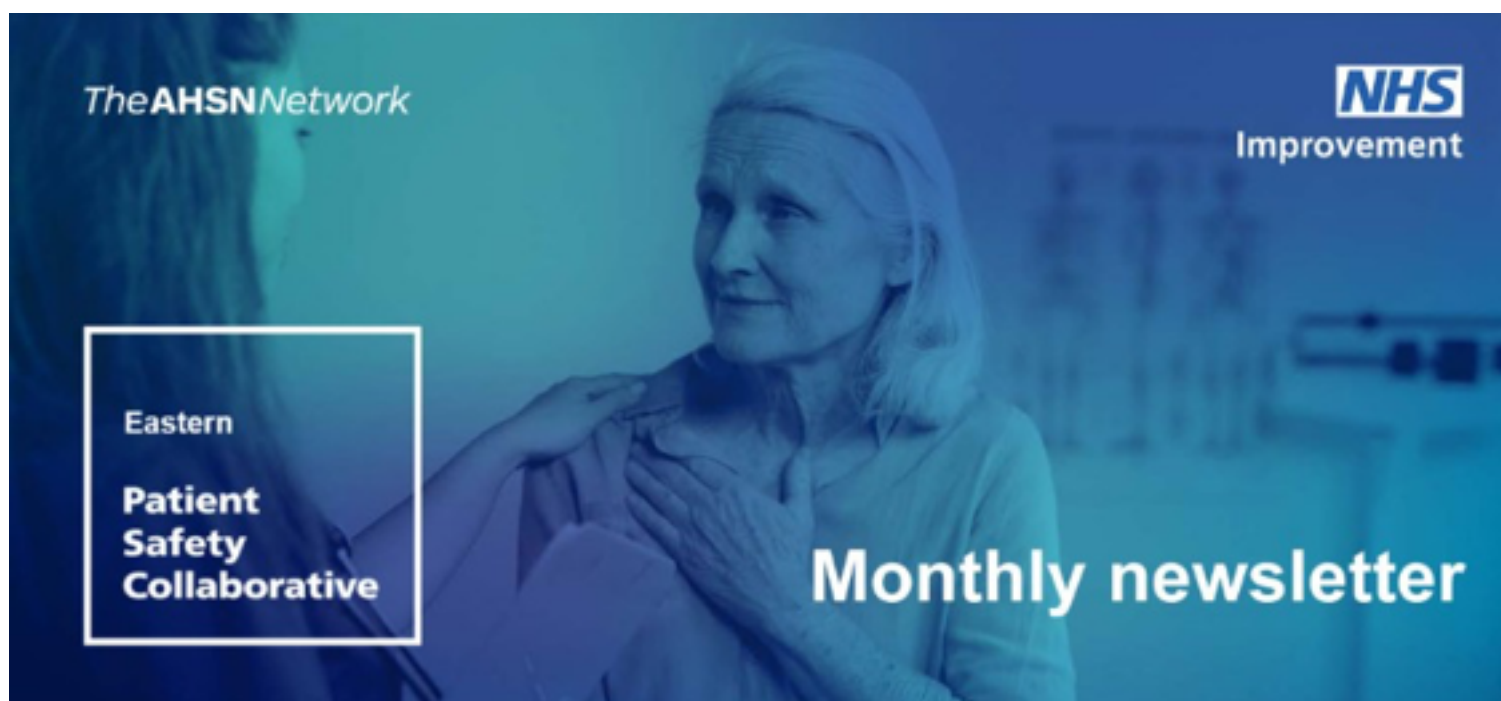


News from the Eastern Patient Safety Collaborative – Sept 2019

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Events and workshops kick-start the autumn

September has been a very busy time for us - we have kick-started autumn with our first Long Term Ventilation workshop, Emergency Laparotomy Collaborative event, plus Human Factors and Measurement for Improvement masterclasses. You can read more about some of these events below.

I have been fortunate to be attending the Institute for Healthcare Improvement (IHI) Improvement Adviser Programme over the last year. This has been a fantastic opportunity for me and the PSC. As part of this course I have been supporting the Rosie Hospital in their work on the Maternal and Neonatal Health Safety Collaborative, and it's been great to apply the learning to a practical, frontline improvement QI project.

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

News

➤ Long Term Ventilation (LTV) Tracheostomy event

As part of our Deterioration workstream, our Deterioration Clinical Lead, Tara Marshall ran an LTV Tracheostomy networking event in September.

It brought together front-line staff from all care sectors across Norfolk & Waveney STP, including

ambulance, provider agencies and acute care staff. The focus was on patient deterioration and how to improve early recognition by using a soft signs approach; early response using a structured communication tool; and how to make improvements across the whole patient pathway for this complex group.

[Here's the team>>](#)

➤ Improving patient safety in emergency laparotomies

The Eastern AHSN held a productive Emergency Laparotomy Collaborative event this month and welcomed guest speaker Mr Arin Saha from Calderdale and Huddersfield NHS Foundation Trust. Arin's presentation: *Better Emergency Surgical Care, The Huddersfield Model*, challenged people's thinking around surgical traditions and what changes we will have to make to meet the needs of our patients, a new generation of surgeons and departmental needs. Arin shone a light on what can be achieved with no more money, consultants, infrastructure, junior doctors or ITU beds, but an abundance of communication, strong team ethic, collaboration and commitment to excellent patient care.

The day had our clinicians rolling up their sleeves to get elbow deep into some QI tools, where we process-mapped a common patient scenario to discover the complexity of existing processes for a simple transfer from a high dependency unit (HDU) to a surgical day ward. We also used the driver diagram tools to break down high-level improvement goals into manageable chunks of actions for change.

It was great to welcome new trusts to the collaborative: West Suffolk NHS Foundation Trust, East Suffolk and North Essex NHS Foundation Trust (Ipswich Hospital), Bedford Hospital NHS Trust, East and North Hertfordshire NHS Trust (Lister Hospital), James Paget University Hospitals NHS Foundation Trust and North West Anglia NHS Foundation Trust - Peterborough City Hospital) and see how National Emergency Laparotomy Audit (NELA) leads are establishing and expanding the support from key stakeholders within their organisations. The day was full of enthusiasm and commitment and NELA leads devised their different aim statements to overall improve patient safety and reduce mortality rates for patients undergoing emergency laparotomies.

➤ COPD discharge bundle: Study prompts questions

The COPD discharge bundle has been a hot topic this month, with a [National Institute for Health Research \(NIHR\) study](#) reporting: "Packages of care interventions 'not effective' to reduce repeat admission for COPD". This raised a lot of discussion around our focus, and we stopped to ask ourselves 'Is there more that we should be doing?' These honest conversations helped us to review and eventually appreciate what we do believe the discharge bundle is helping trusts to achieve: standardising patient care and enabling staff to concentrate on the most important aspects of COPD care.

That doesn't mean, however, that we're dismissing the study. One key question that emerges when a study concludes a negative outcome on the use of bundles is 'Do we have the focus right?' For example, should we place more emphasis on the effectiveness of the implementation and whether all aspects of a bundle are delivered in equal measure? Would we then see the full improvements of a bundle?

We've concluded that with a little more time and QI focus to implement and improve each aspect of the bundle we might know the answer to the 'do we have the focus right?' question.

➤ Taking part in World Patient Safety Day

It was the first World Health Organisation (WHO) [World Patient Safety Day](#) on 17 September and there has been lots of activity around the world and up and down the country.

It was great to see activity in the region, including [Norfolk & Norwich University Hospitals NHS Foundation Trust](#) reminding us all about the importance of self-care, [Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust](#) celebrating their 'Stop the Clock' campaign (focusing on safely assessing and managing patient transfers) and [Royal Papworth Hospital NHS Foundation Trust](#) having a fantastic day of learning and sharing.

Natasha Swinscoe, National Lead for Patient Safety for the AHSN Network, has also written about the launch of the AHSN's patient safety plan to support the NHS Patient Safety Strategy – and how greater collaboration is needed to make it a success. [Read Natasha's blog here>>](#)

Resources and opportunities



▶ ATTEND: Learning from Excellence Conference 2020

Being held on 7 February 2020, at the Birmingham Conference and Event Centre, this LfE community event is now in its third year.

This year's theme is 'why language matters', and early speakers already announced include members of the LfE team, as well as Sir Bruce Keogh, the linguist Prof Liz Stokoe and Professor Belinda Dewar.

This is a strictly not for profit initiative, supported by West Midlands Academic Health Science Network and the Birmingham Children's Hospital charity.

Tickets are priced at £79 each. Watch out for more information soon and [book your place here>>](#)



▶ LEARN: England's first A&E for older people

Like many A&E departments, Norfolk and Norwich University Hospital's A&E is under pressure from rising demand, and their performance against the four-hour A&E waiting time standard remains below the national target.

Older patients account for a growing share of A&E attendees. These patients require complex and specialist care, meaning they wait longer in A&E.

So NNUH have built an older persons emergency department (OPED), staffed by specialists in geriatrics and emergency medicine, which provides earlier access to specialist staff skills. This means older patients can receive faster and better care, and avoid the need for admission to hospital. [Read more about the new approach here>>](#)

▶ JOIN: The power of the Q Community
AHSN Network's Patient Safety Director,



Cheryl Crocker has written about the launch of their plan to support the NHS Patient Safety Strategy and how essential Q members are to making the plan a success. [Read Cheryl's blog here.](#)

Do you want to connect, share and learn with people from different disciplines and sectors to help create real change? [Read more about how to join Q here>>](#)

Connect and share

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