

OPERATIONS AND PERFORMANCE INITIATIVE OF THE YEAR

WINNERS



KETTERING GENERAL HOSPITAL FT CLINICAL CODING TRANSFORMATION PROGRAMME - GETTING IT RIGHT FOR OUR PATIENTS, OUR STAFF AND OUR TRUST

The Clinical Coding team are vitally important for Kettering as clinically coded data forms the bedrock of information we have on our patients. We are on a journey to take this department from 'lost and unloved' to our 'superheroes' of the organisation.

The Clinical Coding transformation programme put the clinical coding team at the heart of the changes. This programme is one of our proudest success stories because improving the accuracy of our clinical coding benefits our staff, our Trust and our patients. We have helped patients of tomorrow by supporting our staff to more accurately code patient information.

JUDGES COMMENTS

The judges were impressed by the sustainability of this project, which provides great support for staff wellbeing and increases the awareness of a little known but crucial service. There was good focus on quality improvement as a process and overall goal. Detailed information was included to show improvements in data quality as well as the staff engagement and the impact this can have on patient care.

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HIGHLY COMMENDED

Sheffield Children's FT

Modernising Outpatient Programme

The Modernising Outpatients programme has transformed Outpatients for staff and patients by focusing on increasing access to care through improving communication with families, modernising systems and helping patients to attend appointments. We've worked with internal and external partners to improve processes and systems. The projects within the programme have included everything from large digital rollouts to small improvement teams working to transform patient care at a specialty level. The programme has improved the Was Not Brought (WNB – known as Do Not Attend in Adult context) rate to the lowest on record and increased utilisation by around 32 patients per day.

JUDGES COMMENTS

This entry evidenced very impressive stakeholder engagement, effective communication through the “take my place” campaign, and close working which clearly resulted in the programme's success. The judges found it particularly interesting to learn about the reorganisation using the clinical microsystems methodology as a means of quality improvement. The work on reducing missed appointments was a strong service improvement initiative and really focused on the patient and family experience.

FINALISTS

Bolton FT

Bolton Combined Deflection Scheme

The Admission Avoidance Team (AAT) and Home First Team (HFT) work across the community and urgent care footprint of Bolton NHS Foundation Trust to deflect unnecessary admissions to hospital. Both teams are multidisciplinary and work together with stakeholders including Primary Care, North West Ambulance Service (NWAS), Commissioners, Local Authority and the Community and Voluntary Sector. The teams respond to patients over 18; in physical or social crisis in the community or have presented to the Emergency Department (ED) and can be safely managed at home with or without support. The teams main cohort of patients are aged over 65.



Doncaster and Bassetlaw Teaching Hospitals FT

Quality Improvement in Medical Education and Training (QiMET) - Hybrid International Emergency Medicine (HIEM) Training

Developed by QiMET International, delivered through Doncaster and Bassetlaw Teaching Hospital (DBTH) with candidates from Chitwan Medical College (CMC) in Nepal, HIEM is the first collaborative International Emergency Medicine training programme in the UK, providing a solution to the shortage of EM doctors.

Using new and innovative models of globalised medical training, the concept of Brain Share, HIEM's holistic approach offers enhanced skills in leadership, management and quality improvement by providing a systematic approach to support international trained doctors to work in the UK and to bring benefit for both countries.

This presentation will explain more: <https://youtu.be/N52BPF0oovI>



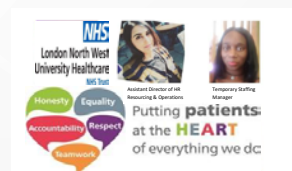
Eastbourne, Hailsham and Seaford CCG and Hastings and Rother CCG

The Frail and Vulnerable Patients Scheme Quality Review

The East Sussex Frail and Vulnerable Patient Scheme (FVPS) is a locally-commissioned GP service with a

unique quality improvement aspect.

The FVPS provides clinical review and personalised care planning. To ensure that care plans are of high quality, all practices contribute to an annual peer review of plans produced under the scheme. By harnessing clinician experience, the peer review helps to increase awareness and share best practice across general practice and the wider system; patients and carers benefit from reviewed and improved care plans, whilst the CCG can be confident of value for money in commissioned work.



London North West University Healthcare Trust

Direct Engagement Efficiency Project

A six month project to reduce the use of umbrella workers and increase the numbers of 'directly engaged' medical and AHP workers at the trust

in order to reduce risk and realise potential savings. It was implemented in a joint capacity by HR staff at the trust and the Medacs Healthcare's onsite team (Managed Service Partners). LNWH serves a population of over one million people in Brent, Ealing, Harrow, and beyond and is a university trust, active in training and research.

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FINALISTS

London North West University Healthcare Trust High calibre staff improving patient outcomes

London Northwest University Healthcare NHS Trust (LNWH) has an enviable reputation as a world-class leader in research, working at the cutting edge of research and governance with a proven track record of working with industry and developing a highly skilled workforce. The Trust continues to ensure it attracts and retains high calibre research staff by promoting the sharing of good practice and embarked on a workforce quality accreditation process with the International Accrediting Organisation for Clinical Research (IAOCR). The process for securing this accreditation was led by the R&D department, but also involved clinical staff, patients and external collaborators.



Saints Primary School pupil chats to a Longfield Care Home resident for M&M

Mid Essex CCG and All Saints' Church of England Primary School, Maldon Maldon Up Project

Maldon Up emerged from a series of visits to a local care home by children at a primary school within Mid Essex CCG's footprint. Many of the residents

at Longfield Care Home in Maldon have dementia, and All Saints' CofE Primary School pupils began visiting them for an afternoon a week. The CCG became aware through a staff member's connection to the school and recognised the possible benefits to those involved.

The CCG supported a crowdfunding exercise to keep the project running while Anglia Ruskin University conducted a proper evaluation that would facilitate a wider rollout of the scheme.



North Tees and Hartlepool FT Best Value Biologic Pathway

North Tees and Hartlepool NHS Foundation Trust serve 400,000 people in the area we cover with a range of services including the provision of specialist rheumatology

and gastroenterology care. The aim of our quality improvement and productivity project was to ensure that the most cost efficient brand of adalimumab was readily available to 200 patients, in a timely manner, with appropriate information and governance arrangements surrounding its distribution and supply. A multi-disciplinary team, involving internal/external stakeholders redesigned patient pathways to ensure that an efficient, safe, patient-focused process of switching to the best value biologic was possible.



Oxford University Hospitals FT Tea Trolley Teaching: A novel teaching method in a challenging environment

Tea trolley teaching is a novel training method, where a trolley loaded with tea, cakes and educational materials

is taken to the place of work, providing short, 10-minute educational sessions at the times and in locations that suit learners. A small group of nursing and medical staff have established a regular program of tea trolley teaching sessions within our Intensive Care Units (ICU), improving the education and wellbeing of our staff, at negligible cost. This allows staff members from multiple disciplines to receive education on topics pertinent to the unit, whilst minimising the impact on patient care.



Tameside and Glossop Integrated Care FT

New models of care using a data driven service transformational approach

In 2014 our local health and care system highlighted the need to

deliver focused support to aid transformation and improvement of services delivering health provision.

The ambition was to deliver rapid improvement projects/longer-term transformational strategies that would result in well-led, high quality and safe services to our patients. The Trust established the Service Transformation Team; highly skilled improvement managers with specific knowledge of Trust services and delivery models. This team, working alongside Operational/Clinical Leaders and the Corporate Information Team, identified opportunities and through the usage of data and intelligence developed a tangible starting point (baseline), clear actions and measurable outcomes.