

# SIGN UP TO SAFETY CAMPAIGN

QUARTERLY REPORT (Q1 APRIL – JUNE 2016)



## 1.0 Background

In 2015/16 we launched our Sign up to Safety campaign across the Trust, further to funding awarded by the NHS Litigation Authority (NHSLA) of £600,000. The Trust received one of the largest bids for improvement by the NHSLA. The national campaign aims to reduce avoidable harm to patients by 50%, nationally, over the next five years. Frimley Health was chosen as one of 12 hospitals to pilot the programme and leads have been recruited to work on our three focus areas – clinical handover, patient consent and management of the perineum during labour.

Awareness events for staff across all 3 hospital sites were held in January 2016 with the aim of raising awareness around the campaign and encouraging staff and patients to get involved. Interactive information stands were set up in the foyer/entrance areas of both postgraduate centre, presentations from our executive team were delivered to staff across all hospital sites, and a 'roadshow' around the hospital was undertaken visiting wards and departments.

The events were a great success – we received over 250 personal pledges from staff members and were greeted with great positivity and enthusiasm. We were also joined by the NHS LA at the Frimley Park Hospital event who presented on learning from claims and how to use the available data more effectively.

## 2.0 Participation in the campaign

### *Communications & engagement*

We have a communications and engagement plan in place and are using a range of channels to promote the campaign, including staff newsletters, intranet sites, our Trust website which includes a quarterly blog from the Director of Nursing, a safety information leaflet for patients, and social media including Twitter. Lunchtime learning sessions are also being organised for staff to learn about safety from other industries.

### *Staff engagement*

During patient safety training and other staff engagement events staff are being asked to make personal safety pledges and we have now received over 800 pledges and are using them to identify themes for future activities. The most common themes so far are around improvements in handover, hydration and documentation among a whole host of ideas about how we can improve safety for staff and patients. In addition, staff are being asked if they feel safe in their place of work and whether they feel there is an open and honest culture in the Trust. These two questions have been added to the Staff Friends & Family Test survey and monthly peer review carried out by the Matrons.

### *Public engagement*

The Sign Up To Safety Team have attended 4 constituency events this year and will continue to do so every month with the aim of engaging members of the public on whether we can do anything to make them feel safer during their stay in hospital. The feedback so far from the public and patients at these events has been extremely informative and positive.

### *Birthday event*

As part of Sign Up To Safety's 2<sup>nd</sup> birthday at the end of June, we asked staff to consider the safety pledges they made and celebrate their personal successes. To help them do this, we returned around 300 pledges along with a thank you message. We submitted a video and blog detailing our journey so far, particularly regarding the handover project and staff engagement which won second place nationally.

### *Topic of the Week*

In order to encourage a learning culture across Frimley Health, the concept of Topic of the Week was developed from a multi-departmental discussion. The aim was to stimulate conversations that improved patient safety & quality and encouraged staff wellbeing in an informal setting such as staff rooms. This concept then grew to incorporate learning and collaboration through social media to allow a wider audience for the topic using the twitter hash tag #FH\_TOTW. Topics so far have included 'singing for health', diabetes, safe staffing and personal safety pledges.

### 3.0 Collaboration

We are continuing to collaborate with other organisations, including Salisbury NHS Foundation Trust who we have arranged mutual site visits to share learning on multiple themes across the projects. Their safety improvement team will be visiting us in October.

### 4.0 Clinical handover

#### *Summary of planned actions*

- Review of existing processes related to handover, including transfer of care between specialists, movement between departments and shift change.
- Establish robust safety focused handover processes
- Implement standardised safety handovers trust wide
- Monitor handover practice to ensure sustainability and benefits to patient safety
- Engage with patient and service users to understand their needs and expectations of safe handover

#### *Update on actions*

Initial observational audits identified the need for improvement around nursing shift handover and this has been a key focus in the first year of the sign up to safety work. A new handover model (Safety SBAR) was designed and piloted on 3 wards, each from a different specialist and hospital site. Following the successful pilots the model was taken to the Nursing and Midwifery Board where it was approved for use on all in patient areas across Frimley Health.

To ensure adequate staff engagement and understanding of the new Safety SBAR handover model workshops were held for all preceptorship nurses, student nurses, staff taking on the Nurse-in-charge competency and 'open' sessions aimed at nurses and care assistants who had not previously received handover training. Ward based training is also being provided for those staff unable to be released from clinical duties for training. This quarter over 250 clinical staff have handover training.

#### *Next steps*

- 90% of inpatient departments using Safety SBAR for shift handover by September 2016
- Focus on out-of-hours handover for doctors and increasing situational awareness between specialities
- Align Trust transfer policy, including transfers from Emergency Department to wards, ward to ward transfers, transfers to critical care areas.

- Unified electronic solution for specialist referrals (using Safety SBAR format) including acceptable time limits and confirmation of transfer of care

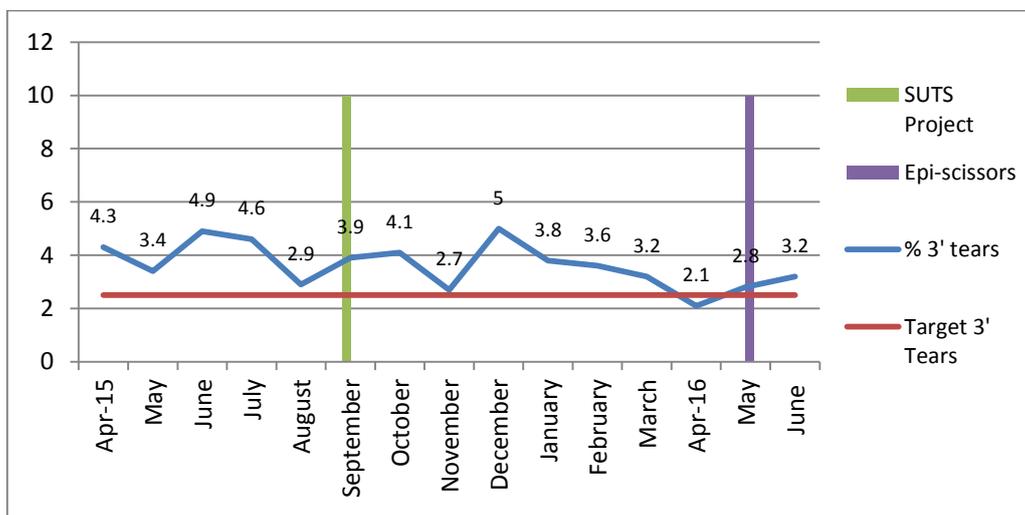
### 5.0 Management of the perineum during labour

#### Summary of planned actions

- To improve care of the perineum at the time of childbirth with a focus on reducing the incidence of 3<sup>rd</sup>/4<sup>th</sup> degree tears
- To train midwifery, medical and student staff in management of the perineum in 2<sup>nd</sup> stage of labour
- To introduce specialist scissors for performing more accurate 60° episiotomy
- To develop patient literature
- To review/maintain associated guidelines
- To review associated complaints and claims
- To make national links and contacts

#### Update on actions

- Number of incidents show early signs of improvement (see graph below)
- Teaching programme well established FPH site
- Scissors introduced May 2016
- Guidelines and patient literature complete and in use
- Complaint and claims regularly reviewed and fed back to staff
- National links increasing



### *Next steps*

- Implement the lessons learnt at the Wexham Park Hospital site – to be completed by September 2017

## **6.0 Consent & Local Safety Standards for Invasive Procedures (LocSSIPs)**

### *Summary of planned actions*

- Review existing consent policy, documentation and procedures
- Review existing consent process at specialty level
- Understand current compliance with the consent policy within specialties, specifically focusing on:
  - quality and timing of process
  - documentation
  - WHO checklist compliance
  - use of patient information
- Identify high risk specialties/procedures
- Work with patients to establish what they understand about the consent process – focusing on areas of particular interest and areas of concern
- Ensure that:
  - patients are given sufficient time and knowledge to give informed consent
  - consent always considers patients' individualised comorbidities and the impact of risks and benefits are made clear
- Review current education and training for medical staff around the consent process
- Implement Local Safety Standards for Invasive Procedures (LocSSIPs) based on NHS England's national guidance

### *Update on actions*

- Project Lead for Consent appointed, supporting specialties with LocSSIP development and implementation
- Review of existing policies and consent forms underway in order to align documentation across all sites
- All pre-populated consent forms and leaflets being reviewed. Once approved, they will then be catalogued and shared on intranet
- Liaising with Patient Experience Lead to develop specific consent based questionnaire and focus group

- LocSSIPs Implementation Group set up and Specialty Leads identified
- Specialties currently identifying list of procedures that require development of a LocSSIP and reviewing existing policies to align with national guidance
- Template for local safety standards developed to be completed by each specialty for their procedure specific or generic LocSSIPs and sent out for comment to key stakeholders
- Providing regular updates to the Quality Committee

*Next steps*

- Appoint full time Band 7 to support consent programme
- Overarching Trust LocSSIP policy currently being developed
- Radiology checklist for minor interventional radiology procedures to be trialled for 1 month and audited
- The Trust will be expected to demonstrate progress made with LocSSIP implementation by 14th September 2016. It is recognised that the development, implementation and monitoring of compliance of all LocSSIPs will be a much longer process and a deadline will be confirmed at a later stage by NHS England