

Greater Glasgow and Clyde NHS Board

Board Meeting

October 2012

Board Paper No. 12/41

Board Medical Director
Head of Clinical Governance

Scottish Patient Safety Programme Update

1. Summary of Actions for Board Members

Members are asked to:

- Review and comment on the ongoing progress achieved by NHS GG&C in implementing the Scottish Patient Safety Programme

2. Mental Health Update

Introduction

This section provides an outline of the latest member of the Scottish Patient Safety Programme (SPSP) family, which is based in Mental Health services and the work being progressed in our board.

The SPSP-Mental Health will be a four year programme with an overall aim of systematically reducing harm experienced by people using mental health services in Scotland, by supporting frontline staff to test, gather real-time data and reliably implement interventions, before spreading across their NHS board area. It starts with a focus on adult psychiatric inpatient units, including admission and discharge processes.

Phase One (May 2012 to May 2013)

Initial scoping into the subject area revealed a lack of evidence about those interventions demonstrating a reduction in harm in mental health services. Therefore the programme will start with an initial one year phase which is focused on testing interventions to reduce harm experienced by individuals in receipt of care from mental health services.

Phase one is set up as a voluntary Collaborative and NHS Boards were asked to:

- commit senior leadership support to the patient safety programme
- nominate at least one multidisciplinary team to participate in phase one
- support the collection of data to assess levels of harm

Each multidisciplinary team is expected to sign up to putting foundations in place around effective leadership, developing a culture of patient safety and using data to drive improvements in patient safety.

The Boards were asked to undertake a minimum of one of the following areas of work:

- Reliable implementation of risk assessment and safety planning

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- Reliable implementation of processes to enable effective communication at key transition points
- The appropriate use of restraint, seclusion and emergency sedation
- Safer medicines management including medication reconciliation and reducing adverse medication events
- Leadership and culture

Phase Two: May 2013 Onwards

At this point it is expected that it becomes mandatory for all boards to engage in the programme. The content of phase two will be informed by the outcomes of the phase one testing. At this point, consideration will also be given to extending the focus of the work beyond adult psychiatric inpatient units.

So Far in NHS GG&C

NHS GG&C Mental Health services have agreed to participate in phase one of the voluntary programme and have selected to undertake work on reliable implementation of risk assessment and safety planning. Two wards, Elm Ward, Rowanbank and Rutherford Ward, Gartnavel Royal Hospital have been identified to take the work forward. The leadership and culture work stream is mandatory for all boards participating in the voluntary phase of the programme.

Six staff from the ward teams attended the first Learning Session in August 2012. These national learning sessions have been scheduled for the duration of the programme and are designed to introduce the methods and develop the skills and knowledge of staff who are working on the new SPSP-Mental Health programme. The learning sessions teach improvement skills, develop networks with individuals in other NHS boards working on the same issues. Sharing the experiences of and the learning from conducting tests of change.

A Steering Group chaired by the Lead Associate Medical Director for Mental Health has been established to co-ordinate, and support the programme. Terms of Reference and membership (appendix 1) for the Steering Group have been approved. The Steering Group held its first meeting in May 2012 and meets bi-monthly.

Local teams have been identified drawn from clinical staff working in the wards participating in the programme and a team leader identified for each ward to support the work. In addition coaching support is provided from clinical governance staff to each of the ward teams. A clinical lead and project manager has been identified to work alongside the teams.

Staff & Service User Safety Climate Survey

Organisations working to develop or improve a culture of safety need a reliable measure to monitor the success of their initiative. A tool has been developed for this purpose and work is underway to support the ward teams to complete the survey at the beginning of the programme. This will enable the organisation to gain information about the perceptions of front-line clinical staff about safety in their clinical area and management's commitment to safety. The teams tests will lead to changes required to improve the culture and the survey will be repeated to assess the impact of those changes. Work is also being progressed at a national level to develop a survey tool for service users. It is anticipated that this will be available for use in January 2013 following testing.

3. Selected Summary Updates

Forthcoming events

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The Acute Services Division is hosting a three day visit (08-10 October 2012) from the national SPSP team as part of the national learning collaborative. The purpose of the visit is;

- To gather examples of good practice across NHSScotland which have been developed as part of the Scottish Patient Safety Programme in relation to the key drivers and celebrate the success of this phase of SPSP.
- To focus specifically on the enhanced mortality aim, identifying achievements to date and interventions required to sustain & accelerate progress
- To gather information and views from Boards on making real the aim of 95% harm free care
- To make best use of your knowledge around data collection and measurement

The Board has been allocated 90 places at the next national SPSP Learning Session. The two day event on 8th and 9th November 2012 is intended to celebrate and share good practice, then set up Boards for the next phase of SPSP to 2015.

Recent Landmarks

A two day launch programme for SPSP in Maternal Health Care was attended by NHS GG&C staff (26th 27th September 2012). The Women's and Children's Directorate have identified local midwifery safety champions and obstetric leads on each of the main sites to support the local implementation and national collaborative development of the safety programme.

In a recent review of Patients Safety Leadership Walkrounds we confirmed there have been 299 walkrounds in the Acute Services Division to September 2012. In the course of the programme the senior staff have ensured completion of 567 safety concerns raised by clinical teams. These include resolution of patient transfer issues relating to inter-service communication, improving the fabric of wards, resolving outstanding backlog maintenance issues, increasing equipment access, improving patient security, clarifying clinical supervision requirements, improving efficiency and safety of interdepartmental workflows. The Patient Safety Leadership Walkrounds introduced within SPSP continue to be positively regarded by clinical teams and senior staff across Acute Services Division.