

QUALITY IMPROVEMENT NEWS

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Quality Improvement News



Welcome to the **Quality Improvement** online newsfeed. Here you'll find all the latest research, news stories, policy updates and guidelines for all things QI. View our other newsfeeds for more subject-specific news.

UCLPartners - October 2023

This report outlines how four London trusts (Barts Health NHS Trust, East London NHS Foundation Trust, Great Ormond Street Hospital and Mid and South Essex NHS Foundation Trust) are taking action to improve employment, increase income, improve education, and reduce air pollution. The report includes 13 lessons on adopting an innovative approach to tackling the social determinants of health, based on 22 interviews with people leading and implementing these approaches in these organisations. The lessons set out how this work can be implemented, summarising common drivers and incentives, considering how data and expertise can be used, sharing some common conditions for change, and looking ahead to greater scale and impact.

Read the Report - *Acting on the social determinants of health to reduce health inequalities: innovative approaches by provider trusts*

Public Accounts Committee - October 2023

This report warns of wide regional variations in the quality of patients' access to urgent and emergency care. It finds that ambulance services covering large rural areas, for example services in the south-west and east of England, were particularly challenged and disproportionately affected by problems stemming from the flow of patients elsewhere in the system. The report further warns that not enough is being done to tackle delayed discharges, with beds unable to be released for new patients.

Read the Report - **Access to urgent and emergency care**

NHS England - 26th October 2023

This roadmap supports systems to accelerate the roll out of teledermatology to help manage demand and reduce unnecessary outpatient attendances. It sets out practical steps to implement an efficient, safe and effective teledermatology service. The roadmap identifies opportunities to use teledermatology in new and innovative ways to deliver more personalised and better integrated care and prepare for the introduction of artificial intelligence in skin lesion pathways.

Further information - ***A teledermatology roadmap: implementing safe and effective teledermatology triage pathways and processes***

Health Foundation - October 2023

To understand the prospects for the waiting list to the end of 2024, we model four different scenarios and provide an interactive chart which enables users to explore their own scenarios. We include two central scenarios and, for illustrative purposes, a worse-case and better-case scenario:

- **hospital elective care activity growth remains at 7.8% a year and strikes stop**, resulting in the waiting list peaking at around 8 million in summer 2024 before falling to 7.8 million by the year end

- **hospital activity growth stays the same and strikes continue**, resulting in the waiting list peaking at 8.1 million by summer 2024 and falling to just under 8 million by the year end. This is around 180,000 higher as a result of the strikes

- **a worse-case scenario** could see strike action continue and growth in hospital activity a third lower than current trends at 5.2% a year, resulting in the waiting list continuing to grow and reaching 8.4 million by end of 2024

- **a better-case scenario** could see strike action stop and the rate of hospital activity growth increase by a third to 10.4%. Under this scenario the waiting list could peak in October 2023 and could fall to below 7.2 million by the end of 2024, the same level as at January 2023 when the Prime Minister made his pledge to bring waiting lists down. The expectation set out in the elective care recovery plan would not be met.

Further information - The NHS waiting list: when will it peak?

Kings Fund - 20th Oct 2023

The King's Fund has been working with the Heads of Patient Experience (HOPE) network to design and develop projects to better understand how people and communities are experiencing health and care services. What did we learn?

We heard that patient experience is deteriorating across the NHS, so hearing from users should be of the utmost importance as the NHS looks to improve, yet too often those leading work on patient experience feel that it is not prioritised.

Further information - Making patient experience a priority

Healthwatch England - October 2023

This briefing shows how engagement and participation with people and communities can deliver real benefits to the health and care system. Participation can be used to describe various forms of activity that enable people and communities to interact with services in ways that influence service planning and delivery. It can include formal consultation focused on specific issues as well as informal interactions with no fixed agenda, and a range of other activities.

At best, it leads to a situation where people's voices are heard and listened to, enabling them to have a visible impact. Importantly, people will know that they have been listened to and that their views are valued.

These examples, taken from Healthwatch across the country, demonstrate the different ways people can participate with health and care providers, and the benefits both to the people themselves and to services.

Read the Report - Participation - the NHS working with people and communities

Parliamentary and Health Service Ombudsman - October 2023

Sepsis is a life-threatening reaction to an infection. It can affect anyone of any age. It happens when your immune system overreacts to an infection and starts to damage your body's own tissues and organs. Sepsis is sometimes called septicaemia or blood poisoning.

According to the UK Sepsis Trust, 48,000 people in the UK die of sepsis every year. This number can and should be reduced. It is often treatable if caught quickly.

In this report, we look at some of the sepsis complaints people have brought to us, to shine a light on their experiences and encourage others to let their voices be heard.

We share case summaries and guidance to help people complain and help NHS organisations understand and learn from the issues raised.

Read the Report - Spotlight on sepsis: your stories, your rights report

Kings Fund - October 2023

The story behind Martha's rule is depressingly familiar. A parent raising significant concerns about their daughter's ongoing care only to be ignored with tragic consequences. Unfortunately, this feels like the latest in a long line of incidents where the NHS has failed to heed warnings from patients and their families about the quality of their care.

Sir Robert Francis's inquiry which examined the failings in care at Mid Staffordshire NHS Foundation Trust between 2005 and 2009 found that 'patients and relatives felt excluded from effective participation in the patients' care'. The Keogh review in 2013 found there was a limited understanding of how important it was to involve patients and families in their care in the 14 trusts investigated because they had had higher than average mortality rates. More recently the Ockenden review into maternity services at the Shrewsbury and Telford hospital NHS Trust found that 'For

far too long, women and families who accessed care at the trust were denied the opportunity to voice their concerns about the quality of care they had received.' There are many more examples I could have chosen to make the same point. Despite these and many other reports, inquiries and reviews, the NHS, at all levels, whether in clinical care or at board level, is still too often not listening to people who use its services.

Further information - Patient experience: who is listening?

RPS - September 2023

These eight standards support the audit and benchmark of good practices in Hospital at Home pharmacy services across the UK. This practical framework can be used by multidisciplinary teams across all sectors to improve established Hospital at Home pharmacy services.

Further information - Interim Professional Standards for Hospital at Home, including Virtual Wards, Pharmacy Services

Nuffield Trust - 19th October 2023

'Gridlock' of patients in urgent and emergency care is often attributed to a lack of onward capacity for people leaving hospital, leading to delayed discharges that back up the system. But does this explanation often favoured by government and policy makers tell the whole story? QualityWatch investigates whether the pattern is visible in patient journeys through urgent and emergency care at ICS level.

Further information - Chain reaction? Understanding the causes of backlogs through urgent and emergency care
