



Gloucestershire Safety & Quality Improvement Academy

SUSTAINABILITY PROJECT

✓ Learning ✓ Improving ✓ Sharing

#TheGSQIAWay #TeamGSQIA @gsqia

The Concern



- In Dec 2019, our Trust declared a climate emergency, recognising climate change as one of the biggest threats to public health
- In Oct 2020, the NHS became the world's first health service to commit to reaching carbon net zero
- Our Emergency Department has not had a sustainability group or any green projects until now!
- Our department spends over £30,000 on disposable cups annually- enough to fund an extra nurse!

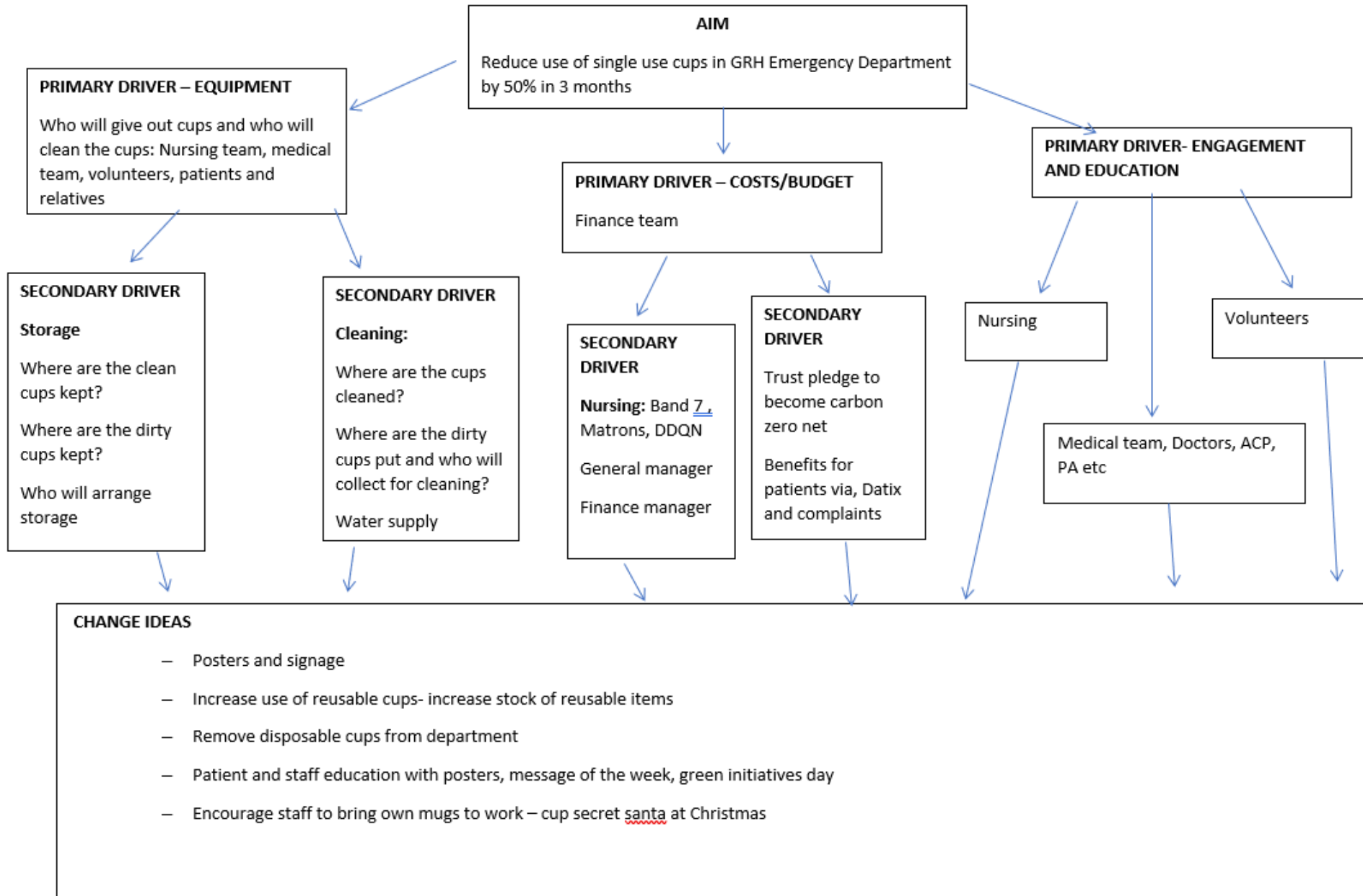
The Aim

- Reduce single use waste from the Emergency Department
 - Main project
 - Reduce use of single use cups by 50% in 3 months
 - Other sideline projects
 - Reduce use of gloves by 20% in 3 months
 - Improve recycling within the department

The QI Team

- Jane Birch
- Jess Chandler
- Helena-Rose Fletcher
- Karen Stone
- Annabel Summers

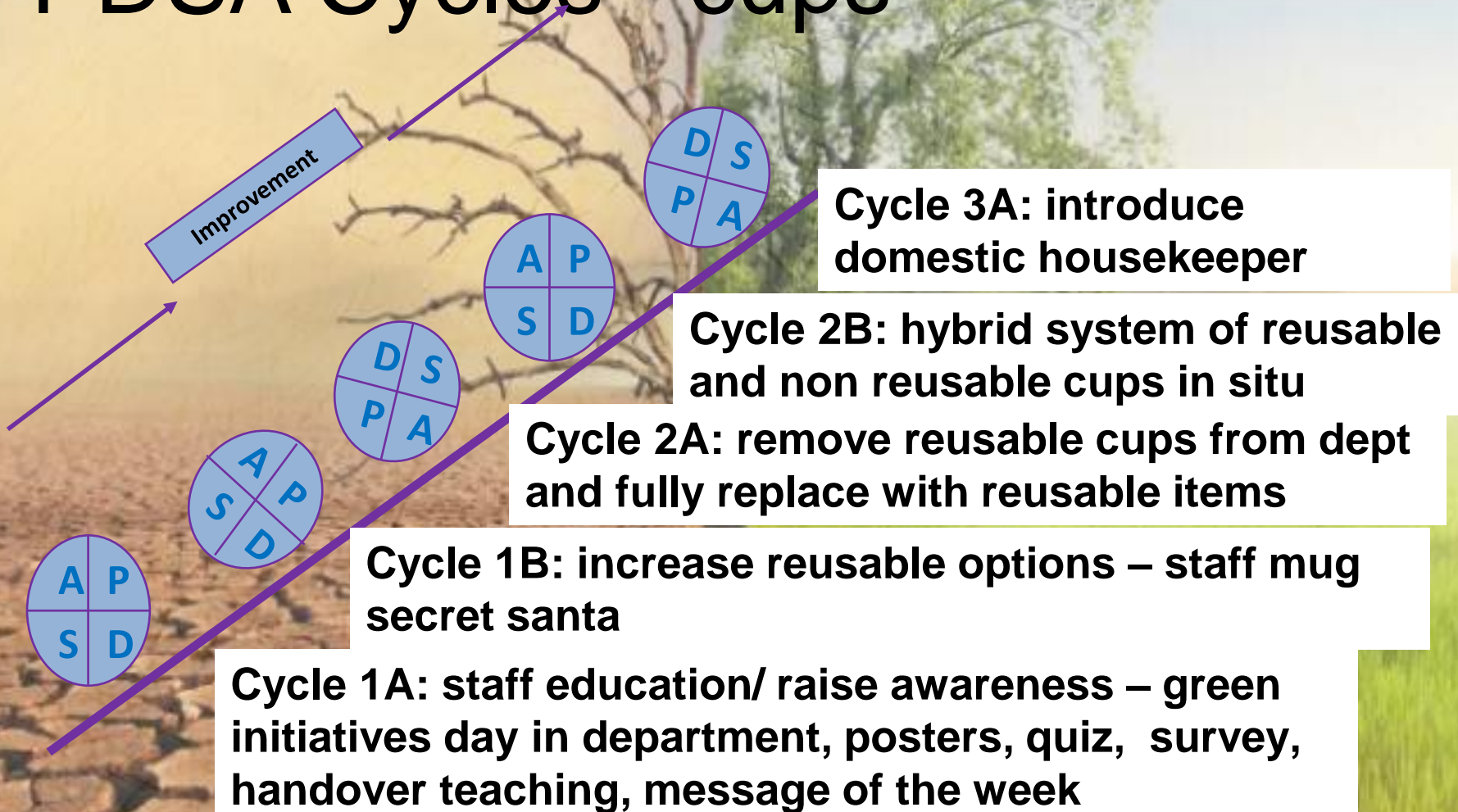
Driver Diagram



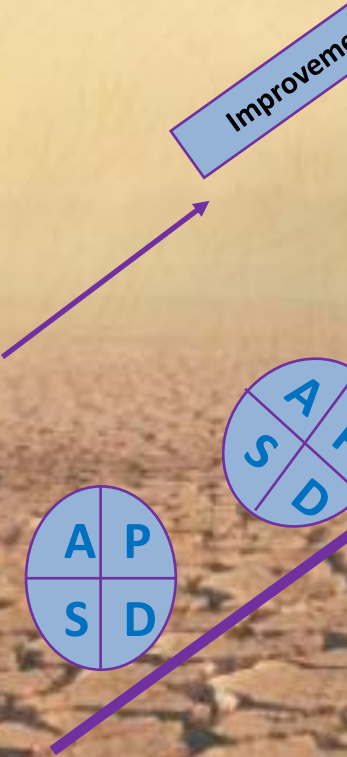
Measures

- Outcome
 - Number of disposable cups ordered and departmental expenditure on cups
- Process
 - Increase use of reusable cups
 - Remove disposable cups from department
 - Patient and staff education with posters, message of the week, green initiatives day
 - Encourage staff to bring own mugs to work – cup secret santa at Christmas
- Balancing
 - Staff time and facilities to wash reusable cups
 - Costs incurred from introducing reusable cups and replacing breakages

PDSA Cycles - cups



PDSA Cycles – cups cycle 2A

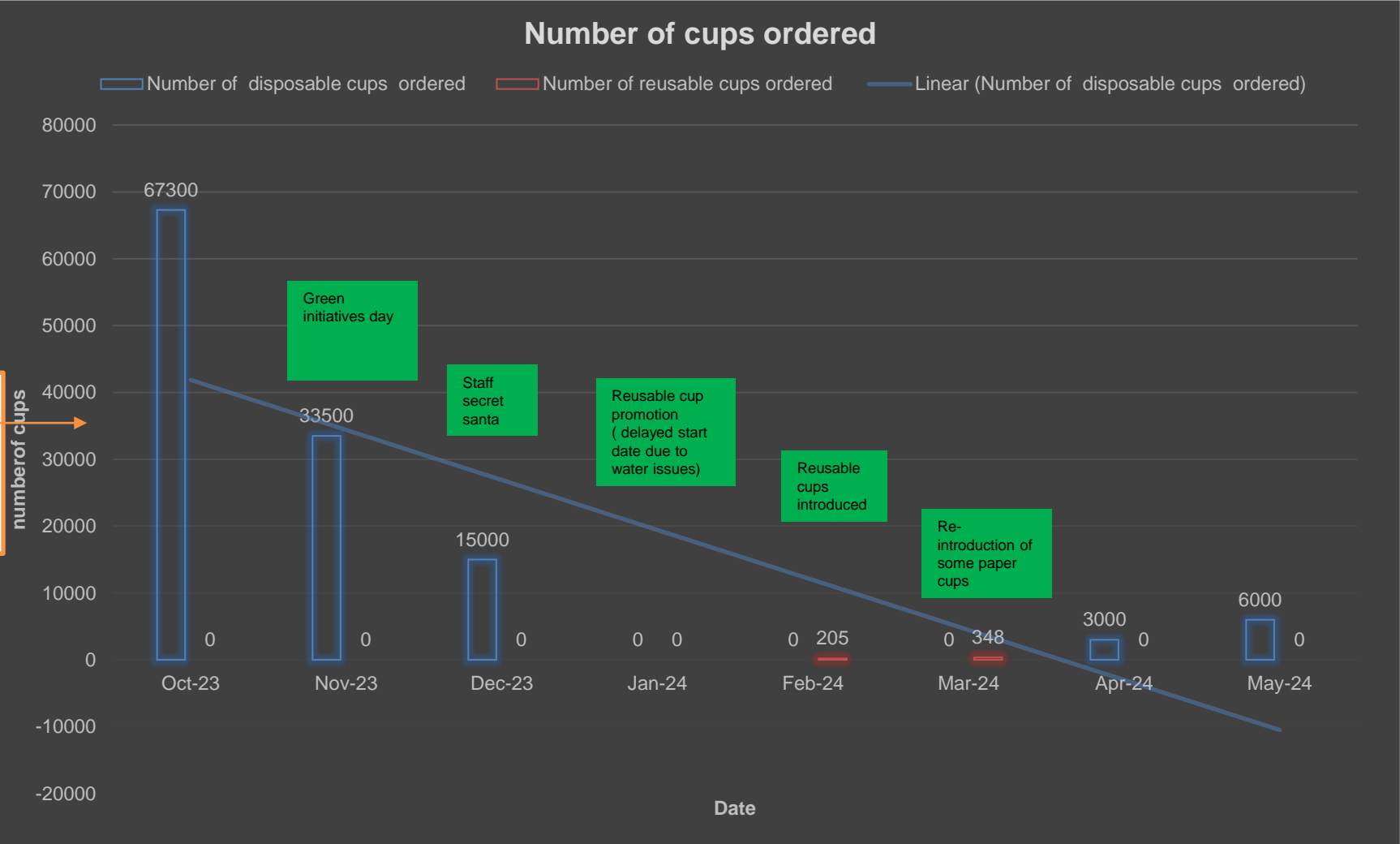


The diagram shows a purple arrow pointing upwards and to the right, labeled 'Improvement'. Below the arrow are two circular PDSA cycle diagrams. The first is a blue circle divided into four quadrants labeled 'A', 'P', 'S', and 'D'. The second is a blue circle divided into four quadrants labeled 'S', 'A', 'D', and 'P'. A purple arrow points from the text box to the 'A' quadrant of the second cycle.

The roll out of reusable cups to the department coincided with the move of the minors area from it's temporary site to the new department. However, water issues meant there was no safe running water to wash up cups in certain areas. This led to poor staff satisfaction and a reluctance to continue with the reusable cups at that time

Concerns re infection control issues (patients sometimes unclear which were used and which were clean cups), the lack of availability of clean cups at times and ongoing water issues in the new department meant we were forced to re-introduce some single use cups in the minors area only

Measurements & Key Results



Balancing Measures

Significant reusable cup losses has meant more needed to be ordered but still significant overall savings for department

Looking at branded cups for next order to reduce number of cups leaving department



Balancing Measures

- Staff and patient satisfaction has been hard to assess with data
- No significant increase in complaint numbers
- Negative feedback from staff noted particularly when water was an issue and when volunteers were away
- Concerns anecdotally have decreased since hybrid module re-introduced

Conclusions

- Have we met our smart aim?
 - Yes
 - Disposable cup numbers have reduced on average by 75%
- Balancing measures – cost implications
 - Monthly spending on cups has reduced by 44% (figure includes buying disposable cups and replacing lost reusable cups)

Measurements & Key Results

- Other projects
- Recycling
 - Posters created to help staff work out what goes in different bins and raised awareness of recycling through our green initiatives day but no data for recycling amounts recorded due to centralised recycling services
- Gloves
 - Difficult to get data due to stock piling from covid
 - Project drifted away from sustainability and in to infection control
 - Overall glove use has reduced but unable to demonstrate clearly on run charts

Next Steps

- Aim to remove all reusable cups from the department over time
- Explore viability of a domestic housekeeper to clean cups etc which will reduce workload for nursing team, enable another trial of 100% reusable cups in ED and still be cost neutral