

## PSC Admin

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**From:** PSCAdmin@mail136-224.atl41.mandrillapp.com on behalf of PSCAdmin@wessexahsn.net  
**Sent:** 17 July 2017 13:00  
**To:** PSC Admin  
**Subject:** MailChimp Template Test - "CSIP Newsletter April 2017"

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**What is CSIP?** - We are a growing community that connects individuals, teams and projects across health and care in the areas of innovation, quality improvement and patient safety. We currently have over 330 members across Wessex. CSIP is supported by the Wessex Patient Safety Collaborative (PSC).

**What is Wessex PSC?** - We work with individuals, teams and organisations to increase capability around safety improvement. We offer engagement in a series of projects and events targeting local and national areas of safety priority. We do this in partnership with patients and we encourage networking and sharing to support the spread of good practice across Wessex.

**Connecting and sharing across Wessex to improve patient safety**

Focus Topic

Medicines Safety Music Video Project  
'Reach for the Charts'

**NHS**  
Dorset HealthCare  
University  
NHS Foundation Trust



The aim of the project was to reduce medication errors in Dorset HealthCare by communicating and raising awareness of key medication safety issues including missed doses, unsigned administration boxes on drug charts, unclear drug charts, interruptions during drug administration and not ordering medications in a timely manner.

A catchy, upbeat song was chosen and the lyrics were rewritten to communicate the key medication safety themes. Licences were requested from the relevant recording companies and then staff volunteers were recruited from across the trust to star in the video. Funding was applied for and awarded by Wessex AHSN.

The music video is now complete and will be launched at the Trust's Medicines Safety Week in April. It will then be used in training sessions across the Trust. The video is also available for sharing on 'Youtube' . The success of the project will be measured through analysis of medicines safety incidents reported through the Trust reporting system as well as a staff survey before and after launch of the video.

Katie Griffiths, Medication Safety Officer, April 2017

[katie.griffiths3@nhs.net](mailto:katie.griffiths3@nhs.net)

*Wessex Patient Safety Collaborative (WPSC) congratulate Katie, the Medicine Safety Officer from Dorset HealthCare on developing this music video to reduce medication errors and improve patient safety. Katie and team have worked tirelessly to take this innovative idea of using a popular song and dance routine to deliver an important message. Overcoming hurdles; receiving publisher's approval to use the music, rewriting the lyrics, copyright, royalties, identifying singers and recording studios this has been a challenge which Katie has faced with real determination. The outcome is a creative way to deliver key messages about medicine safety and WPSC are proud to have played their part by funding elements of the project.*

*Lesley Mackenzie, Patient Safety Programme Manager.*

## Wessex News

### **Primary Care Resilience Scheme - West Dorset**

Over the months of January and February a pilot scheme has been conducted across eight Care Homes in Dorset, in conjunction with Dorset County Hospital and the Clinical Commissioning Group, to look at implementing care elements that have been identified as part of the Enhanced Health Care in Homes NHS Framework.



During the pilot the Care Homes have been provided with enhanced support from Primary Care and Community Services through direct access to locality Integrated Care Hubs and proactive visiting from either GP or Community Matron. We have also offered additional training in areas they identified as having a learning need and those highlighted by acute hospital data as the most common avoidable reasons for

hospital admission from Care Homes.

The results have been extremely positive with staff reporting higher confidence levels in their job role and one Care Home evidencing a reduction in calls to emergency and out of hours services, even at this early stage. As a result funding has been secured for the next year to roll out this model of care to all homes across Blandford, Bridport, Dorchester, Weymouth and Portland. In addition, work is currently being undertaken to implement the Red Bag Scheme, developed by Sutton Homes of Care, to improve communication and transfer of patients between the acute and community setting.

Katherine Whitlock, Physiotherapist and Clinical Co-ordinator

[Katherine.whitlock@dchft.nhs.uk](mailto:Katherine.whitlock@dchft.nhs.uk)



### **Sepsis and Transfers of Care Breakthrough Series Collaborative**

**In 2015/16 the Wessex Patient Safety Collaborative (PSC) facilitated a collaborative project across Wessex to support staff and organisations to improve patient safety in two local healthcare priorities: Sepsis and Transfers of Care.**

Over 200 delegates in 22 teams from 13 Wessex healthcare organisations took part in a nine month collaborative project based using the Institute for Healthcare Improvement's Breakthrough Series (BTS) methodology. Over that time we witnessed teams growing in skills, knowledge and confidence whilst enjoying a positive learning experience. The Collaborative resulted in operational and cultural changes across the organisations taking part, with many examples of safer patient care and improved engagement with patient and carer representatives (co-design). There are also early indications of improved clinical outcomes around sepsis identification and management.

We would like to share the story of the journey undertaken by these teams with you and also highlight some of the changes that have resulted around the delivery of care and staff development in their organisations.

Click [here](#) to view the review which is based on the materials developed by the teams during the BTS and includes quotes from the teams taking part. Hopefully the document will provide useful information for sharing locally, regionally and nationally to demonstrate the impact of this Collaborative on patient care and staff capability across Wessex.

Geoff Cooper, Programme Manager, Wessex PSC, April 2017

[geoff.cooper@wessexahsn.net](mailto:geoff.cooper@wessexahsn.net)



### Call for articles

The Wessex PSC would love to hear about what you're doing locally to improve quality and safety. Tell us in 150 - 250 words and we'll share with the rest of the community in this section.

Email your articles to us at [patientsafety@wessexahsn.net](mailto:patientsafety@wessexahsn.net) and feel free to include pictures.



### The rise and rise of an innovative falls project in West Berkshire

In 2016, South Central Ambulance Staff staff attended 68,149 incidents where the chief complaint related to a patient having fallen.

Click on the newsletter opposite to learn more about this falls project, plus all of the other Patient Safety related articles in the South Central Ambulance Service Newsletter.



## The 2nd annual Wessex CSIP Safety and Improvement Conference

The 2<sup>nd</sup> Wessex CSIP Safety & Improvement Conference on 14 June 2017 is being held at the Grand Harbour Hotel, Southampton and is free to attend. The event is jointly hosted by Health Education England (Wessex) and the Wessex Patient Safety Collaborative.

We are looking forward to you joining us in June to meet other members of the Wessex Community of Safety and Improvement Practice (CSIP); to hear about success stories of work and initiatives taking place in patient safety and improvement; and consider how these can be spread across the region – starting with you and your organisation . To find out more please visit our [conference webpages](#)

Plenary speakers include:

- Martin Bromiley, OBE; Clinical Human Factors Group
- Professor Ged Byrne; Director of Education and Quality, Health Education England (North)
- Dr Julia Harris; Consultant in Emergency Medicine, University Hospital Southampton NHS FT
- Patricia Miller; Chief Executive, Dorset County Hospital NHS FT
- Sir Stephen Moss, KBE; Non-Executive Director, Derby Hospitals and HEE
- James Titcombe, OBE; Patient Safety Specialist, Datix

Workshop themes include Schwartz Rounds, End of Life Care, Getting Genuine Patient Engagement verses Tokenism, and Measurement for Improvement.

For any conference queries please contact [qualityimprovement.WX@hee.nhs.uk](mailto:qualityimprovement.WX@hee.nhs.uk)



Tues May 23<sup>rd</sup> 2017  
17:00 – 19:00

Winchester Science Centre and  
Planetarium, Telegraph Way,  
Winchester, SO21 1HZ

**The dawn of precision  
medicine; the 100,000  
genomes project across  
Wessex**

A free event by the Wessex  
Genomic Medicine Centre

The 100,000 genomes project  
will transform the way patients  
with rare disease or cancer  
are diagnosed and treated.  
Click [here](#) to find out more and  
register.

## New Ageing & Dementia Research Centre opens for business



A new Ageing & Dementia Research Centre (ADRC) has launched at Bournemouth University, bringing together cross-Faculty expertise in the areas of dementia and ageing. Click [here](#) to find out more.

National News



## Next steps on the NHS Five Year Forward View

As the NHS approaches its 70th Anniversary it has published the [Next Steps on the Five Year Forward View](#)

This sets out how it will deliver practical improvements in areas prized by patients and the public – cancer, mental health and GP access – while transforming the way that care is delivered to ease pressure on hospitals by helping frail and older people live healthier, more independent lives.

For more information go to the [NHS England website](#), or join their conversation on twitter:

[@NHSEngland #FutureNHS](#)



Royal College  
of Physicians

## Patient Safety Seminar - Keeping Patients Safe

**Venue:** Jerwood Centre, House 5, Royal College of Physicians, 5 Saint Andrews Place, NW1 4LE, London

On Wednesday 10 May 2017 the Royal College of Physicians (RCP) will host the sixth in a series of events focused on patient safety, this time looking at how the National Mortality Case Record Review can improve care and keep patients safe.

Click [here](#) for further information and to view the seminar agenda.



The  
Health  
Foundation

New research institute

After an open competition the Health Foundation has selected the University of Cambridge to establish and run a new improvement research institute, the first of its kind in Europe.

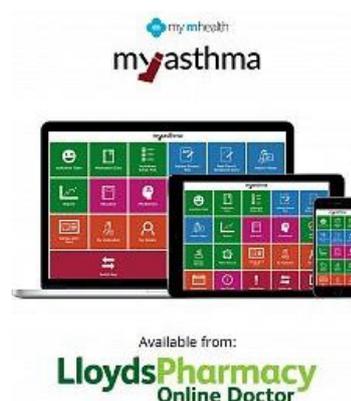
The ground-breaking improvement research institute aims to boost the evidence on how to improve health care, build research skills and engage more people at the NHS front line in applied research.

Click [here](#) to find out more

## [myAsthma now available through LloydsPharmacy Online Doctor](#)

Digital Health pioneers [my\\_mhealth](#) have teamed up with [LloydsPharmacy Online Doctor](#) to deliver the [myAsthma app](#) to their patients. myAsthma is a comprehensive management app that enables patients to learn more about their condition, receive expert education and learn how to take their medication correctly, every time and much much more.

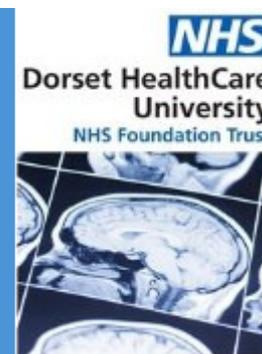
Click [here](#) to find out more.



## [New NIHR Themed Review: Roads to Recovery](#)

*Roads to Recovery* brings together NIHR research on the configuration of stroke services, identifying stroke and acute management, recovery and rehabilitation and life after stroke.

Click [here](#) to find out more and download the review.



## **NICE** National Institute for Health and Care Excellence

### **Transition between inpatient hospital settings and community or care home settings for adults with social care needs.**

The guideline aims to improve people's experience of admission to, and discharge from, hospital by better coordination of health and social care services. The Care Quality Commission uses NICE guidelines as evidence to inform the inspection process.

#### **Guidance**

- [NICE interactive flowchart - Transition between inpatient hospital settings and community or care home settings for adults with social care needs](#)
- [Quality standard - Transition between inpatient hospital settings and community or care home settings for adults with social care needs](#)

#### **Recommendations**

The guideline includes recommendations on:

- [person-centred care](#) and [communication and information sharing](#)
- [before admission to hospital](#) including developing a care plan and explaining what type of care the person might receive

- [admission to hospital](#) including the establishment of a hospital-based multi-disciplinary team
- [during hospital stay](#) including recording medicines and assessments and regularly reviewing and updating the person's progress towards discharge
- [discharge from hospital](#) including the role of the discharge coordinator
- [supporting infrastructure](#)
- [training and development](#) for people involved in the hospital discharge process.



## Watch our film to see NEWS in practice



Like ourselves the West of England Patient Safety Collaborative are working to encourage the use of a single early warning score – NEWS – across the region.

They have produced a short film which tells the story of Paul from North Somerset, who made a quick and full recovery from sepsis as a result of NEWS (the National Early Warning Score) being communicated at every handover of care.

Further information about their work can be found [here](#)



Friday April 21<sup>st</sup> 09:30 – 16:30, Bristol, BS2 8AE

### Is it for you?

This event will benefit senior clinicians and managers in patient safety. It has been designed for those who

## Mindful of the Gap

A full day free event

A time to share, reflect and learn from case studies to improve integrated healthcare.

wish to improve patient safety and reduce the cost of claims against their organisation.

Places are limited and interest in our previous sharing and learning events has been very high. Attendance is determined on a 'first-come' 'first-serve' basis – so don't delay!

Click [here](#) to find out more and register



**New webinar: Listen to me - helping people speak up in maternity**

3rd May from 10am -11am

Presented by Mara Tonks, Lead Midwife at Kettering General Hospital NHS Foundation Trust. Find out more and register [here](#).

## Wessex PSC Events



### Patient Safety Collaborative upcoming events

Date	Event	Time	Venue	Registration Information
Monday May 15th 2017	BTS2 Physically deteriorating patient (Learning Event 4)	0900 - 1645	Hilton at the Ageas Bowl, The Ageas Bowl Stadium, Botley Road, West End, Hampshire, SO30 3XH	The Collaborative has started and no new registrations are being taken. Please contact <a href="mailto:patient.safety@wessexahsn.net">patient.safety@wessexahsn.net</a> for more information
Friday May 26th 2017	Human Factors	1100 - 1500	Hosted by the IOW NHS Trust -The Conference Room, School of Health Sciences	<a href="https://www.eventbrite.co.uk/e/human-factors-7-tickets-31508744503">https://www.eventbrite.co.uk/e/human-factors-7-tickets-31508744503</a>
Wednesday June 14th 2017	Wessex CSIP Safety and Improvement Conference	0830-1630	Grand Harbour Hotel, West Quay Road, Southampton, SO15 1AG	This event is now fully booked. If you would like to join the waiting list, please contact <a href="mailto:qualityimprovement.WX@hee.nhs.uk">qualityimprovement.WX@hee.nhs.uk</a>
Tuesday July 18th 2017	Human Factors	0930-1230	Royal Hampshire County Hospital, Education Centre	Registration will be via Eventbrite with the link to follow soon.



This email has been sent on behalf of:

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Contact us:

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Come and look at the PSC projects:

[wessexahsn.org.uk/programmes/21/patient-safety-collaborative](http://wessexahsn.org.uk/programmes/21/patient-safety-collaborative)

**Our mailing address is:**

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