



**PATIENT SAFETY**  
AWARDS 2020

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**PROJECT SHOWCASE**

# QUALITY IMPROVEMENT INITIATIVE OF THE YEAR

WINNER



## WEST QUAY MEDICAL CENTRE, CARDIFF & VALE UNIVERSITY HEALTH BOARD

### IMPROVING PATIENT SAFETY THROUGH BETTER ACCESS TO APPROPRIATE PROFESSIONALS IN PRIMARY CARE: A WHOLE SYSTEM APPROACH

The Practice has an embedded culture of Quality Improvement, allowing the practice to work as a team to achieve complex goals quickly and efficiently. One patient safety aspect identified was the ability for patients to gain prompt access to Primary Care Services.

The Access QI project aimed to improve access and capacity for services, following prudent healthcare principles, ensuring patients receive the health care they need, when they need it, and those with the greatest health need are seen first.

#### JUDGES COMMENTS

*The judges felt that this team demonstrated outstanding work with extremely good use of QI methodology and marked improvements. They particularly liked the way that patient/service users were engaged, and how their experience remained central to the QI project. They were also impressed by the scaling up of the project, with other GPs using the project outcomes and methodology.*





# QUALITY IMPROVEMENT INITIATIVE OF THE YEAR

## HIGHLY COMMENDED



### Barking, Havering and Redbridge University Trust Transformation to reliable and safe Stroke Care with VMI Quality Improvement - The Prideway

In September 2018, a joined-up approach was launched that aimed to provide reliable, faster care for stroke patients at stroke beds, as well as reducing the variation of care. The team designed a clinically-led workstream as part of the Pride way of working with Virginia Mason Institute methods and multiple changes in objective manners with measurement of change. The team collected data from National stroke audit (SSNAP) and local project data. There were more than 42 changes delivered within 18 months, leading to safer and efficient stroke care with National A level rating.



#### JUDGES COMMENTS

*The judges felt that this was a fantastic improvement to a service with good use of QI tools and methodology. It was great to see that the learning has been shared with wider STP, internally with other specialities and externally with other stroke services. What stood out was the feeling of 'empowered leadership' and 'permission to fail' whilst continuing with QI approach.*

## FINALISTS



### Avon and Wiltshire Mental Health Partnership Trust and Wiltshire CCG A Collaborative QI approach to improving the quality of care on the Daisy Unit

A QI programme was established to embed a culture of innovation and improvement to enhance the experience of people who are using services provided by the Daisy Unit, based in Devizes, Wiltshire. The programme initially focussed on staff engagement and team building, which used an initial QI project focussed on improving the quality of incident reports. This was as an essential part of enabling effective learning and improvement in clinical care delivery.

Following initial engagement, a further 3 projects were identified as a result of learning identified through the incident reporting system and the initial engagement with staff, including reducing restrictive practice by 60%, by March 2020.



### Berkshire Healthcare FT Achieving Gold Standard in Patient Safety through QI and ISO13485

East Berkshire Specialist Wheelchair Service is commissioned to provide assessment, prescription and fitting of

specialist wheelchairs, customized seating, positioning and pressure care equipment for patients who suffer from severe, long term, life limiting medical conditions which affect mobility and result in postural challenges.

The project objective was to comply with medical device regulations by meeting the requirements for a Quality Management System (QMS). This involves demonstrating the team's ability to provide medical devices related services that consistently meet the needs of the customers and ongoing rigorous and evolving regulatory requirements. The team must demonstrate that the foundations of the service are able to support the output required.



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## FINALISTS



### **Birmingham Children's Hospital** **Learning from Excellence** **Quality Improvement - LFEQI**

This submission described a Quality improvement (QI) project, utilising an innovative approach to QI, and the subsequent spread of the project methodology. This spread was delivered during 2019 via a training programme for 14 centres across the NHS. The team devised the QI project based on the LfE philosophy. The project took place in a Paediatric Intensive Care Unit (PICU) in a children's hospital in the UK, to reduce antimicrobial use ("consumption") in PICU by >5% over a study period of 6 months.

Following completion of the project, members of the LfE community were invited to apply to learn how to apply our methods in their own QI projects. The team named this method "LFEQI".



### **CBC Health** **Assuring the quality of** **spirometry for diagnosis of** **Asthma and COPD in a** **primary care setting**

National guidance to improve the quality of diagnostic spirometry recommends that all professionals performing and interpreting spirometry are trained to Association for Respiratory Technology and Physiology standards and entered on to the national register by March 2021. At CBC Health the team have designed and implemented the Gateshead Diagnostic Spirometry Service which is commissioned by the Gateshead CCG. It follows the guidance in the NHS Long Term Plan.



### **Chelsea and Westminster Hospital FT** **Introducing an oral care** **assessment tool with advanced** **cleaning products into a** **high-risk clinical setting: Acute** **Stroke Unit**

Evidence suggests poor oral hygiene may be a significant risk factor for the development of pneumonia, therefore it is important to reduce the number of pathogens in the patient's mouth and ensure the oral cavity remains healthy as part of NV-HAP prevention. The aims of this study were to establish whether the introduction of a 24hr Oral Care kit and an oral care assessment tool that would meet the needs of patients and carers. This clinical impact study was conducted on the acute stroke unit within the facility of the Chelsea and West Middlesex NHS Foundation Trust.



### **Great Ormond Street Hospital** **Reducing Laboratory Sample** **Rejections Due to Pre-** **analytical Errors in a Paediatric** **Setting**

Through manually recorded data, GOSH laboratory identified 4900 patient samples were rejected in 2017 due to pre-analytical errors. A QI project was set up late 2018 with the aim of reducing laboratory sample rejections due to pre-analytical errors by November 2019. The project was extended to June 2020 with an extensive focus on improved data quality and visibility.

The structure engages multi-disciplinary roles across the Trust through various working groups. These groups update the project Steering Committee chaired by an Executive Sponsor which reviews progress. The improvement work continues now in a sustainable operational structure.



### **West Midlands AHSN & NIHR** **ARC West Midlands** **SPACE - A Quality** **Improvement Initiative in Care** **Homes**

In 2016 the West Midlands Academic Health Science Network recognised that care homes were pivotal to the local health economy and wanted to co-create a programme of work to reduce avoidable harm using QI techniques with all stakeholders including homes and commissioners. SPACE was developed, designed and delivered in collaboration with Walsall and Wolverhampton CCG. The programme had two main elements - the first was training events and workshops, which aimed to help care home staff and managers, develop relevant skills and enhance their understanding of safety-related service improvement. There were also facilitated sessions delivered in care homes, which supported staff to implement changes to practice to reduce avoidable harm relating to specific safety concerns such as falls prevention and pressure ulcer management.



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