

## AGENDA

<b>09:30-10:00</b>	<b>Registration, Refreshments and Networking</b>
<b>10:00-10:10</b>	<p><b>Welcome and Introduction</b></p> <p><b>Mr. Tony Roberts</b> Patient Safety Lead, Academic Health Science Network - North East and North Cumbria, (AHSN NENC), Deputy Director (Clinical Effectiveness), South Tees Hospitals NHS Foundation Trust Deputy Director, North East Quality Observatory Service (NEQOS)</p>
<b>10:10-10:30</b>	<p><b>How AHSNs can play a bigger role in the patient safety agenda and the new patient safety strategy</b></p> <p><b>Dr Cheryl Crocker</b> Patient Safety Director AHSN Network</p>
<b>10:30-10:50</b>	<p><b>Q Future Vision Moving Forward</b></p> <p><b>Alex Davis</b> Q Programme Manager The Health Foundation</p>
<b>10:50-11:00</b>	Q&A
<b>11:00-11:15</b>	<p><b>A National AHSN Perspective</b></p> <p><b>Dr Séamus O'Neill</b> Chief Executive Academic Health Science Network for the North East and North Cumbria (AHSN NENC)</p>
<b>11:15-11:45</b>	Refreshments and Networking
<b>11:45 -13:15</b>	<b>Morning Breakout Sessions: Workshop rotation x3 from 5 (20 mins duration)</b>
<p><b>BReATHE – Beating Regional Asthma Through Health Education: an innovative approach to improving paediatric asthma care</b></p> <p><b>Dr Jennifer Townshend</b> Consultant Paediatrician, GNCH</p> <p>Asthma still kills. The UK has the worst asthma outcomes in Europe and the North East has amongst the worst asthma outcomes in the country. Simple measures known to improve asthma outcomes are not</p>	

routinely followed, care between services is often fragmented and there is a lack of appreciation from health professionals to patients themselves that asthma can still kill.

Following the tragic death of a young teenager in our region, a regional, innovative and collaborative approach was developed to address asthma care in these key areas with significant improvements in outcomes.

This presentation will showcase the BReATHE interventions and outcomes and discuss potential future collaborations to extend the success of this programme further.

### **Quality Improvement in Clinical Practice – Making It Happen**

#### **Dr Elaine Gouk**

Consultant and Clinical Director for Obstetrics and Gynaecology  
North Tees and Hartlepool NHS Foundation Trust

#### **Michelle Matchett**

Professional Midwifery Advocate  
North Tees and Hartlepool NHS Foundation Trust

We joined Wave 1 of the National Maternal & Neonatal Health Safety Collaborative in 2017 and undertook training in quality improvement (QI) methodology. We then had the task of putting our newly acquired QI knowledge into practice, in a busy clinical environment. We encountered challenges along the way, however two years on and we are now seeing the positive impact our QI work is having on our service delivery. We are expanding our QI portfolio and have new projects and project leads within the department. We aim to share our experience, our mistakes, our successes and our tips for implementing a QI project in clinical practice.

### **The Acute Intervention Team: Supporting both palliative care and critical care**

#### **Lisa Ward**

Early Detection and Resuscitation Lead Nurse  
County Durham and Darlington NHS Foundation Trust

#### **Dr Richard Hixson**

Consultant Anaesthetist  
County Durham and Darlington NHS Foundation Trust

#### **Lucy Nicholson**

Palliative Care Consultant  
County Durham and Darlington NHS Foundation Trust

The presentation explains how CDDFT used their understanding of issues relating to patient deterioration and developed a bespoke model of response capturing the challenges of providing both critical and palliative care outreach 24/7 within a single Acute Intervention Team. It will be explained how the team identified the need, designed the model, secured funding and introduced the new team Trustwide. Outcome data covering the first two years post-implementation and plans for future development will be included.

### **HIPQIP Northumbria**

#### **Annie Laverty**

Chief Experience Officer  
Northumbria Healthcare NHS Foundation Trust

Led by Northumbria Healthcare NHS Foundation Trust, in partnership with the British Orthopaedic Association and Academic Health Science Network for the North East and Cumbria, with evaluation by the Royal College of Physicians – this patient safety collaborative was implemented in five NHS hospital trusts in England, Wales and Northern Ireland. The aim was to improve care for hip fracture patients via a multidisciplinary, pathway approach and save 100 additional lives. The work, funded by The Health Foundation as part of their Scaling Up Improvement programme, involved replicating the learning from HIP QIP, a successful hip fracture quality improvement project at Northumbria.

**Improving Flow Across Orthopaedic Trauma Wards at the Cumberland Infirmary by proving the right care at the right time**

**Nicola Martin**

Clinical Lead Occupational Therapist, North Cumbria University Hospitals

**Jennifer James**

Clinical Lead Occupational Therapist, North Cumbria University Hospitals

Nicola and Jen have worked within the Trust for over 15 years and are passionate about patient care and the role of occupational therapy within the acute setting. Nicola currently leads in acute stroke/neuro rehab and Jen leads the acute service.

The project was supported by CLIC who assisted in reviewing the service that they provide and implementing changes to their practice. The outcome of the project was that patients were seen by the Occupational Therapy service much sooner, length of stay was reduced, and quality therapy outcome measures improved.

**QI Myth Busting**

**Julia Wood**

NENC Maternal and Neonatal Health Safety Collaborative Lead  
Academic Health Science Network for the North East and North Cumbria

**Alex Davis**

Q Programme Manager, The Health Foundation

New to quality improvement? This session will help you understand what QI is, what is isn't, and how we often use QI without even realising it. The session will close with an overview as to why you should join Q and how you can do this.

**13:15 – 14:00  
Lunch**

(Invited Speakers available to field questions in the main room from **13:30 – 14:00pm**)

**14:00 – 15:30**

**Afternoon breakout sessions:** 3 rotations of 20 minutes for each workshop

**Joy in Work**

**Dr Susy Cook**

Associate Dean (International), School of Health & Social Care  
Teesside University

**Julia Wood**

NENC Maternal and Neonatal Health Safety Collaborative Lead  
Academic Health Science Network North East and North Cumbria

Would you like you and others around you to enjoy work more? Yes? Then this session is for you! Come along and hear how:

- You can make changes which will improve your work day (*based on the IHI [Institute for Healthcare Improvement] methodology*)
- How the things you do can influence whether others have a good day or not and what you can do about it (*based on the 15sec30min methodology*)

**Evaluation of AQuA Patient Safety/QI training for QI Leaders**

**Dr Annette Richardson**

Quality Improvement Programme Manager – Regional  
The Newcastle upon Tyne Hospitals NHS Foundation Trust

Staff delivering care are rarely trained on making improvements so increasing their capability is a key local, regional and national priority.  
 An evaluation assessed the impact of AQuA QI training on QI leaders with a focus on their confidence to lead their QI programme across the North East and North Cumbria AHSN.  
 A cohort of 13 multi-professional staff from four acute Trusts evaluated the programme and findings will be shared  
 A number of future recommendations are suggested including training for QI leaders

**What is a positive safety culture and how do I know if my team has one?**

**Ruth James**

Safety Culture Collaborative Programme Lead  
 Academic Health Science Network for the North East and North Cumbria.

This workshop will provide the opportunity to hear about the national patient safety collaborative work to improve safety culture and what this work is telling us about safety culture in our providers. The session will include examples of how to evaluate and improve safety culture in teams.

**Human factors and QI**

**Mr Jon Hansen**

Consultant Colorectal Surgeon, The Newcastle upon Tyne Hospitals NHS Foundation Trust  
 Senior Education Tutor, Simulation Lead, HENEE  
 Chair of Faculty of Patient Safety

Explore how human factors and QI are intimately related

**Engaging Service Users in QI**

**Annie Laverty**

Chief Experience Officer  
 Northumbria Healthcare NHS Foundation Trust

Annie Laverty – Chief Experience Officer at Northumbria Healthcare will describe what it has meant to build a real time patient and staff experience programme in her own organisation. Definitions of coproduction will be explored, together with what gets in the way of working in partnership with patients to improve care.

**QI Myth Busting**

**Tony Roberts**

Patient Safety Lead, Academic Health Science Network North East and North Cumbria, (AHSN NENC),  
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15:30-15:50

**Q What's Next**

**Julia Wood**

NENC Maternal and Neonatal Health Safety Collaborative Lead  
 Academic Health Science Network North East and North Cumbria

15:50-16:00	<p data-bbox="427 98 627 129"><b>Closing Address</b></p> <p data-bbox="427 170 596 201"><b>Tony Roberts</b></p> <p data-bbox="427 208 1366 275">Patient Safety Lead, Academic Health Science Network - North East and North Cumbria, (AHSN NENC), Deputy Director (Clinical Effectiveness)</p> <p data-bbox="427 277 954 309">South Tees Hospitals NHS Foundation Trust</p> <p data-bbox="427 311 1286 342">Deputy Director of the North East Quality Observatory Service (NEQOS)</p> <p data-bbox="427 344 898 376">Deputy Director (Clinical Effectiveness)</p> <p data-bbox="427 378 954 409">South Tees Hospitals NHS Foundation Trust</p> <p data-bbox="427 412 1286 443">Deputy Director of the North East Quality Observatory Service (NEQOS)</p>