

## Introduction

The Patient Safety Academy, funded by Health Education Thames Valley and supported through the Oxford AHSN, has now been operating for just over a year. We are a multi-disciplinary team delivering:

- ▶ High quality learning materials for Human Factors/Ergonomics and systems analysis;
- ▶ Bespoke training in Human Factors/Ergonomics and patient safety; and
- ▶ Support for quality improvement work designed to enhance patient safety across the region

We have been also closely involved in the development of the Oxford AHSN Patient Safety Collaborative (PSC) which began work on October 2014, and supported the PSC network event in March 2015.

The PSC is part of a national initiative on patient safety from NHS England. The PSC are tasked with delivering change in relation to patient safety, whilst our core mission is to provide the skills and knowledge which can help bring this about. The two organisations have been linked by a newly created Patient Safety Theme within the Oxford AHSN, and are working closely together.

Our experiences of the last year, of developing networks, training and project management puts us in excellent position to work as part of this theme to deliver real improvements in patient safety in the years ahead.

## Successful PSA launch event

Representatives from a broad range of organisations from inside the NHS and beyond demonstrated a shared commitment to better care at the launch of the Patient Safety Academy (PSA) at the Oxford Hotel on 22 July 2014. Oxford AHSN Chief Operating Officer Dr Paul Durrands said patient safety was already high on the agenda.





PSA Co-Director Dr Helen Higham said building effective collaboration was the key to making a real difference - identifying needs and sharing knowledge and best practice through bespoke training and access to robust data. The PSA launch event ended with a lively Q&A session which covered the role of the private sector, validation and appraisal, data capture and demonstrating value.

## Training for surgical teams

Our goal in this flagship project has been to focus on a key area of concern in Trusts in the region - managing acutely unwell surgical patients and provide surgical teams with training and project management support to improve patient safety and outcomes.

We have successfully engaged staff and are supporting them to lead improvements in the management of patients with acute abdominal pain with a range of projects. These include a consultant delivered service to improve continuity of patient care; improving communications between ward and theatre; trials for conducting ultrasound scans on the ward; development and deployment of a standard post-operative care note; introducing a structured ward round pro-forma to improve efficiency and effectiveness; improvement of “hot clinic” services through effective triaging ; direct GP referrals of surgical emergencies; development of texting systems to coordinate rapid responses, and reviewing emergency theatre flow.

We have established multi-disciplinary surgical quality improvement teams in Trusts in the region. We delivered 2-day training courses for acute Trusts and are supporting them to deliver improvement projects. We anticipate process and clinical outcome improvements in these Trusts by September 2015.



## Training for Trust management staff

Our goal is to engage with senior management staff in all the acute Trusts in the region to address an agenda around developing their patient safety infrastructure. We have outlined three proposals for Trust management to focus patient on to improve their ability to deliver safe care:

- ▶ Introduction of a system of mutual exchange of external reviews for a selection of serious events;
- ▶ Development of a small core group of highly skilled change management professionals within Trusts to manage analysis and response to serious incidents; and
- ▶ Setting out a clear vision with safety as a top priority, and a Board member, who acts as a visible champion for safety, and communicating it to staff

As part of this programme we delivered a Human Factors/Ergonomics course to a group of senior staff at Buckinghamshire Healthcare NHS Trust in May 2015. We are delighted to report strong support in principle for our proposals for external review of serious events from Buckinghamshire Healthcare NHS Trust, Oxford University Hospitals NHS Trust, Milton Keynes University Hospital NHS Foundation Trust, Frimley Health Foundation Trust and Royal Berkshire NHS Foundation Trust. We have begun a process of discussion with these Trusts about the development of the external review programme, and have agreed to undertake the necessary training for their staff.

## Training in patient safety in mental health - pilot

Our goal is to engage with key stakeholders in the region and develop a pilot patient safety project in mental health. There is already a well-established programme of education and training in mental health being undertaken by the South of England Improving Safety in Mental Health Collaborative (SEISMHC). After extensive and helpful discussions with a range of stakeholders in the region, we are working on a pilot work with Berkshire Healthcare on the improvement of processes central to medication rounds.

## Training in patient safety issues in primary care - pilot

Our goal is to engage with local stakeholders and develop a pilot project to explore the patient safety issues in primary care. We are in the process of planning a survey to gauge the size and shape of problems in primary care in the region. We plan to undertake Human Factors/Ergonomics training and quality improvement work between June and September 2015 and work with three or four practices in the region. If you are interested in being involved please get in touch [info@patientsafetyacademy.co.uk](mailto:info@patientsafetyacademy.co.uk)

## Supporting the Oxford AHSN Patient Safety Collaborative

The PSA has been working closely with the Oxford AHSN Patient Safety Collaborative. At the PSC event on 3<sup>rd</sup> March 2015, PSA team members contributed to the workshops to help to identify the education and training needs of the [four workstreams](#) – reducing acute kidney injury, reducing pressure ulcers, improving medication safety and safety in mental health. The PSA team will be working with each of the work streams on training and support in the months ahead. A training session on Human Factors/Ergonomics for the leadership group in each workstream has been arranged for June 2015.

## Collaboration on patient safety

The PSA seeks to build partnerships with a range of organisations on our work on patient safety. In September we hosted a workshop with research staff from the University of Cambridge and the University of Oxford to share research and insights on patient safety. In November 2014, we were hosted by [AQuA \(Advancing Quality Alliance\)](#) in Salford to learn about their experiences of developing a programme of education and teaching on quality and safety in the North West. In March 2015 we hosted a workshop with Susan Moffatt-Bruce, Chief Quality and Patient Safety Officer at the Ohio State University Wexner Medical Center on her experiences on making improvements to patient safety in the USA. Dr Sandra Wong from the University of Michigan recently devoted a Royal Society of Medicine Visiting Fellowship to visiting our unit and learning from our experience.

## Promoting our work on patient safety

We have promoted our work at national and regional events. In October 2014 we exhibited and spoke at Health Education Thames Valley's annual stakeholder conference *Tomorrow's People, Today*. In November 2014 we exhibited at the Institute of Ergonomics and Human Factors conference in London on *Human Factors-improving quality & safety in healthcare*. In December 2014 we exhibited at the Clinical Human Factors Group conference in London on *Safety Science & Solutions - Integrating Human Factors in Healthcare*. In April 2015, we exhibited and presented at the Chartered Institute of Ergonomics and Human Factors annual conference in Daventry. At all of these events, there was considerable interest in the education and training we were delivering in the Thames Valley on patient safety.



## Shaping the national policy agenda

Peter McCulloch, Director of the Patient Safety Academy, is a member of Health Education England's Learning to be Safer Expert Group. HEE is undertaking a one year analysis to look at current education and training. This is part of the [Health Education England Commission on education and training for patient safety](#). The Learning to be Safer programme is underpinned by Human Factors/Ergonomics and aims to ensure the workforce is educated and trained in the principles of staff and patient safety to improve patient care. The Expert Group will support HEE in leading on the delivery of Human Factors/Ergonomics education and training. This provides an excellent opportunity for the Patient Safety Academy to help shape the national agenda. The Expert Group will meet during 2015, and is chaired by Professor Lisa Bayliss-Pratt, Director of Nursing at HEE, and Professor Jane Reid, National Quality Board Advisor.

## Looking to the future

In the months ahead we will complete a number of projects. We will evaluate the impact of the surgical team interventions in the acute Trusts we are working with in the region. We will complete our pilot projects in mental health and primary care through to autumn 2015. From the autumn of 2015 we will be offering half-day courses on Human Factors/Ergonomics as well as advanced two-day courses.

## What is the Patient Safety Academy?

The Patient Safety Academy works across the Oxford AHSN area. We provide training and support to healthcare professionals, to equip them with sufficient knowledge to understand the principles and application of Human Factors/Ergonomics within the clinical environment. The goal of the PSA is to train staff to be able to use this knowledge to instigate positive change within their organisations. The PSA offer training tailored to your profession/organisation. This training can be carried out across a half day, a day or two day sessions. The delivery of this training generally comprises of a mixture of lectured content, with floor discussion, and worked case studies. Our work is funded by HETV, and we have an agreement with them as sponsors on prioritising requests for training and support. Bids for assistance will be considered through this mechanism.

Please get in touch with us if you would like to get involved in our work or to be kept informed of our work and receive future news from us

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