Southern Health and Social Care Trust

Quality Care - for you, with you

SHSCT
Quality Improvement Network

Using Patient Experience to Drive Quality Improvement

Wednesday 24th May
9.30am - 12.30pm, Seagoe Parish Centre

~ Keynote Speakers ~

David McNally Head of Experience of Care, NHS England

Helen Lee Head of Quality Improvement and Experience, Lancashire Care NHS Foundation Trust

Connie Connolly Wife, Mother, Carer & Lead Nurse, Acute Governance SHSCT

To register to attend the Event please email: Quality.improvement@southerntrust.hscni.net

Improve  Inspire  Innovate
Quality Improvement Network: Wednesday 24 May 2017
“Using Patient Experience to Drive Improvement”

Keynote Speaker Pen Pics

David McNally: David has been Head of Experience of Care with NHS England’s Patient Experience Team since 2013. Last year he led a project to find out what impact patient leaders can have on improving experience of care and has been invited by the French National Authority for Health to talk about the project at a seminar in Paris in November.

Helen Lee: Helen is Head of Quality Improvement and Experience at Lancashire Care NHS Foundation Trust. She leads the quality improvement and experience team and the implementation of Always Events throughout the Trust. Helen is a qualified nurse with experience of working in both acute and community settings. Helen is passionate about people being at the heart of everything we do, co-design and quality improvement.

Connie Connolly Lead Nurse, SHSCT
“I have been Nursing within the Southern Trust since 1991 and working full-time as a Lead Nurse in Acute Services from April 2008. Six weeks after my appointment to this post, my 49 year old husband was diagnosed with Left Fronto-temporal Dementia. Along with my three children, we are full-time carers for Dermot. We, as a unit, have become expert health service users and expert at finding humour in the darkest of times!

My presentation will be very informal. I will include my thoughts around being the partner and child of a young dementia sufferer, as well as capture our journey through the varied services and systems (and there are many...) related to Dementia. My hope is that I will provide a gentle but strong voice for our young Dementia sufferers and their carers within our health care system.”

Aldrina Magwood, Director of Performance and Reform, advises: “The Quality Improvement Networks encourage the pace and spread of improvement through learning, enquiry and knowledge. The key objectives focusing on connecting staff using a combination of virtual and physical meeting space to support learning, enquiry and knowledge exchange.”

Get in Touch...
If you are interested in attending the Quality Improvement Network on 24 May please contact us: Quality.Improvement@southerntrust.hscni.net
Dr David McEneaney, SHSCT Cardiology Consultant, as part of Team Zensor, made the ‘final last five’ of a $10 million global competition.

The Qualcomm XPrize competition challenges teams to develop a consumer-focused, mobile diagnostic device based on the medical Tricorder of Star Trek® fame. The devices are required to weigh less than five pounds, diagnose and interpret a set of 13 health conditions and continuously monitor five vital health metrics.

Dr McEneaney was the clinical member of a NI Team which developed a device for submission. The Team was shortlisted at various stages from over 300 applicants to the final five in December 2016; a tremendous achievement in a world-wide competition. The device developed was trialled at various clinics at Craigavon Area Hospital and during this time, the results generated were fed via the icloud to a central portal for this competition in United States of America. The device remains available to utilise as appropriate.

Team Leader: Jim McLaughlin  
Team Members: Jeremy Hamilton, Ian McCullough, David McEneaney, Mary Jo Kurth, Shannon Montague

To learn more about the team visit their website: www.intelesens.com

Comments about the Quality Improvement Network

“the motivation that it offered, it also gave confidence to take new ideas forward”

“The speaker was very inspirational. We can become very focused on our part of the service, it is a great opportunity and very interesting to hear about other organisations, how they have changed and how they manage the challenges.”

“time out to listen to others experiences / network with other staff”

“a meeting of like minded people working together for improvement in our organisation”

“hearing the "real stories" as I can feel and understand how what we do or don't do impacts on service users”

“What I liked best about the event...was the ability to hear people’s experiences, good and bad, within their respective careers / situations, and the ability to learn from these and apply it to my own career / work practices / life.”

Congratulations! Southern Trust Cardiology Consultant helps team to last 5 in the World in the Qualcomm XPrize Competition!
SHSCT staff who achieved Quality Improvement Foundation and Quality Improvement Leader Accreditations were awarded OCN certificates at a celebration event on 1 February. They were joined by members of their teams and the Continuous Improvement Team who design and teach the courses. 19 Staff completed the Foundation course and a further 13 staff achieved the Leader accreditation.

Staff completed a variety of service improvement projects including:

- Improvement in servicing and repair of community equipment
- Implementation of the Dementia Navigator Service
- Improving the effectiveness of following up on outstanding invoices in the Finance Process Manager system
- Establishing a peer support group for individuals living with dementia
- Devising a training programme for new staff in Domestic Services

### What’s Involved?

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<th>Aimed at</th>
<th>Course Duration</th>
<th>E-Learning</th>
<th>Workshop</th>
<th>Facilitation</th>
<th>Project</th>
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<tr>
<td>Quality Improvement</td>
<td>All levels of staff</td>
<td>3 - 5 months</td>
<td>7.5 hours</td>
<td>3 full days</td>
<td>dedicated facilitation and practical support</td>
<td>a small step service change project over duration of course</td>
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<tr>
<td>Foundation (Certificate)</td>
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<tr>
<td>Quality Improvement</td>
<td>Band 7 and above</td>
<td>9 - 12 months</td>
<td>8 hours</td>
<td>5 full days</td>
<td>dedicated facilitation and practical support</td>
<td>a significant service change project over duration of course</td>
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<td>Leader (Diploma)</td>
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Clifford Mitchell, Senior Service Improvement Lead comments: “The Quality Improvement Foundation and Leader programmes have been developed by the Southern Health and Social Care Trust to equip staff with the quality improvement knowledge and skills required to deliver safe, high quality, person centred care.”

Find out more...
See overleaf for details of future courses and how to apply or contact the Continuous Improvement Team at: Quality.Improvement@southerntrust.hscni.net
We are currently facilitating a further cohort of staff in the QI Foundation Course. The next OCN Accredited Quality Improvement Foundation and Leader courses are ready for application:

**Quality Improvement Foundation (Certificate)**
14 September 2017
3-5 month course (3 full day workshops)
A-Level Equivalent

**Quality Improvement Leader (Diploma)**
5 September 2017
9-12 month course (5 full day workshops)
HND Level Equivalent

A Vodcast (video) is an excellent way to share best practice across the Trust and to learn from quality improvement initiatives that other teams have put in place. Vodcasts can be viewed on the Southern Trust YouTube Channel.

Our fourth Vodcast is ‘Psychology Pain Management Service’ ~ presented by Patricia McCrystal, Chartered Psychologist & Registered Counselling Psychologist Specialist in Persistent Pain. Click [HERE](#) to access the Vodcast.

Look out for our next Vodcast, ‘Improving Provision of Doppler Ultrasound for the Diagnosis of Deep Venous Thrombosis’ ~ presented by Josephine O’Connor, Principal Lead Sonographer, which will be available soon.

If you or your team have been involved in a service improvement and would like to create and share a Vodcast please contact the Continuous Improvement Team:
[Quality.Improvement@southerntrust.hscni.net](mailto:Quality.Improvement@southerntrust.hscni.net)

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**Recommended Reading…**

“If Disney Ran Your Hospital: 9½ Things You Would Do Differently” by Fred Lee.

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“Cultural Insights from a Hospital Executive who became a Disney Cast Member”
Continuous Improvement

Welcome to the Continuous Improvement Newsletter...celebrating service improvement throughout the Trust

“Best Poster” Winners Purchase Toys for Down Syndrome Service

Pictured left are Dr Anne Dooley and Dr Zeinab Abdelrahim, winners of the “Best Poster” at our 2016 Quality Improvement Event. Their project focused on creating a designated annual review clinic for children with Down Syndrome in the Newry and Mourne area.

The team wanted to improve the medical management of children with Down Syndrome by ensuring a standardised and consistent approach in a specialist multidisciplinary clinic. The Down syndrome service aims to provide optimal child / young person and family centered medical care for all children and young people with Down Syndrome, with the ultimate purpose of improving their physical and mental health and their overall quality of life.

As winners of the best poster, Dr Abdelrahim and Dr Dooley were presented with a £30 voucher. The Doctors chose to spend the voucher at Smyths Toyshop in Newry adding new toys to the selection currently available to children who attend the clinic.

Pictured left is Leon Kinney, age 9, who is delighted with the new choice of book. Lucy Lilburn, age 9, and pictured below left said: "Awesome, this is so cool."

Find out more...
To find out more about the project or the Down Syndrome Service please contact: Dr Zeinab Abdelrahim and Dr Anne Dooley 028 3083 4280 zeinab.abdelrahim@southerntrust.hscni.net anne.dooley@southerntrust.hscni.net

Call for Poster Presentations!
To apply to show a Poster at our next Quality Improvement Sharing Event on 18 October 2017 please email quality.improvement@southerntrust.hscni.net

Improve Inspire Innovate
The Lymphoedema Team Innovation Challenge Winners

Back in Autumn 2016 we asked staff to come up with ideas on how to improve Patient Experience. We subsequently invited teams of 3-4 participants to take part in a unique ideation and team building challenge which culminated in 3 teams pitching their quality improvement ideas to a panel of experts at our 3rd Annual Quality Improvement Event, Wednesday 19 October 2016.

Included in the team pitch was Mrs Lynda Stewart, pictured right, one of the first patients to participate in the Healthy Legs self-care pilot. When Lynda was asked about the difference the programme had made to her she said: “When I felt the effect on my feet I was amazed …at night when I got into bed I would have awful cramps in my feet and toes, thankfully after only 4 weeks these have completely disappeared which is fantastic.”

The Lymphoedema team prize was a two day ‘Time Out for Teams’ residential facilitated by Maxine Williamson, Principal Consultant at The Leadership Centre. Lynne Whiteside, Team Leader said “our two days out provided us with an opportunity to explore our team strengths, and identify opportunities for improvement.”

Day 2 started with a mindfulness session followed by an invigorating afternoon at Belfast Activity Centre culminating in the team facing their fears and reaching new heights on the climbing wall!

Pictured at the Time Out for Teams days are Lynne Whiteside, Catherine McClelland, Gillian McConaghie, Anne Neary, Lindsay McCullough and Pamela Fleming.

Look out for more about the Healthy Legs project in our next newsletter...
Introduction to Quality Improvement

What is Quality Improvement?
Why is it important?
Who’s responsibility is it?

Introduction to Quality Improvement is for anyone involved in providing care and services for patients, service users and their carers. It is a systematic approach using evidence based models, tools and techniques to improve the quality of our service.

The Continuous Improvement Team can meet with teams / groups of staff to discuss the benefits of, and assist with accessing Quality Improvement programmes and tools.

Pictured are members of the Trusts Physiotherapy team who recently attended an Introduction to Quality Improvement E-Learning session.

Find out more...

If you and / or your staff would like to discuss being Introduced to Quality Improvement please email us at:

Quality.Improvement@southerntrust.hscni.net

Quality Improvement Clinics

Are you about to embark on a work based improvement project or struggling with a project challenge?

Would you like to speak to an experienced Improvement Facilitator?

Contact the Continuous Improvement Team to book in to one of our new Quality Improvement Clinics

Quality.Improvement@southerntrust.hscni.net
Thank you for Contributions. Recent Fireside Quiz.

A total of £204.50 was raised and donated to Marie Curie. This will support the delivery of expert hands-on care, emotional support, research and guidance, helping people living with a terminal illness.

Donations can help as follows:
- £180 will provide a full 9 hour Marie Curie nursing shift
- £130 allows someone to attend Day Therapy at a Marie Curie Hospice
- £35 funds a nurses uniform
- £20 provides 1 hour of nursing care
- £5 will provide bereavement booklets to support 20 children
- £1 will provide a patients information pack, giving practical advice about Marie Curie services

Keeping up to date...

Don’t forget to check out the Health and Social Care Knowledge Exchange - “Connecting People to Improve Health and Social Care in Northern Ireland.” A recent article discusses Personal and Public Involvement—click on this link for access: “Personal and Public Involvement (PPI) and its impact - Monitoring, measuring and evaluating the impact of PPI in Health and Social Care in Northern Ireland”

“The Edge” is a free social platform committed to finding, sharing, curating and creating the boldest and most innovative new ideas for changing health and care. Click on the logo to the right to access...

Date for your Diary...
The 4th Annual Quality Improvement Event will take place on

Wednesday 18 October 2017, The Junction, Dungannon

Join us to hear about quality improvement activities across the Trust, listen to guest presenters, view posters and attend break-out sessions;

Remember, “No change is too small”

Invitations and further information about the event will follow