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News from the Eastern Patient Safety Collaborative – July 2019

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A new strategy for patient safety

Some of the PSC team attended Patient Safety Congress this month. Aidan Fowler, National Director for Patient Safety at NHS Improvement, launched the [NHS Patient Safety Strategy](#). What resonated for me was the emphasis on improvement and culture. There was lots of learning from other industries, including the Costa Concordia and the RAF. Hear more about the event's highlights and key messages from our very own Tara Marshall, Deterioration Clinical Lead, below.

I had the pleasure of attending The King's Fund Annual Leadership and Management Summit where Amy Edmondson, Professor of Leadership and Management at the Harvard Business School, talked about her work on psychological safety in health care teams. This helps staff feel safe to talk about errors, near misses and work overload – all of which lead to increased innovation and effectiveness.

We have really enjoyed delivering quality improvement and human factors training for Health Education England this month. We are planning further sessions so watch this space for more details soon.

**Caroline Angel, Director – Patient Safety
Eastern Patient Safety Collaborative (PSC)**

News

➤ New NHS Patient Safety Strategy is launched at Congress

The Patient Safety Congress 2019 took place in Manchester earlier this month. The event is the UK's essential forum for those at the forefront of safety, quality improvement and clinical excellence. Patient speakers, international safety experts, frontline innovators and award-winning examples of best practice were all represented. Tara Marshall, Deterioration Clinical Lead, provides us with some of her key reflections on the event this year:

“At this year’s Patient Safety Congress, Dr Aidan Fowler, National Director of Patient Safety introduced the NHS Patient Safety Strategy. Patient safety is about maximising the things that go right and minimising the things that go wrong. Patient safety is also integral to the NHS’ definition of quality in healthcare alongside effectiveness and patient experience. The strategy sets out what the NHS will do to achieve its vision to continuously improve patient safety. Pertinent to the work that the PSCs are setting out to do, deterioration, human factors, and maternity were key talking points this year– with culture underpinning it all. There is a big drive for systems to talk in the same language when recognising and responding to the deteriorating patient – with community being the next key area to work on in delivering this strategy.”

If you missed the Patient Safety Congress, you can catch the key highlights here in [this video](#).



➤ An update from the Emergency Laparotomy Collaborative

We are busy planning for the next breakthrough series collaborative event and we look forward to welcoming more trusts to the Emergency Laparotomy Collaborative (ELC) on 19 September in Newmarket.

The driving vision behind the breakthrough series is to help organisations close the gap between what is done and what is known. We do this by creating a structure in which organisations can easily learn from each other and from recognised experts in specific areas where they want to make improvements. Key areas of focus in September will be incorporating proactive care for older people undergoing surgery (POPS), how to make emergency general surgery (EGS) work for trusts, along with a spattering of quality improvement tools to support our clinical leads.

➤ Delivering safe hospital care at night

Our Deterioration Clinical Lead, Tara Marshall, presented her work at the Hospital at Night Summit earlier this month. The event focused on out of hours care in hospitals and ensuring patients receive high quality safe care at night.

Tara's work, *The 3 R's of Workforce Utilisation – Out of Hours*, has shown that early recognition and targeted response has demonstrated a fall in cardiac arrest rates. The 3 R's (Right Person with the Right Skill to the Right Patient) is the only paperless service in University Hospital Leicester and using a PDSA cycle there was demonstrable improvement in response times, workload balance and service efficiencies. To hear more about Tara's work, contact Tara on tara.marshall@eahsn.org

➤ Congratulations Beccy!

Back in January we told you about Beccy Percival, who after 20 years as a midwife, was near to finishing her MSc in Quality and Patient Safety Improvement at Nottingham University, funded by Eastern Patient Safety Collaborative. Beccy recently graduated so we send her our congratulations. Here's what Beccy said about the course in her blog for us earlier this year:

'The QPSI has changed the depth of my thinking around patient safety and improving care. It's not simply seeing a problem and changing it. There is usually an in-depth reason why we, in the healthcare professions, do things the way we do, and it's getting to the bottom of that.'

'The course has also supported my own belief that for healthcare to become safer, there needs to be trust across the professions, from board to ward, that we work collaboratively, and as a whole team.'

Resources and opportunities



➤ TRY: Patient Safety Learning – the hub

Patient Safety Learning have launched the hub – a shared online learning platform. The tool will share and develop ideas around patient safety and is a platform for everyone with a professional or personal interest in patient safety to share and learn from one

➤ APPLY: Primary Care Leadership Collaboratives

Are you passionate about improving primary or dental care? Are you already working to increase the quality of care delivered across your wider area? Do you want support to develop your initiative and develop your skills as a leader? If yes, the Primary Care

patient safety to share and learn from one another. PSL are keen to hear your feedback on their new resource so check out www.pslhub.org and let them know what you think!

as a leader. If you, the Primary Care Leadership Collaboratives run by Health Education England, could enable you to innovate and transform services. [Apply before 9 September >>](#)



➤ ATTEND: Quality improvement in care homes event

The Kings Fund are running an event 'Enhanced Health and Well-Being in Care Homes: Doing things Differently' on 19 September 2019. The event will explore innovative new ways to improve services and the health and wellbeing of residents in care homes. A limited number of discounted and bursary places are available for this event.

[Find out more >>](#)



➤ EXPLORE: RESTORE2

RESTORE2 is a physical deterioration and escalation tool for care and nursing homes which helps staff to recognise when a resident may be deteriorating and act appropriately. It also encourages use of NEWS and communication tools. It was developed by our colleagues at Wessex Academic Health Science Network and NHS West Hampshire CCG. Congratulations to the teams who have been honoured in this year's NHS Parliamentary Awards, winning the 'Excellence in Primary Care Award' for the tool. [Explore the tool >>](#)

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If you would like to suggest a story for the next newsletter or provide feedback please contact improvement@eahsn.org.



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