

Primary Care Collaborative 1

Wednesday 25 May 2016

Holiday Inn Filton, Bristol

 @WEAHSN #WEPCC

1 Overview

About the West of England Academic Health Science Network

The West of England AHSN is delivering positive healthcare outcomes locally and nationally by driving the development and adoption of new innovations and making a meaningful contribution to the economy.

We are one of 15 AHSNs across England, established by NHS England in 2013 to spread innovation at pace and scale.

As the only bodies that connect NHS and academic organisations, the third sector and industry, we are catalysts that create the right conditions to facilitate change across whole health and social care economies, with a clear focus on improving outcomes for patients.

About the event

The West of England Academic Health Science Network, in partnership with all seven Clinical Commissioning Groups, have created a Primary Care Collaborative, with the aim to promote a safety culture in the primary care setting through the use of incident reporting, whilst giving the practices involved tools and training in quality improvement methodology.

It will also help practices to undertake their own improvement journeys and network with other practices in the West of England region to share learning and facilitate collaboration.

Benefits for the practices involved in the collaborative include helping their practice in its next Care Quality Commission inspection and will contribute to the revalidation and appraisal processes for all staff. Staff are receiving quality improvement methodology training and resources throughout. Being a part of the collaborative will also increase awareness amongst practice teams of the patient safety agenda, while promoting an open and honest culture.

Patient safety is high on the public agenda, and practice's involvement in the scheme will improve assurance that their practice has an open and transparent approach towards patient safety, in addition to improving the overall patient experience. Patient representatives for each practice have also been invited to take part as members of the practice core team.

2 What our speakers said

All the presentations from our speakers are available online at <https://www.slideshare.net/secret/HhroTS1hJVvjY>



Ann Remmers

Patient Safety Programme
Director, West of England
Academic Health Science
Network



Dr Hein Le Roux

GP Clinical lead, West of
England Academic Health
Science Network



Stephen Ray

Quality Improvement
Manager, West of England
Academic Health Science
Network

After an introduction from Ann Remmers about the context for collaboration, Dr Hein Le Roux explained how collaboration was a combination of people and technical skills. He told a cautionary tale of the Choluteca bridge¹ and painted a picture of what better could look like in primary care. He explained how taking a systems approach could tackle some of the challenges through collaboration, and gave an example of a patient in his care where their care could have been better, and shared the learning from that incident.

Stephen Ray explained why things go wrong in a systems context and some of the methods to take a systematic approach to quality improvement to build reliable systems. He explained the clinical microsystems approach², the model for improvement, and case studies from his experience working on improvement with GP practices.³

3 Input from the room



Group photo of attendees

¹ <http://blog.iowahospital.org/2013/08/22/a-bridge-where-the-river-flows-no-more/>

² <http://www.sheffieldmca.org.uk/>

³ <http://www.weahsn.net/what-we-do/skills-knowledge-development/improvement-resources-and-tools/the-improvement-journey/>

36 attendees from 13 practices were in the room with attendees from all three Sustainability and Transformation regions. There was a range of roles including GPs, practice managers, practice nurses and quality and safety leads. Practices in the room:

Bristol, North Somerset, and South Gloucestershire	Bristol	Birchwood Med Practice
		Pioneer Medical Group
		BrisDoc/ Broadmead Medical Centre
		Gloucester Rd Medical Centre
		Montpelier Health Centre
	Maytrees Medical Practice	
	North Somerset	168 Locking Road
Mendip Vale Medical Practice		
South Glos	Courtside Surgery	
Bath & North East Somerset, Swindon and Wiltshire	Swindon	Hawthorn Medical Centre
	Wiltshire	Salisbury Medical Practice
Gloucestershire	Gloucestershire	Churchdown Surgery
		Regent Street Surgery

4 What our participants said



Word cloud from attendees' comments

47% of attendees returned feedback forms, and 100% of respondents rated the event as Excellent or Good.

Attendees really valued the time to meet other practices, learn from others and discuss subjects that they don't normally get time to. There was great feedback about the speakers and group sessions, and the bacon sandwiches first thing were a big hit!

Some comments from attendees: "Very accessible and interactive learning", "Found it all beneficial", and "Super presentations and group work".

Attendees made a list of actions they are going to take away from the day including looking at their existing processes and communications, developing a map of responsibilities, using PDSA and changing their language from “significant event” to “learning event”.

Resources shared include:

- RCGP PDSA a practical guide http://www.rcgp.org.uk/clinical-and-research/our-programmes/~/_media/Files/CIRC/Quality-Improvement/A%20practical%20guide%20to%20Model%20for%20Improvement%20and%20PDSA.ashx
- Sheffield MCA 5Ps http://www.sheffieldmca.org.uk/UserFiles/File/5Ps_One_Page_Book.pdf

5 Outcomes and next steps

Next time will focus more on sharing learning from particular examples from practices, with in-depth support on a topic chosen by attendees, suggestions included engaging and motivating staff to make changes: :

- Putting changes into practice;
- How to engage all staff to make real change;
- Motivating staff and changing culture;
- Bringing on board difficult characters – what impact can individuals have on instigating change?

Future events:

- **Swindon** | Hilton Swindon, Wednesday, **7 September** 2016 from 08:00 to 12:30, <https://pccswindon.eventbrite.co.uk>
- **Gloucestershire** | Stonehouse Court Hotel, Wednesday, **30 November** 2016 from 08:00 to 12:30, <https://pccgloucestershire.eventbrite.co.uk>
- **Bath** | Royal United Hospital, Wednesday, **1 March** 2017 from 08:00 to 12:30, <https://pccbath.eventbrite.co.uk>

Thank you to everyone involved in the day!