- **Reduce category 2** targeted long wait referrals
- **Clinical readiness:** Pre-consult evaluation and management of Category 3 patients referred for behavioral concerns
- **Reducing 'Fail to attends'.**
- **Provide additional supportive services.**

### Outcomes

- (1) Change in Cat 2 long waits
- (2) Pre-consult evaluation for all Category 3 patients with behavioural issues
- (3) Reduction in the **FAIL** to attend rates
- (4) Additional services including:
  - (a) Education for NG
  - (b) Medication management e.g. Ozempic;
  - (c) Early intervention
  - (d) Streamline service provision
  - (e) Reduction in ED presentation for post discharge patients.



### References

- (1) CHQ-GDL-02234 Nurse Led Clinic in General Paediatric Service QCH
- (2) Standard 5: Comprehensive Care, Integrating clinical governance, Applying quality improvement systems, Partnering with consumers.

### Acknowledgments:

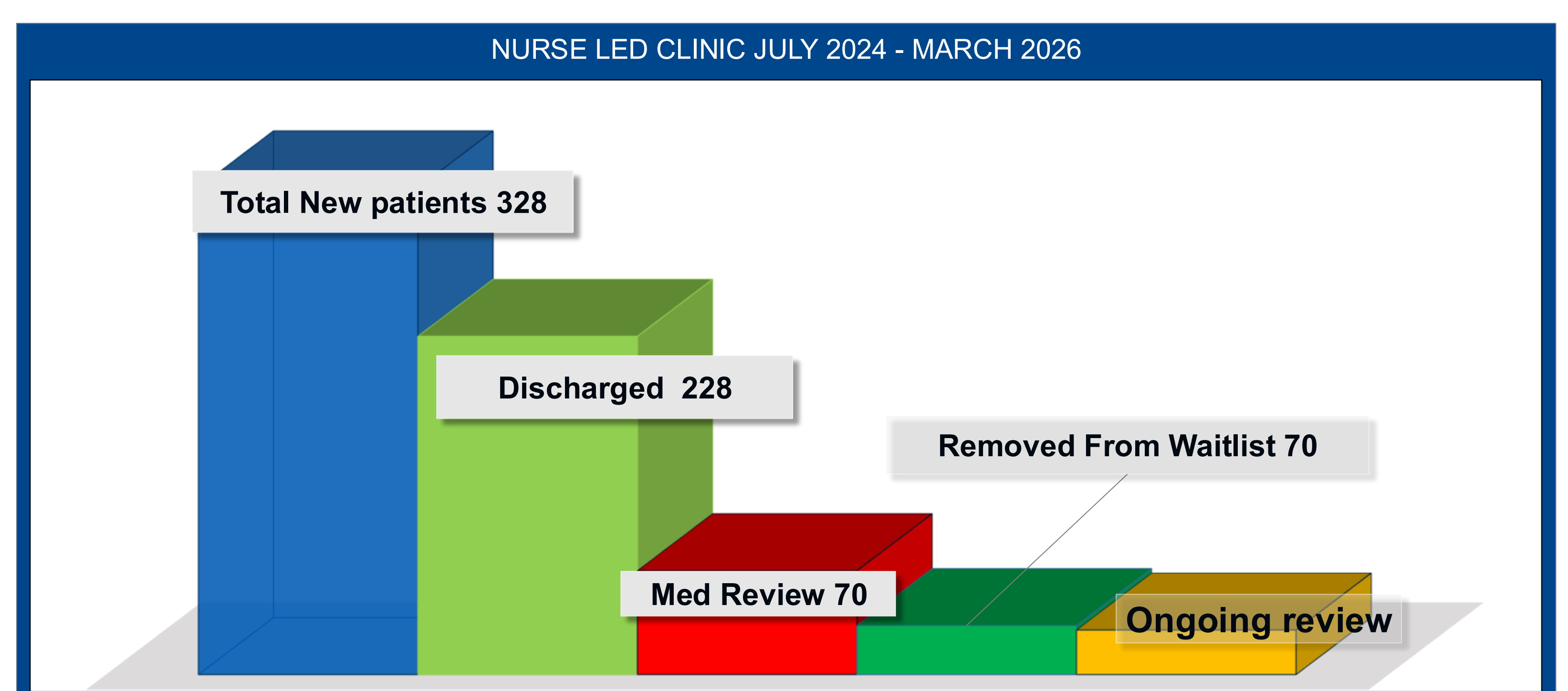
Strategy and Planning Workforce QCH

Director of Medicine and Director of Nursing General Paediatrics

### Results

- **N = 328 new patients seen** in nurse led clinics with 228 discharged (**70% discharge = Model success**) without requiring medical appointment.
- Reduction of long waits **from 345 in June 2024** down to **under 15 in April 2026**
- **Over 400 pre-consult evaluation and management calls** completed allowing consultants to have clinic with information and relevant forms such as Vanderbilts completed prior to initial review.
- **Additional services** including Ozempic, early intervention advice and NG education was provided in paediatric outpatients

### Category 2 Long Wait Data –June 2024- May 2026



### Conclusions

This project demonstrated that the innovative Nurse-Led Clinic model is very effective in improving efficiency in outpatient space with significant reduction in Category 2 waiting list while enabling senior nurses to practice at top of their scope with structured senior medical supervision.

Additionally, Nurse led clinics can provide a number of ancillary supportive services in paediatric outpatients.