

February 2019
Edition

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CQC Rating: It was GOOD news

You will now all have heard the great news that Gloucestershire Hospitals NHS Foundation Trust has been rated GOOD following our recent CQC inspection. This is a great sign that we are moving in the right direction on our Journey to Outstanding.

The CQC Report states:

"Across the trust there was a fully embedded and systematic approach to improvement called the Gloucestershire Safety and Quality Improvement Academy (GSQIA). This framework empowered front line staff with the tools to support a change and implement a quality improvement project. Staff said that this had created a recognisable brand, and some described it as a "social movement". Throughout all the focus groups there was a narrative on quality improvement and innovation. Staff at all levels were engaged in the process and could give examples where quality of care for patients had improved because of quality improvement projects."

The report continues to recognise the vast amount of quality improvement work you are all doing across the Trust:

"The trust's quality improvement strategy in line with their 'Journey to Outstanding,' had been implemented from the bottom up, and was seen to be driving new levels of staff engagement."

The report states:

Surgery

"The surgical division had strengthened its leadership with a new team. There were quality improvement projects which were key in proactively engaging and involving staff and patients, and to shape and improve services"

Medical Care

"We found the leadership, governance & culture supported the delivery of high-quality care. There were clear governance processes from ward level up to the trust board. Staff were well engaged with Quality Improvement projects."



CQC Press Office @CQCpressoffice · Feb 8

'Inspectors have praised Gloucester Hospitals NHS FT [@gloshospitals] for "implementing and thoroughly embedding improvements" after the [@CareQualityComm] had ordered major changes to the trust in its previous inspection.'



National Health Executive @nhenews

Ex-financial special measures trust leaps to 'good' after
@CareQualityComm finds 'huge strides' forward

nationalhealthexecutive.com/Health-Care-Ne...

Urgent & Emergency Services

"There was an excellent system of quality improvement that linked in well with other assurance and improvement processes such as audit and incident reporting. The department was actively engaged in research promoted innovation."

Taken from the Summary of findings:

- Quality improvement methodology was seen as the way to deal with performance and for the organisation to learn. There was clear evidence of improvements to patient care.
- Improvement methods and skills were available and used across the organisation to empower staff to lead and deliver change.
- There was consistent use of a recognised improvement methodology.
- The work conducted by the trust on quality improvement had been presented nationally and had received national and international recognition.



Peter Lachecki @palachecki · Feb 8

Delighted for all our colleagues with this great achievement! Continuous improvement needs strong ambition, constructive dissatisfaction AND recognising achievement along the way! lnkd.in/dX4ZBRX

Academy of Fab NHS Stuff

Upload and share your great work on the [FabNHSSstuff website](#) throughout the year and remember to link it to Gloucestershire Hospitals by including 'GHFT' at the start of your title.

Look on the [FabNHSSstuff website](#) throughout the year for new improvement ideas.



Don't miss!

Tweet Chat
'Why use QI?'
Wednesday 20th February
8.00pm GMT
#QIhour
hosted by @GSQIA at Gloucestershire Hospitals NHS Foundation Trust @gloshospitals in collaboration with @lockley_leeanne, @QI_NottsHC, @QualityFirstPAH & @ELFT_QI

We are hosting our first [Tweet Chat](#) - 'Why use QI?' in collaboration with Leeanne Lockley (Fab Ambassador & QI Programme Manager from Merseyside), Nottinghamshire Healthcare NHS Foundation Trust QI team, Princess Alexandra Hospital (NHS Harlow) QI team & East London NHS Foundation Trust (ELFT) QI team.

It is hoped that this will develop into a series of Twitter chats to be held on alternate months to build on education, sharing and learning around QI as part of a wider social network. We will be joined by @DrAmarShah, Chief Quality Officer, representing ELFT. It will take place on Twitter hosted by @gsqia using the hashtag #QIhour – join us on **Wednesday 20th February at 8pm**

#QIhour

New: Twibbon

Our Improvement Community is growing and you can now add a Gloucestershire Hospitals Improver [Twibbon badge](#) to your profile picture on social media.

Show my support

Profile picture + Gloucestershire Hospitals Improver badge = Twibbon result

Glos Hospitals Improver

For Gloucestershire Hospitals NHS Foundation Trust staff who are involved in Quality Improvement initiatives! See who else is working on improvements - part of a growl..

[twibbon.com](https://www.twibbon.com)

Winners at the NHS Elect QI Awards 2019

NHS Elect held their inaugural QI Awards in January. Entries were invited for submission in the following categories:

- Most inspiring award
- Patient & public involvement award
- Perseverance award
- Workforce award

Gloucestershire Hospitals submitted five entries to these awards and we are delighted to announce that **Dr. John Boyes**, Consultant in Microbiology **won the Most Inspiring award** for his project '[Introduction of influenza Point of Care Testing \(PoCT\) to reduce hospital acquired flu & bed days lost to flu during 2017/18 season](#)'.



Margaret Collins, Nutrition Support Team Specialist Nurse **was awarded Commended in the Most Inspiring award category** for her project '[An appetite for improvement: Reducing the incidence of bloodstream infections in patients receiving parenteral nutrition via a central venous catheter](#)'

Congratulations to both of you!

You can view all poster submissions [here](#)!

Gold Improvement Coaches recognised at Staff Awards

Congratulations to our first group of Gold Improvement Coaches to complete their training.

They were recognized at the Staff Awards on 29th November where they were presented with their certificate and all important Gold Badge by Director of Safety and Quality Improvement, Andrew Seaton.



They are:

- Tracey Cullerne
- Adele Pugh
- Chris Custard
- Helen Mansfield
- Suzie Cro
- Jean Tucker

Congratulations!

Registering your QI Project / Audit

Have you registered your Improvement or Audit with us? All Quality Improvement projects and Clinical Audits need to be registered.

The online form is now working again and you can access it on our website [here](#)



Join us at the next Silver Graduation in March

Join us at the March Graduation to hear about the Silver Quality Improvement projects taking place across the Trust. Our Silver Improvers will present their project posters and graduate as Silver QI Practitioners.

Date: Friday 15th March

Time: 09.30-12.30

Venue: Lecture Hall, Redwood Education Centre



Presenters will deliver a 5 minute presentation on their project with a short time for Q&A afterwards.

There will be an online vote for '**Most Promoted QI Project**' and you will be able to vote on our website **between 1st March & midday 14th March** in this category. Project Summaries and Posters will be available on the [website](#) on 1st March.

You will be able to **vote on the day** for '**Best QI Poster**'.

The **judging panel** will vote for '**Best QI Project**'.

Awards will be presented to winners at the end of the event.

You are invited to drop-in and view the posters if you are unable to attend the full morning.

Come and show your support!

Winners at the December Silver Graduation

Winners: "Best QI Poster"



The Professional Midwifery Advocate (PMA) Team, Jo Daubeney, Michelle Sterry and Kate Adamson were presented with the award for Best QI Poster by Chairman Peter Lachecki for their poster '[MIDWIVES MATTER - Developing a positive staff culture using Restorative Clinical Supervision](#)'

Winner: "Best Quality Improvement"



Nicky Holton, Divisional Risk Manager (Surgery) was presented with the award for Best Quality Improvement by Steve Hams, Chief Nurse & Director of Quality and Andrew Seaton, Director of Safety & Quality Improvement for her project '[Learning from deaths: Using the structured judgement review \(SJR\) methodology](#)'



“Without data
you’re just
another person
with an opinion.”

- W. Edwards Deming,
Data Scientist

Making Data Count

‘Measurement approaches popular in the NHS such as red, amber, green (RAG) tables have many limitations for good decision-making. You will learn that better decisions are made when data plotted over time is considered and the benefits of doing this by creating SPC charts.’

– NHS Improvement

View the new ‘Making Data Count’ guide here → [#plotthedots](#)

Reading Room

- The Point of Care Foundation Blog: [“How do we optimize NHS investment in patient feedback & quality improvement?”](#)
- IHI Blog: [“The Role of Power in Making Change”](#)
- NHS Horizons Blog: [“Learning from the Jönköping Health System in Sweden”](#)
- IHI Blog: [“3 Joy in Work Leadership Lessons”](#)
- IHI White Paper: [“Achieving Hospital-wide Patient Flow”](#)
- ECIST Blog: [“Accelerating Improvement and Spread with the IHI Breakthrough Series Model”](#)

Finding Evidence: The Library

Do you need evidence to support your case for an improvement project? Did you know that our library can carry out a literature search for you?

We are lucky to have a fantastic library service that is here to support you and requesting a literature search is a piece of cake. You can either complete this [form](#) on the intranet, email or call 0300 422 6495

They also run training in:

- Finding Evidence – tailored to your requirements
- Understanding Evidence – an introduction to Critical Appraisal
- Referencing

Opportunities and Training

Bristol Patient Safety Conference 2019

The Bristol Patient Safety Conference is taking place in May and early bird tickets are now available. They are running a Patient Safety & Quality Improvement [Poster Competition](#) which is now open. **Closing date for entries is 10th March.**

Funding Opportunity: Improve analytical capability in health & care services

The Health Foundation, an independent charity committed to bringing about better health and health care for people in the UK, has launched the third round of its Advancing Applied Analytics programme. They are looking to support analysts who are working on local innovative and ambitious projects that can demonstrate how they will improve analytical capability in support of health and care services.

They have £750,000 of funding to support up to 12 good quality projects across the UK that meet the prescribed [criteria](#). The **deadline for applications is noon, Tuesday 26 February 2019**

Apply to become a Health Foundation Q Community member

Q is an initiative connecting people with improvement expertise across the UK, led by the Health Foundation and supported and co-funded by NHS Improvement. Q's mission is to foster continuous and sustainable improvement in health and care. We're creating opportunities for people to come together as an improvement community – sharing ideas, enhancing skills and collaborating to make health and care better. Click for [further information](#).

School for Change Agents 2019

Involved in improvement and want to learn more about Change Management? The NHS Horizons School for Change Agents offers FREE webinar based training. Become a Certified Change Agent. Register for the 2019 school [here](#)

New courses from the University of Bristol

PGCert in Healthcare Improvement

[Further information](#)

[How to apply](#)

MSc Healthcare Management

[Further information](#)

[How to apply](#)

Introduction to service evaluation

Delivered by: NIHR CLAHRC West

Date: 1 May, 09.30 – 4.30

Cost: FREE

[Further information & to apply](#)

Closing date: 22 March

Quality Improvement in Healthcare: the Case for Change

Online course via University of Bath on [Future Learn](#)

Improvement Fundamentals

Course 101 – QI Theory

Course 201 – QI Tools

Course 301 – Measurement for Improvement

Course 401 – Spreading Improvement Gains

Online modules via [NHS England Sustainable Improvement](#) #QIhikers



Networks – Connecting with others

Fab NHS Stuff

Fab NHS Stuff is a social movement for sharing great work, and learning from others. Learning from each other and building relationships on a wider scale is all part of developing your social network. Visit the [website](#) and start sharing.



The Q Community

The Q Community is an initiative connecting people with health & care improvement expertise. It is led by The Health Foundation and NHS Improvement. You can apply to become a member throughout 2018. For more information visit their [website](#).

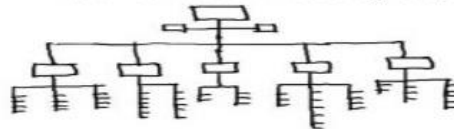


For a list of upcoming events, visit our Academy [News & Events](#) page on the Trust intranet.

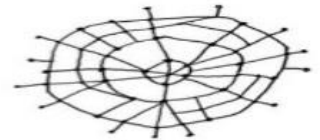
The Power of Networks



- As a change agent, my **centrality in the informal network** is more important than my position in the formal hierarchy
- If you want to create **small scale change**, work through a **cohesive network**
- If you want to create **big change**, create **bridge networks** between disconnected groups



Designed for
DIVISIONS



Designed for
CONNECTIONS

 @Sch4Change #S4CA

Source4Networks

Source4Networks is an online community created by NHS England. It consists of discussion forums on a range of topics as well as having a resources section. To find out more visit the [website](#).



Twitter

[Twitter](#) is a great way of growing your social network. Follow people with similar interests, connect with those who can help make a difference and keep up to date with the latest ideas #J20



Contact us



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