



PATIENT SAFETY
AWARDS 2020

Brought to you by
HSJ

PROJECT SHOWCASE

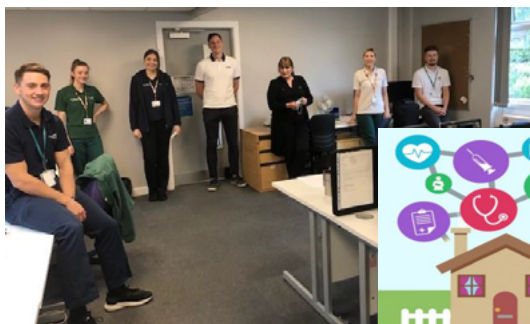
URGENT AND TRAUMA CARE SAFETY INITIATIVE

WINNER



NHS
Tameside and Glossop
Integrated Care
NHS Foundation Trust

Integrated Urgent Care at Home Delivering Crisis Response within 2 hours and Re-ablement within 2 days



1

TAMESIDE AND GLOSSOP INTEGRATED CARE FT AND TAMESIDE METROPOLITAN BOROUGH COUNCIL INTEGRATED URGENT CARE DELIVERED AT HOME: DELIVERING CRISIS RESPONSE WITHIN 2 HOURS AND RE-ABLEMENT WITHIN 2 DAYS

Tameside and Glossop ICFT have established a number of innovative and integrated health and social care services to support people with long term conditions in their usual place of residence to avoid unnecessary GP and ED attendances, often leading to lengthy inpatient episodes. This includes Digital Health, an Integrated Urgent Care Team (IUCT) and Extensive Care. These services now work together to support older people living in the community (whether in their own home or in a care home placement) in an integrated model of care to deliver 'integrated urgent care at home'.

JUDGES COMMENTS

The winning team have developed a patient centred project with easier and quick access for patient care. The project involves digital health with data sharing and halves the 2-hr targeted national crisis response time to just 1 hour. The project has demonstrated significant cost saving and clinical benefits, improved patient experience and delivered financial benefits to local economy. The patient testimonials are very impressive, and judges feel that this is an excellent patient safety initiative which can be replicated nationally.



URGENT AND TRAUMA CARE SAFETY INITIATIVE

HIGHLY COMMENDED



Warrington and Halton Teaching Hospitals FT The Introduction of a Thoracic Injury Pathway to a Major Trauma Unit

Chest trauma in older people (>65 years) following falls from standing height is emerging as a leading cause of morbidity and mortality in trauma patients, but diagnosis is frequently missed and subsequent management delayed.

We introduced a Thoracic Injuries Pathway which aimed to reduce mortality and morbidity, improve patient safety and the patient experience in older patients following a chest injury.

The pathway advocates early senior review for high risk groups and includes guidance on: imaging; pain and function scoring; rib fracture scoring; pain management and referral to specialist teams including chest physiotherapy, critical care outreach and acute pain teams.

JUDGES COMMENTS

The judges felt that the team collaborated well on this project, and demonstrated good teamwork with strengthened links between involved teams. The team have also ensured the spread of this project beyond the referral pathway and helped implementation outside the trust. This is a noble project which will improve patient care and maintain patient safety.

FINALISTS



Bolton FT Radiographer Led Discharge of ED patients

Collaboration between medical, nursing and AHP staff led to the development of a discharge pathway, so that patients with normal images can be safely

discharged from the radiology department by the reporting radiographer and within a defined protocol. Patients are asked if they want to go on this pathway, and if they agree, they are given self-care advice by the referrer prior to imaging. Any patient with an abnormal image is sent back to the ED, as is any patient who needs further advice. This pathway is patient centred and not restricted by professional boundaries. It reduces the length of the pathway for these patients and frees up time in ED for the referring clinicians to continue seeing new patients, as well as freeing up time of the doctors who would normally check the images for the referrer.



London Ambulance Service Trust Specialist Falls Service: To improve quality and safe care for older people

In 2019 the London Ambulance Service (LAS) piloted the introduction of a specialist falls services staffed by a Paramedic and Non-Emergency Transfer Service (NETS) member of staff with additional training in assessment, management and referral of older fallers. The falls service aimed to respond to patients in a timely fashion, reducing response times and focussing on prevention of unnecessary admission. The overall aim was to promote care closer to home, avoiding unnecessary conveyance and hospital admission where appropriate.



Warrington and Halton Teaching Hospitals FT Improving patient safety by reducing length of stay in the Emergency Department

In May 2019 Warrington Hospital Executive Team set up an Urgent and Emergency Care Improvement committee. This was an executive led meeting, with all ED consultants and senior nurses as core members. The ambition was to ensure that patients received the 'Best Clinical Care in the most timely manner'. The principal goals were to improve performance against the 4 hour quality standard and reduce the amount of time patients spent in ED waiting for a bed. The team also hoped to improve staff morale.



West Hertfordshire Hospitals Trust Senior Medics' Assessment and Review Trial (SMART) Initiative

The SMART initiative was designed to improve the admission process for acute medical patients presenting to the Emergency Department at Watford General Hospital.

This was a clinically conceived initiative embracing QI principles supported by an active 'command & control' review team with regular meetings initially on a weekly basis.

The intention was to optimise non-admitted pathways, whilst improving patient care by improving the 4 hour performance and quality of care by providing senior specialist opinion very early into the patient pathway.

Thank you to our partners

Strategic Partner



BD

Key Partner

**General
Medical
Council**

Stay in touch...

To keep up-to-date with the HSJ Patient Safety Awards please **click here** to fill out our form

You will be kept up-to-date with:



**Entries
Launch**



**Key
Deadlines**



**Judges
Announcement**



**Top
Tips**

Contact Us

Awards Director

Zoe Gammie

T: 0207 250 4608

E: zoe.gammie@wilmingtonhealthcare.com

Media and Marketing

Honey De Gracia

T: 0207 608 9002

E: honey.degracia@wilmingtonhealthcare.com