

Primary Care Collaborative Event 4

1 March 2017

Royal United Hospitals Bath

 @WEAHSN #wepcc1

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.

Established by NHS England in 2013, we are one of 15 AHSNs across England established 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 Patient Safety Collaborative

The Patient Safety Collaborative is part of the AHSN work programme with the goal that: *by March 2019, everyone (patients and the public) in the West of England can be confident that care is safer for patients based on a culture of openness, collaboration, continual learning and improvement.*

Our priorities fall into two main themes: the deteriorating patient incorporating the National Early Warning Scores (NEWS), Sepsis, Emergency Department Checklist and the Emergency Laparotomy Collaborative; our second theme is about collaborating with the community, where we are leading a number of collaboratives including primary care, medicines safety, community providers and mental health.

2 What our speakers said

All the presentations from the day are available online at <http://www.slideshare.net/secret/D8h9UZ9hduxWYz>

3 Input from the room



Attendees learning and sharing during virtual practice visits

4 What our participants said

29 attendees took part in “virtual practice visits” – feedback from this session as follows:

Our team (people):

- Patient representatives
- Trainees/ medical students
- Community navigator (mental health liaison, social care)
- Virtual groups

Our practice (system):

- Part-time staff hard to get together for meetings
- Monthly memo with payslip
- Weekly memo (Monday or Friday)
- Morning briefing
- Whiteboard (write any issues)

Successes:

- From surveys – all staff felt safe in own practice
- Being honest and open how they feel working in practice (leadership)
- “Above and Beyond” awards for staff

Problems/ issues/ aspirations:

- Patient representatives may not fully represent views of all patients (self-selecting group);

- Team – high burnout as common theme from survey: working late, not taking breaks
- Prefer to meet rather than virtual groups (practical)
- Think of a framework beyond 2 years

Leadership and learning environment:

- Changing terminology to learning events
- Changed name 'significant events' to 'learning events'
- Looking at focus groups
- Good at sharing issues at learning events and circulating

Headline improvements from being in collaborative:

- More time to make improvements
- Support with de-briefs from AHSN staff/ visiting practices
- Learning come out of survey was a bonus
- Finding ways to make improvements (needing the knowledge to know the processes to put issues right)
- To have a follow up in a year
- Q community around Primary Care
- To have a local session

What would we tell Cohort 2?

- It is worth doing
- Look at role Cohort 1 / CCG link to involve so spreads beyond Cohort 1 and Cohort 2 in those areas.

Share & Learn

- PPI toolkits
- Focus groups
- Webinars – record so can share if not able to attend
- Local sessions
- To work as a collaborative (not top down approach) involve all staff
- Care home resources

Wanted (Cohort 2):

- Understand if outlier against others (good way to improve)
- Support from AHSNs and others
- Keep momentum
- Support for change management (after survey)

For sale:

- What have Cohort 1 got for sale (top 3 things learned from collaborative)?
- Ideas – sharing with each other

Resources shared include:

- Cohort 1 resource page: www.weahsn.net/wepcc1
- Sheffield Microsystem Approach <http://www.sheffieldmca.org.uk/mca-1-pagers>
- People in Health West of England toolkit including role profiles <http://www.phwe.org.uk/resources/phwe-resources-guides/>
- CEPNs <http://www.weahsn.net/community-education-provider-networks/>

- Sign Up to Safety Kitchen Table week
<https://www.england.nhs.uk/signuptosafety/kitchentable/>

5 Outcomes and next steps

As discussed in the meeting we plan to offer further support to Cohort 1 practices and will be in touch to confirm details for this, we will also send through evaluation surveys.

Practices who have expressed an interest in Cohort 2 – we will be in touch with the baseline survey prior to the launch event on 24 May.

Future events for Cohort 2

- Wednesday 24 May 2017
- Wednesday 27 September 2017
- Wednesday 29 November 2017
- Wednesday 14 March 2018

Thank you to everyone involved in the day!