



October 2016
Edition

In this issue...

Our latest QI projects

Hear about some of our latest QI initiatives that are part of our Silver programme.

NEW! Shadowing Toolkit - now available

New QI tools that focus on the patient experience are now available on the Academy website.

Improvement in an Instant!

Dr Zoe Jones, Chief Registrar shares her thoughts on QI.

Next Academy Awards!

Save the date – the next Awards are being held on the 8th December 2016 at 2pm in Redwood Education Centre.

Our latest QI Initiatives

Since our last newsletter the Academy has kicked off 2 more Silver – Quality Improvement in Action programmes, with staff working on 21 different Quality Improvements.

- Improving the management of alcohol withdrawal in patients
- Improving the policy process
- Improving the use of the National Early Warning Score



Silver 5 – Hard at work!

Both programmes started with 2 workshop days where attendees begin to develop their Quality Improvements by determining their aim, diagnosing the problem, developing change ideas and then looking at how they would test the changes and measure the improvement.



Silver 6 – Process Mapping!

The sessions allow time to learn and then apply QI techniques to the specific improvements that attendees are working on.

Some of the improvement initiatives that are underway include:

- Improving asthma care in the ED



Penny Morris, F2 Doctor, will be working with her team to improve asthma care in the ED

If you would like to follow in their footsteps there are spaces available on the next silver starting on the 16th November. Head to the website

www.gloshospitals.nhs.uk/academy for full details and how to apply.

The Academy will be featured at the following up-coming conferences with a poster or presentation, see respective websites for further details and tickets:

- **Leaders in Healthcare, Liverpool, 1st -2nd Nov.**
- **Science of Improvement, Harrogate, 21st-22nd Nov.**
- **Patient First, London, 22nd - 23rd Nov.**

Shadowing Toolkit – now available!

What is Shadowing?

- An observation technique with a third person recording what happens during a patient's pathway
- Shadowing involves witnessing everything the patient experiences, observing and recording each step of the process, and then seeking feedback from the patient at each point
- Opportunity to see care experience through patient's eyes
- Raises staff awareness of the patient experience, including what is working well

and areas for improvement

- Anyone can be a 'shadower' i.e. can be clinical or non-clinical as long as they have the right qualities required for a shadower.
- Shadowing is not a secret shopper exercise. Shadowing is designed to allow staff to see the patient's journey through the eyes of the patient and or their family/ carer

The shadowing toolkit is available in the 'resources' section of the Academy website.

If you need any help using the tools or templates or would just like more information, contact Jean Tucker in the patient experience department Jean.Tucker@glos.nhs.uk

Improvement in an Instant!

Dr Zoe Jones, Chief Registrar and member of the GSQIA faculty, shares her thoughts on Quality Improvement:

Anyone can make a change!

When you talk to most members of staff in the NHS, their feeling is that of being a tiny cog in a big machine.

As a junior doctor I had little concept of how anything I did would make any difference to the places I worked in. I was just the FY1.

I only started to realise the ability I had to make a difference to my patients care when I got involved

with Quality Improvement projects. Even though I was junior, I was in fact one of the best people placed to see what did or didn't work.

I realised that if a cog breaks, the machine breaks, no matter how big or small.

Quality improvement is a tool to help us all make the machine run better. You don't have to be anyone specific to be able to recognise what does not work and what you could do to make it better.

You all do quality improvement every day .You all know how to make things better, the next step is to realise that it is within your power to do so.

Our Next Academy Awards:

Join us for our next Academy Awards on the

8th December 2016 at 2pm

in Redwood Education Centre where our latest Silver Improvement Practitioners will be presenting their work and competing for QI prizes. The full programme will be available on the Academy website soon.



www.gloshospitals.nhs.uk/academy

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