

Patient Safety Programme of Work

Imperial College Health Partners' (ICHP) is the Patient Safety Collaborative (PSC) for North West London. ICHP is made up of 6 NHS acute, 2 Mental Health and 1 community provider Trusts, in addition to 8 Clinical Commissioning Groups (CCGs) and 3 universities. The following table provides a summary of ICHP's Patient Safety Programme of Work for 2017/18 with some initiatives spanning into 2018/19. The programme focusses on three strategic themes that meet both national NHSI priorities and our local partners' interests namely:

- A. Deteriorating patients and sepsis (Grey)
- B. Culture change (Light Green)
- C. Maternity and Neonatal (Burgundy)

In response to the fast paced, demand driven, initiative saturated contexts in which ICHP partners operate, a certain share of programme resources (not shown on the table below) is allocated to demand led partner initiatives. This will be in the form of light touch partner support on an ad-hoc basis in support of small scale or short-term projects. Partners are invited to contact kenny.ajayi@imperialcollegehealthpartners.com to indicate an interest in ICHP support for any such initiatives.

Work streams	Ambition	Intervention	Participating Partners	Output	Outcomes
1. Patient Safety MSc Bursary	Build patient safety leadership capability in NW London by awarding 2 MSc Patient Safety Bursaries to staff in partner Trusts	-MSc Bursary application process	-Imperial College Healthcare Trust (ICHT) -Central and North West London Trust (CNWL)	-two MSc in patient safety completed by staff from partner organisations -2 presentations by awardees to ICHP Patient Safety Programme Board -Possible MSc projects that align with partner organisation and ICHP safety priorities	-increased sector wide patient safety capability

<p>2. Safety Attitude Questionnaire (SAQ)</p>	<p>Completing a standardised Safety Attitude culture Questionnaire (SAQ) across provider organisations to inform Patient Safety work</p>	<p>Deployment of SAQ survey</p>	<p>-London North West Healthcare Trust (LNWH) Chelsea and Westminster Trust (C&W) - The Hillingdon Hospital NHS Trust (THH) -ICHP are collaborating with the Imperial College Patient Safety Translational Research Centre (PSTRC) on this initiative</p>	<p>-Customised SAQ report for each participating Trust -Customised SAQ debrief for each participating Trust -Clear safety culture priorities for each participating Trust</p>	<p>Safety culture priorities to inform future ICHP safety programme</p>
<p>3. Human Factors Training</p>	<p>Building patient safety capability by training trainers to train peers in human factors in participating Trusts</p>	<p>-Human Factors Train the Trainer Course -Human Factors Community of Practice (CoP) -Human Factors training to staff in partner Trusts</p>	<p>Sector wide</p>	<p>-Scoping document on current Human Factors work in sector -Human Factors tool kit -18 Human Factors Trainers in Wave 1 < 200 staff trained in Human Factors in Wave 1 -North West London Human Factors CoP</p>	<p>Increased human factors capability and system resilience in patient safety</p>

4. PS Board Development	Develop Patient Safety leadership capability in NW London by facilitating visibility of ICHP's Patient Safety Programme to partner organisation boards	-Periodic reporting of ICHP Patient Safety Programme Board work to partner organisation boards -Periodic Newsletters to partner organisations	Sector wide	-Periodic Patient Safety News letters -Periodic Patient Safety Board briefings	-Alignment on sector wide patient safety priorities -Board visibility and leadership on patient safety priorities
5. Greatix project	Improve patient safety by the development of Greatix (good news / quick catch reporting) to capture and Learn from Excellence (LfE)	-Excellence reporting and recognition system -Appreciative enquiry training	ICHT	Excellence capturing, recognition and adoption system	Improvement in specified patient safety metrics linked to excellence reporting
6. Community National Early Warning Score (NEWS)	To test the use of NEWS as a standard track and trigger tool in a community provider setting in NW London	-Deployment of a NEWS app -Staff training in NEWS -Tracking of NEWS metrics	LNWH	- Adoption of an app for NEWS calculation -Staff training in NEWS -NEWS escalation protocol -Increase in number of patients assessed and escalated with NEWS	Improved recognition, response and conversation on deteriorating patients
7. Community NEWS-Walk in Centres (WiC)	To test the use of NEWS as a standard track and trigger tool in WiC settings in NW London	-Deployment of a NEWS app -Staff training in NEWS -Tracking of NEWS metrics	Central London Community Healthcare (CLCH) Trust	- Adoption of an app for NEWS calculation -NEWS escalation protocol -Increase in number of patients assessed and escalated with NEWS	- Improved recognition, response and conversation on deteriorating patients -Increased staff competence is use of NEWS

8. E-NEWS	Support the diffusion of an electronic patient observation system integrated with Patient handover and sepsis 6 bundle trigger	-Dedicated sepsis nurses -handheld tablets for e-patient observations -diffusion of customised e-observation NEWS application across Trust	THH	-Diffusion of custom designed NEWS application to all wards	-increase in number of patients with calculated NEWS scores -reduction in NEWS score errors -reduction in sepsis audit time
9. Sepsis Dashboard	A sepsis dashboard to facilitate determination of essential baseline data on adult sepsis outcomes and to allow measurement of the impact of sepsis care improvement interventions at Trust, regional and national levels	-Iterative design of dashboard in collaboration with clinicians and Patient Safety Measurement Unit (PSMU)	CLCH, ICHT, Royal Brompton and Harefield Trust (RBH)	A sepsis dashboard capable of presenting and tracking sepsis outcomes data at Trust, regional, and national levels	Better measurement of clinical outcomes in sepsis care across a range of metrics
10. Sepsis Analytics Tool	A sepsis analytics tool to facilitate quicker more precise identification of adult sepsis patients to be spread across acute providers in NW London with the potential for national spread	-Iterative design of analytical tool in liaison with local clinicians and PSMU	CLCH, ICHT, RBH, CW	A digital tool with the capability to identify predictors of sepsis outcomes	Quicker recognition and diagnosis of sepsis

<p>11. Maternity & Neonatal Collaborative</p>	<p>Support the delivery of the national Maternity and Neonatal Health and Safety Collaborative</p>	<ul style="list-style-type: none"> -Quality Improvement coaching to staff in participating Trusts -Provision of access to Life QI system -Support on the development of a Community of Practice (CoP) -Training in debriefing for SCORE Safety Survey -Provision of SCORE Safety Survey Debrief 	<ul style="list-style-type: none"> -THH involved in Wave 1 -ICHT, LNWH and C&W Trusts will be involved in future waves 	<ul style="list-style-type: none"> -Increase in number of staff using Life QI system -3 specific QI projects delivered in Wave 1 -clear safety culture priorities within participating units -clear improvement plan to address safety culture priorities 	<p>Better patient outcomes linked to metrics from individual QI projects</p>
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