



Senior Charge Nurse and Midwife Forum

Tuesday 23 April

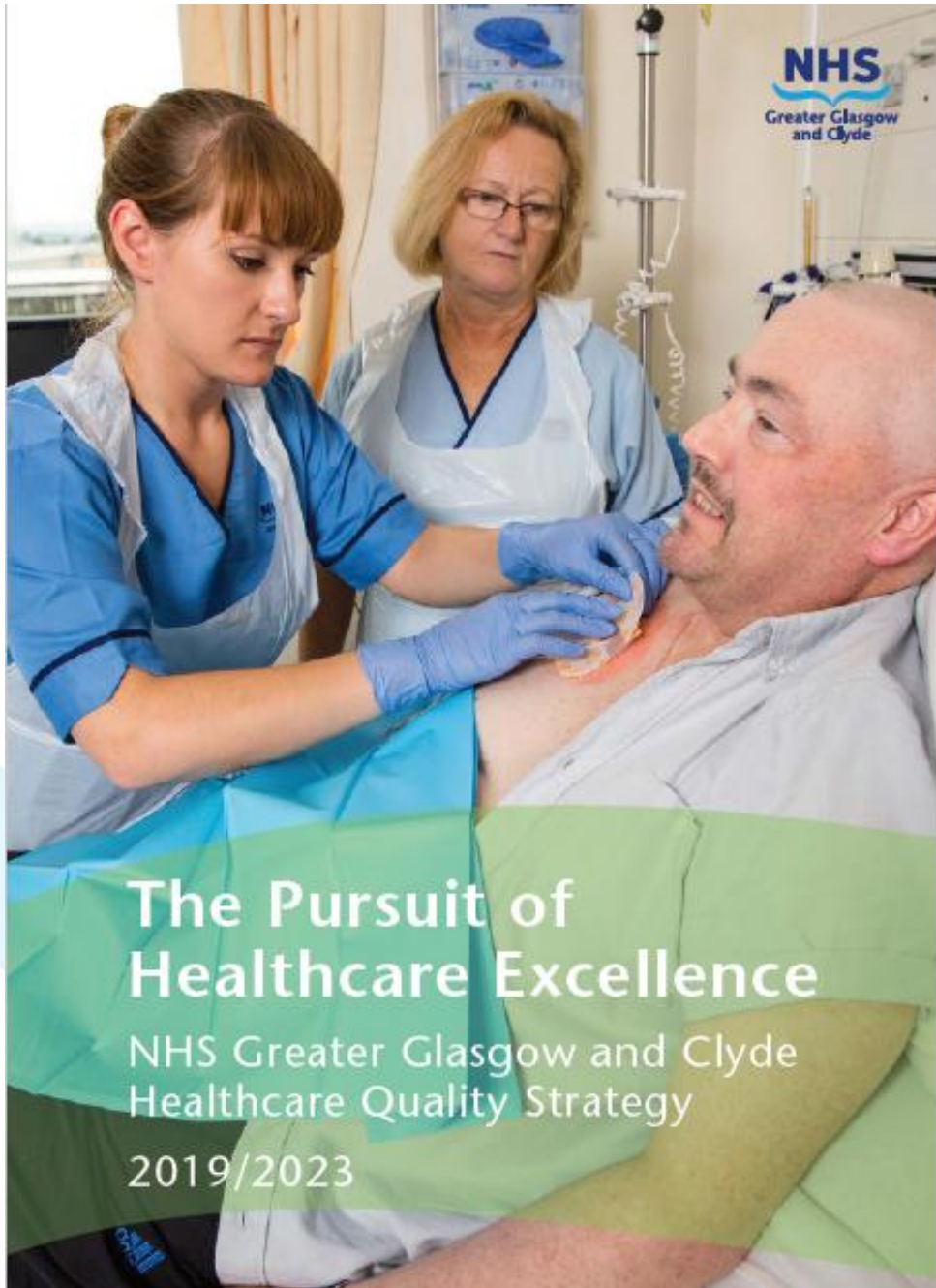
QETLC

Getting it Right Every Time!

Real People – Remarkable care!

Healthcare Quality

- Patients have told us that a high quality NHS is one that:
 - Takes time with patients and listens to them
 - Takes care of people, looks after them and makes sure they get the right treatment
 - Communicates well with patients by explaining all they need to know and involving them in decision making
 - Is knowledgeable, safe and trustworthy
 - Is efficient
 - Is caring, compassionate and shows empathy
 - Has friendly, kind, competent and professional staff
 - Communicates with the people who matter to them regarding their progress and condition.



Quality Ambitions



Person Centred

Mutually beneficial partnerships between patients, their families, carers and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision making.



Effective

The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit and wasteful or harmful variations will be eradicated.



Safe

There will be no avoidable injury or harm to people from the healthcare they receive and an appropriate clean and safe environment will be provided for the delivery of healthcare services at all times.

Pursuing Excellence - Objectives

- Put quality at the forefront of everything we do, making it everyone's business
- Empowering staff to be proud of what they do and NHSGGC
- Working with all staff to deliver a quality focused service owned and shared and valued by all. Culture/behaviours/role modelling/u tube examples

Pursuing Excellence – Person Centred Care

Implement person centred visiting, exemplifying caring relationships, in all ward areas by March 2020.

More extensive implementation of person centred care planning, which will enhance the way we are embedding “what matters to me”, by March 2020

Enhance and deliver the CAS, agree and maintain a measurement approach to underpin quality improvement and management.

Pursuing Excellence – Patient and Carer Feedback

- Enhance ways of obtaining, responding, sharing and learning from feedback (complaints, SPSO, patient experience, care opinion etc)
- Review the process of amalgamating and analysing patient feedback to develop a new reporting arrangement for the key healthcare quality groups by November 2019.
- Develop a framework which describes the various methods for engaging patient views

Pursuing Excellence - Objectives

- Deliver a governance for person-centred healthcare to support the achievement of healthcare quality strategy ambitions.
- Integrate ‘Realistic Medicine’ into our ways of working
- Focus on some specific areas for improvement (older people, dementia, diabetes,
- Make ‘Pursuing Excellence’ everyone’s business

Pursuing Excellence - Objectives

- Review the Boards consent policy and supporting practice to ensure we are providing people with information about treatment options including key risks and benefits
- Establish a multi-media communication plan to ensure examples of best practice and quality improvements are developed to showcase the work of staff and inform the public

Pursuing Excellence – SCN/M opportunities

- SCN/M leadership and ownership is key!
- SCN/M development and succession planning
- Introduce Value Management as an improvement opportunity

The Game Changers

- Patients Rights Act / Carers Act
- Clinical, Care and Professional Governance
- Existing and emerging risks and context
- Major incidents/failings- Vale of Leven, Mid Staffs, Morecambe Bay,
- Social media
- NMC Regulation / Revalidation/Nursing Assoc (England)
- Safe staffing legislation
- **Brexit**

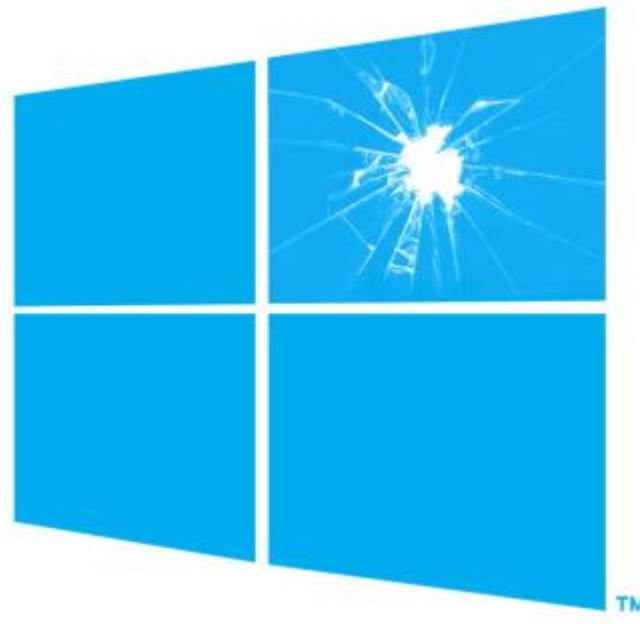
Turning the Tide!

- Need to be adaptive and strong
- Communication ...
- Reassurance
- Confidence
- Leadership, focus and grip

Improving

- Meaningful improvement will only come if culture supports it
- Team working (all staff)
- Shared governance and accountability
- Local and organisational ‘grip’
- Evidence, data and ambition

Broken Window Theory



Working Together

- Face to face communication
- See and be seen
- Forgiveness not permission
- Cup half full
- Tenacity
- Robust clinical, care and professional governance from point of care to Board
- Professional GRIP

Gut Instinct !

- *‘To handle yourself, use your head; to handle others; use your heart.’*

Eleanor Roosevelt

- As experience increases always trust your instincts and triangulate!
- Put Patients first !

Values Based Culture

How can I be confident you are doing the right thing for my relative when you are not measuring?

Confidence

- Ask the right questions
- Never be afraid to say you don't know or admit you are wrong
- Sometimes when you innovate, you make mistakes. It is best to admit them quickly, and get on with improving your other innovations. – **Steve Jobs**

Thinking like a Freak

Steven D. Levitt and Stephen J. Dubner 2015

- Ignore boundaries
- Learn to say “**I don’t know**”—for until you can admit what you don’t yet know, it’s virtually impossible to learn what you need to.
- **Think like a child—because** you’ll come up with better ideas and ask better questions.
- Find the **root cause of a problem**—because attacking the symptoms, as often happens, rarely fixes the underlying issue.
- Incentivise people, but don’t manipulate them.
- Get your garden to weed itself, learn to persuade people
- Learn to appreciate the upside of quitting—because you can’t solve tomorrow’s problem if you aren’t willing to abandon today’s.