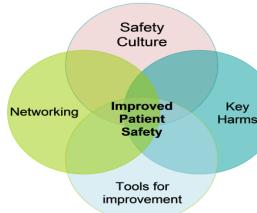




# March 2017

# Improvement Academy

## Patient Safety Collaborative Update



There will be some exciting changes to the national and our Yorkshire & Humber Patient Safety Collaborative as we move into next year. There is a new **National Maternity Collaborative** that the Improvement Academy will be supporting along with other strategic partners in the region; a renewed focus on the **Deteriorating Patient** and finally **culture of safety** building on the work we have been doing across the region.

A national event at the end of May 2017 will showcase the successes to date with our region invited to hold masterclasses on Safety Huddles and Culture of Safety and will be a great opportunity to learn from other PSCs.

For more details, click [here](#) or contact **Mel Johnson**.

The Improvement Academy has been commissioned by Health Education Yorkshire & Humber to deliver quality improvement training to ST4+ doctors. We are running 4 sets of a 2-day training package, 2 each in Leeds and Sheffield. The days have been set one-month apart with the intention that in the first session trainees develop a plan for an improvement project, which they then work on during the interim month. To date, one cohort has completed both days and we are delighted to report that 100% of trainees reported back on considerable progress. For further information, contact **Maureen McGeorge**.

## Bespoke Quality Improvement Training

*"I like that we had to do a bit of homework and present back to others and get some useful feedback to stimulate further thinking."*

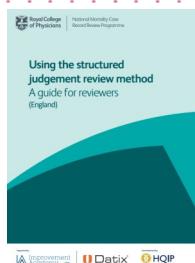
*"Good mix of principles and real-life working. Interesting to hear others projects and learn from them."*

## Structured Judgement Review Methodology recommended by Department of Health

On 21<sup>st</sup> of March 2017, the Department of Health announced a **National Mortality Framework** to learn from the care of patients who have died. The Improvement Academy is delighted the Structured Judgement Review (SJR) was recommended as one of the methodologies for a standardised approach to mortality reviews in NHS trusts.

The **Yorkshire & Humber mortality programme** was set up in 2014 and is entirely shaped by frontline clinicians. 12 acute and mental health trusts in the region are now successfully using the SJR as part of their clinical governance structure to learn about both the good and not so good care in their health processes. The thematic analysis of the reviews is used as the basis for quality improvement initiatives. The Improvement Academy is also working in partnership with the Royal College of Physicians to roll out the SJR methodology across England & Scotland.

For more information on the National Mortality Programme, contact **Usha Appalsawmy**.



## Patient Feedback Response Framework Blog

We feature a new blog by James Munro, Chief Executive of Patient Opinion that neatly summarises the 'Patient Feedback Response Framework' developed by Laura Sheard, Claire Marsh and colleagues. The framework helps explain why hospital staff find it hard to respond to feedback despite often having the will to do so. To read, click [here](#).

## Use and Usefulness of Patient Experience Feedback



In last month's newsletter, we introduced the work we are doing with hospital staff to help them make sense of patient experience feedback for improvement. This generated a lot of interest so we have put some additional information on the progress of this project on our [website](#) and will update regularly.

On 30<sup>th</sup> March 2017 we host research teams from across the UK, to share learning and to hear a seminar from Professor Louise Locock (*pictured on left*) from the University of Oxford, on 'Using Patient Experience Data in Organisational Change'. This will take place at 14:30–15:30 in the Sovereign Lecture Theatre, Bradford Royal Infirmary. To book a free place, click [here](#). If you are interested in learning more about our Patient Experience work, contact **Claire Marsh**.

## Improvement Academy and AUECR Joint Win at RCP Awards!

On the 16th of March 2017, the Royal College of Physicians held 'Excellence in Patient Care' awards in Manchester. eFI and HUSH (Huddle up for Safer Healthcare), both joint Improvement Academy projects, were nominated for awards in Innovation and Quality Improvement. Congratulations to the electronic Frailty index (eFI) team who won the RCP Excellence in Patient Care Innovation Award! For more information on the eFI tool, click [here](#) or contact **Sarah De-Biase**. If you are interested in huddles, please click [here](#) or contact **Vicky Padgett**.



## Q Applications DEADLINE—10/04/17



Applications to join the Yorkshire and Humber Q Community are closing on **10th April 2017**. Q is a national network of support for those already knowledgeable in undertaking improvement. The application is not too complicated and just requires you to explain your experiences in improvement. Clare Ashby, founding member of Q, is also available at drop in sessions to help or answer questions to do with your applications. For more information and to apply, click [here](#). Good luck!

For further information please contact Shahima Begum / Team Administrator

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