



## Quality Improvement News

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# Quality Improvement News



## Concise guide offers actions for reducing waiting times for children and young people's surgery

[SEPTEMBER 29, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"CONCISE GUIDE OFFERS ACTIONS FOR REDUCING

WAITING TIMES FOR CHILDREN AND YOUNG PEOPLE'S SURGERY"

GIRFT – 25th September 2023

NHS teams focusing on reducing surgical waiting times for children and young people can now access guidance featuring ten practical measures to help tackle the backlog.

NHS colleagues are working hard to restore elective care, but data shows that activity for children and young people (CYP) is still below pre-pandemic levels and recovery remains behind rates seen in adult services. The specialties of ENT, dental services, ophthalmology, urology, and trauma and orthopaedics (including spinal surgery) are especially challenged, with the longest waiting lists for surgery for young patients.

Getting It Right First Time (GIRFT) has supported NHS England's drive for CYP elective recovery by developing concise guidance – [Closing the gap: Actions to reduce waiting times for children and young people](#) – offering ten actions which can help reduce waiting times for children, as well as quick links to data, resources and best practice case studies. These complement the NHSE [national toolkit](#) for elective recovery for children and young people and [other resources](#) provided on the CYP transformation programme workspace.

The ten actions address how to improve theatre capacity, increase theatre utilisation and streamline pathways of care, and include practical measures such as adding extra sessions or 'super events' for children's surgery, avoiding procedures of limited medical benefit by using clinical decision tools, and staggering children's admission times.

The guidance links to a series of case studies demonstrating how teams across England have taken innovative measures to address their waiting times. For example, in Bath and north-east Somerset, Swindon and Wiltshire, a collaboration across the Integrated Care System saw waiting lists for paediatric tooth extractions reduced as a result of focused 'super weekends'.

Further information – [Closing the gap: Actions to reduce waiting times for children and young people](#)

## Public perceptions of health and social care: what are the priorities ahead of a general election?

SEPTEMBER 29, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"PUBLIC PERCEPTIONS OF HEALTH AND SOCIAL CARE:

WHAT ARE THE PRIORITIES AHEAD OF A GENERAL ELECTION?"

Health Foundation – Sept 2023

This long read presents the findings from the fourth wave of our public perceptions research with Ipsos that tracks the public's views on health and social care in the UK every 6 months. This survey was conducted between 5 and 10 May 2023. We surveyed 2,450 people aged 16 years and older in the UK via Ipsos' KnowledgePanel, a random probability online panel.

Further information – [\*\*Public perceptions of health and social care: what are the priorities ahead of a general election?\*\*](#)

## Professional standards: framework for quality assurance and improvement

SEPTEMBER 29, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"PROFESSIONAL STANDARDS: FRAMEWORK FOR QUALITY ASSURANCE AND IMPROVEMENT"

NHS England – 29th September 2023

This framework will help responsible officers and organisations to provide assurance that their professional standards processes meet the relevant statutory requirements and support quality improvement.

It includes three annexes which are illustrative templates showing the information and measures that organisations should produce and review.

It is a development of the [\*\*original Framework for quality assurance for responsible officers and revalidation\*\*](#). This is still valid as a resource, for example, for organisations recently identified as a designated body.

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1. ***Professional standards: framework for quality assurance and improvement***
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## A mentally healthier nation: towards a ten-year, cross-government plan for better prevention, equality and support

SEPTEMBER 29, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"A MENTALLY HEALTHIER NATION: TOWARDS A TEN-YEAR, CROSS-GOVERNMENT PLAN FOR BETTER PREVENTION, EQUALITY AND SUPPORT"

Centre for Mental Health – September 2023

This report, published on behalf of more than 30 national charities, sets out what a long-term government mental health plan for England could look like. It calls for action to tackle poverty and racial injustice, for reforms to the benefits and justice systems, and for further investment in better and more equitable mental health services. It draws on evidence provided to the UK government's consultation on its proposed 10-year plan to identify the actions that are necessary to protect people's mental health, reduce mental health inequalities, and improve mental health services nationwide.

Read the Report – [\*\*\*A mentally healthier nation: towards a ten-year, cross-government plan for better prevention, equality and support\*\*\*](#)

## Black British Voices

SEPTEMBER 28, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"BLACK BRITISH VOICES"

University of Cambridge – 2023

The largest survey to date of the opinions and attitudes of Black people in Britain. The report reveals that extremely high levels of distrust and discrimination are still felt deeply across Black British communities when it comes to systems such as health, education and criminal justice

Further information – [\*\*\*Black British Voices\*\*\*](#)

## Inclusive digital healthcare: a framework for NHS action on digital inclusion

[SEPTEMBER 28, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"INCLUSIVE DIGITAL HEALTHCARE: A FRAMEWORK FOR NHS ACTION ON DIGITAL INCLUSION"

NHS England – 28th September 2023

This document builds on previous NHS Digital guidance on digital inclusion for health and social care. Use it to design and implement inclusive digital approaches and technologies, which are complementary to non-digital services and support.

***[Inclusive digital healthcare: a framework for NHS action on digital inclusion](#)***

## Waste not, want not: Strategies to improve the supply of clinical staff to the NHS

[SEPTEMBER 28, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"WASTE NOT, WANT NOT: STRATEGIES TO IMPROVE THE SUPPLY OF CLINICAL STAFF TO THE NHS"

Nuffield Trust – 28th September 2023

For every five nurse training places, only three full-time nurses join the NHS. The rate of dropouts in the staffing pipeline from student to early-career clinician is worryingly high, with significant numbers opting out before or soon after joining the NHS, contributing to an understaffed health service under ever-greater strain. This analysis sets out the scale of NHS attrition and puts forward a 10-point plan to improve retention, including a policy proposal to gradually write off clinicians' student debt over 10 years.

Read the Report – ***[Waste not, want not: Strategies to improve the supply of clinical staff to the NHS](#)***

## Pharmacy Workforce Race Equality Standard report

[SEPTEMBER 28, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"PHARMACY WORKFORCE RACE EQUALITY STANDARD REPORT"

NHS England – 27th September 2023

The Pharmacy Workforce Race Equality Standard sets out to improve equality, diversity and inclusion in pharmacy teams in the NHS. This report provides the first national overview of the varied experiences that registered pharmacy professionals and wider team members in NHS trusts face.

Read the Report – [\*\*\*Pharmacy Workforce Race Equality Standard report\*\*\*](#)  
[\*\*\*Chief Pharmaceutical Officer’s inclusive pharmacy practice delivery plan\*\*\*](#)  
[\*\*\*Chief Pharmaceutical Officer clinical fellows and inclusive pharmacy practice case studies\*\*\*](#)

## Unlocking the power of health beyond the hospital: supporting communities to prosper

[SEPTEMBER 27, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"UNLOCKING THE POWER OF HEALTH BEYOND THE HOSPITAL: SUPPORTING COMMUNITIES TO PROSPER"

NHS Confederation – 27th September 2023

New report explores how investing in community care can improve system productivity.

Read the report – [\*\*Unlocking the power of health beyond the hospital: supporting communities to prosper\*\*](#)

## Adult social care funding pressures: estimated costs to meet growing demand and improve services in England

[SEPTEMBER 27, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"ADULT SOCIAL CARE FUNDING PRESSURES: ESTIMATED COSTS TO MEET GROWING DEMAND AND IMPROVE SERVICES IN ENGLAND"

Health Foundation – September 2023

This long read uses four scenarios to highlight the potential funding pressures in adult social care up to 2032/33. These reflect some of the key issues that need to be addressed to meet future demand and improve adult social care.

Long Read – [\*\*Adult social care funding pressures: estimated costs to meet growing demand and improve services in England\*\*](#)

## NHS IMPACT (Improving Patient Care Together) self-assessment

[SEPTEMBER 27, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"NHS IMPACT (IMPROVING PATIENT CARE TOGETHER) SELF-ASSESSMENT"

NHS England- 26th September 2023

All NHS organisations and systems are being supported to embed an approach to improvement aligned with NHS IMPACT.

In April 2023, NHS chief executives asked for a jargon free NHS IMPACT self-assessment to help systems, providers and partners understand where they are on their journey to embed [each of the five components of NHS IMPACT](#).

The NHS IMPACT team has co-designed this self-assessment tool and a maturity matrix for the five components. This should allow them to identify their strengths and opportunities for development when applying an organisational/system wide approach to improvement and provide a framework to build a development strategy.

### ***NHS IMPACT (Improving Patient Care Together) self-assessment***

## Access denied? Socioeconomic inequalities in digital health services

[SEPTEMBER 26, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"ACCESS DENIED? SOCIOECONOMIC INEQUALITIES IN DIGITAL HEALTH SERVICES"

Ada Lovelace Institute – September 2023

This report seeks to understand how people who have lived experience of poverty and ongoing health concerns are impacted by health inequalities when interacting with patient-facing digital health services. The findings suggest a need for policy-makers, health care

leaders, and digital health service designers and developers to reconsider how they use data and how they design and deploy digital health services.

Read the Report – [\*\*Access denied? Socioeconomic inequalities in digital health services\*\*](#)

## Developing a data pact: the relationship between the public, their data, and the health and care system

SEPTEMBER 26, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"DEVELOPING A DATA PACT: THE RELATIONSHIP BETWEEN THE PUBLIC, THEIR DATA, AND THE HEALTH AND CARE SYSTEM"

The Patients Association – September 2023

This report shows that the relationship between patients and their data is deeply personal. Patients recognise that the potential for data use to improve care is huge. This research showed widespread support for realising this potential – if patients' concerns are acknowledged and addressed.

Read the Report – [\*\*Developing a data pact: the relationship between the public, their data, and the health and care system\*\*](#)

## Saving your breath: How better lung health benefits us all

SEPTEMBER 26, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"SAVING YOUR BREATH: HOW BETTER LUNG HEALTH BENEFITS US ALL"

The Taskforce for Lung Health – September 2023

The NHS spends £9.6 billion on lung conditions each year, but far too much of this money is spent on treating with people who have already become critically ill and need unplanned, urgent help. Much more money and time needs to be spent helping those with lung conditions to stay well and out of hospital.

While other large killers such as cardiovascular disease (CVD) and stroke have seen significant progress in recent years, lung health has stood still. The avoidable mortality rate



for CVD has improved by 58% over the last 20 years, while for lung conditions it has improved by only 14%. If lung health had improved at the same rate as CVD, there would now be around 8,000 fewer deaths each year from lung conditions.

The policy changes recommended in our report could save the NHS a total of £307 million a year and free up almost 312,000 bed days, over 100,000 of which would be during the winter period.

### What we are calling for:

- We are calling on the government to give everyone with a lung condition the care they need – and save lives – by following our three step plan:
- Ramp up and fully fund testing to make sure everyone who needs it is able to get an early and accurate diagnosis
- Support everyone with a lung condition to stay healthy by improving data and monitoring, including annual reviews with a medical professional
- Improve access to the medications and treatments that work so people with lung conditions have the best possible chances to live well

Read the Report – [\*\*\*Saving your breath: How better lung health benefits us all\*\*\*](#)

## Multiple long-term conditions (multimorbidity) and inequality- addressing the challenge: insights from research

[SEPTEMBER 25, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"MULTIPLE LONG-TERM CONDITIONS (MULTIMORBIDITY)

AND INEQUALITY- ADDRESSING THE CHALLENGE: INSIGHTS FROM RESEARCH"

NIHR – 20th September 2023

***In England, there is a 19-year gap in healthy life expectancy*** ...between the most and least affluent areas of the country, with people in the most ***deprived neighbourhoods, certain ethnic minority and inclusion health groups*** getting ***multiple long-term health conditions 10 to 15 years earlier*** than the least deprived communities, spending more years in ill health and dying sooner.

***(Health disparities and health inequalities: applying All Our Health, Office for Health Improvement & Disparities, 2022)***

Two pressing and interconnected public health challenges are the rising number of people living with multiple conditions, and inequalities in health.

This Collection explores the intersection of the two: how discrimination and disadvantage increase the likelihood of multiple conditions, what drives the variation between different groups of people, the implications for health, and how services can help.

The research highlighted in this Collection will interest those who design and deliver health and care services, especially in areas of deprivation.

Further information – [\*\*Multiple long-term conditions \(multimorbidity\) and inequality-addressing the challenge: insights from research\*\*](#)

## Adult social care and the NHS: two sides of the same coin

SEPTEMBER 25, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"ADULT SOCIAL CARE AND THE NHS: TWO SIDES OF THE SAME COIN"

NHS Confederation – 22nd September 2023

**Fewer people are being supported by state-funded social care in England despite the increase in people aged 65 and over. This report, written in partnership with Age UK, focuses on demand for and provision of state-funded social care for older people. It brings together data and demographic trends to provide an overview of total capacity and national trends across the health and care sector, as well as significant variation across the country**

Read the Report – [\*\*Adult social care and the NHS: two sides of the same coin\*\*](#)

## Net zero care: what will it take?

SEPTEMBER 22, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"NET ZERO CARE: WHAT WILL IT TAKE?"

Health Foundation – 21st September 2023

Key points

- Climate change is the [leading threat to global health](#). The NHS, which is responsible for around [4% of England's total carbon footprint](#) and [40% of public sector emissions](#), has an important role in mitigating as well as adapting to the impacts of climate change.
- The NHS in England has set targets to reach net zero by 2040 for direct emissions and 2045 for emissions it influences, and launched the Greener NHS programme to help reach them. Achieving these targets will require concerted action across areas, including estates, energy and supply chains. This long read focuses on the critical role of care delivery in achieving a net zero NHS because it contributes both directly and indirectly to greenhouse gas emissions.
- Improving the environmental sustainability of care delivery can bring financial savings and improvements to patient experience, reinforcing the case for action. We outline key ways NHS health care providers can decarbonise care that are consistent with existing priorities. These include preventing disease, improving the management of disease and health, moving care out of hospitals, eliminating avoidable waste, avoiding unnecessary interventions and using lower-carbon alternatives.
- Our research highlights four main areas for action to support the shift to net zero care:
  1. The NHS should support staff to build the skills, knowledge and dedicated time to design and implement the necessary changes to care delivery.
  2. NHS leaders should prioritise environmental sustainability, link it to other priorities and encourage working across organisational boundaries.
  3. National bodies should align their focus on NHS net zero and ensure that national policy levers and guidelines support this.
  4. Research and innovation are needed to identify the most carbon-intensive aspects of care and develop lower-carbon solutions, building the evidence on which existing solutions should be prioritised for wider adoption.

Further information – [Net zero care: what will it take?](#)

## State of Maternity Services Scotland 2023 – RCM

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"STATE OF MATERNITY SERVICES SCOTLAND 2023 – RCM"

RCM – September 2023

Although Scotland continues to be a safe place to give birth, demographic and societal changes and continuing workforce challenges mean complacency is not an option. Action is

needed now to maintain safety and quality levels in maternity care. Women are giving birth later in life, with the number of babies born to women in their twenties dropping over the past decade. With this shift can come increased risk, both for the woman and her baby, requiring more support for them from the NHS. This is compounded by the increase in intervention rates and associated workload. At the same time, a majority of women using maternity services are now overweight or obese, which itself places additional demand on the workforce to provide the care that all women expect and deserve.

Read the Report – [State of Maternity Services Scotland 2023](#)

## Taking Stock: Assessing patient handover delays a decade after Zero Tolerance

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"TAKING STOCK: ASSESSING PATIENT HANDOVER DELAYS A DECADE AFTER ZERO TOLERANCE"

AACE – September 2023

The report, '[Taking Stock: Assessing patient handover delays a decade after Zero Tolerance](#),' compares handover delays today with those over the past decade, when AACE and the NHS Confederation collaborated to produce a joint report entitled, '[Zero tolerance: Making ambulance handover delays a thing of the past](#)' (2012) and reveals starkly how the concerns that provoked the original *Zero Tolerance* report have been completely eclipsed by 'staggering' rises in handover delays over the past decade.

### **The new report reveals:**

- In 2011, around 20% of handovers were exceeding the expected 15-minute target, with delays over an hour seldom.
- In 2017-18, 53% of handovers were taking longer than 15 minutes and 3% were taking longer than an hour, with patients waiting in the back of ambulances or in corridors, before they were being accepted into the care of their local hospital.
- In 2021-22, 61% of handovers were taking longer than 15 minutes and 8% were taking longer than an hour.
- In 2022-23, 68% of all hospital handovers throughout the NHS were taking longer than 15 minutes and 14% were taking longer than an hour, with many stretching for several

hours, causing much harm to patients and damage to the wellbeing of the ambulance crews caring for them.

### ***Taking Stock: Assessing patient handover delays a decade after Zero Tolerance***

## **RCN launches new definition of nursing**

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"RCN LAUNCHES NEW DEFINITION OF NURSING"

RCN – September 2023

The RCN has launched its new definition of nursing to reflect the safety-critical role the nursing profession plays within health care. It has been twenty years since we last published a definition of nursing and since then, the nursing profession has changed enormously. The new definition reflects the changes and increased complexity of the profession and responsibility of registered nurses.

The definition is:

Nursing is a safety-critical profession founded on four pillars: clinical practice, education, research, and leadership.

Registered nurses use evidence-based knowledge, professional and clinical judgement to assess, plan, implement and evaluate high-quality person-centred nursing care.

The work of registered nurses consists of many specialised and complex interventions. Their vigilance is critical to the safety of people, the prevention of avoidable harm and the management of risks regardless of the location or situation.

Compassionate leadership is central to the provision and co-ordination of nursing care and informed by its values, integrity and professional knowledge. Responsibility includes leading the integration of emotional, physical, organisational, and cognitive nursing work to meet the needs of people, organisations, systems, and populations.

Registered nurses are decision makers. They use clinical judgement and problem-solving skills to manage and co-ordinate the complexity of health and social care systems to ensure

people and their families are enabled to improve, maintain, or recover health by adapting, coping, and returning to live lives of the best quality or to experience a dignified death. They have high levels of autonomy within nursing and multi-professional teams, and they delegate to others in line with the [NMC code](#).

**[Read about the definition.](#)**

## Taking Stock: Assessing patient handover delays a decade after Zero Tolerance

SEPTEMBER 22, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"TAKING STOCK: ASSESSING PATIENT HANDOVER DELAYS A DECADE AFTER ZERO TOLERANCE"

AACE – September 2023

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**[Taking Stock: Assessing patient handover delays a decade after Zero Tolerance](#)**

## Carenomics: unlocking the economic power of care

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"CARENOMICS: UNLOCKING THE ECONOMIC POWER OF CARE"

Future Social Care Coalition (FSSC) – September 2023

This report from a cross-party coalition including former health and care ministers, employers and unions, makes the economic case for investing in social care, setting out the benefits this investment would have to the wider economy. Drawing on a wide range of evidence, this report emphasises the substantial return on investment that social care could deliver. Potential benefits include improving employment chances for disabled people, reducing pressure on the NHS, reducing costs for employers, levelling up for poorer areas, and building a more purposeful economy

Read the Report – [\*\*\*Carenomics: unlocking the economic power of care\*\*\*](#)

## How finance teams are helping to reduce health inequalities

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"HOW FINANCE TEAMS ARE HELPING TO REDUCE HEALTH INEQUALITIES"

Healthcare Financial Management Association (HFMA)

This briefing explores the work that finance teams are doing to help reduce health inequalities. There are three main ways finance staff are supporting this important agenda: allocating resources differently to support specific population needs; aligning data sets, tackling variation and reducing inefficiency; and investing in targeted projects that focus on specific groups

[\*\*\*How finance teams are helping to reduce health inequalities\*\*\*](#)

## Care for our future: the roadmap to a sustainable future for adult social care

[SEPTEMBER 22, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"CARE FOR OUR FUTURE: THE ROADMAP TO A SUSTAINABLE FUTURE FOR ADULT SOCIAL CARE"

Care England – September 2023

This document from Care England (a registered charity and a representative body for small, medium and large providers of adult social care in England) sets out the sector's priorities across three key themes – workforce, funding and integration. The roadmap issues a series of policy recommendations for the next government to implement within 100 days, two years and five years of entering office. The plan is backed by major representative groups from across the sector.

Read the document – [\*\*\*Care for our future: the roadmap to a sustainable future for adult social care\*\*\*](#)

## Hospital Accident & Emergency Activity, 2022-23

[SEPTEMBER 21, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"HOSPITAL ACCIDENT & EMERGENCY ACTIVITY, 2022-23"

NHS Digital – 21st September 2023

This report presents results from collaborative work undertaken by NHS Digital and NHS Improvement to continue and expand the collection of pilot data on acute patient-level costing for accident and emergency, admitted patient care and outpatient activity that occurred in 2021-22. It includes analysis of costing data linked to activity reported in HES, demonstrating the richer analysis of costing data that is possible using the linked data.

[\*\*\*Hospital Accident & Emergency Activity, 2022-23\*\*\*](#)

## Hospital Admitted Patient Care Activity, 2022-23

[SEPTEMBER 21, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"HOSPITAL ADMITTED PATIENT CARE ACTIVITY, 2022-23"

NHS Digital 21st September 2023

This annual publication covers the financial year 2022-23. It contains final data and replaces the provisional data that are published each month.

[\*\*\*Hospital Admitted Patient Care Activity, 2022-23\*\*\*](#)



## Hospital Outpatient Activity, 2022-23

[SEPTEMBER 21, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"HOSPITAL OUTPATIENT ACTIVITY, 2022-23"

NHS Digital 21st September 2023

This annual publication covers the financial year 2022-23. It contains final data and replaces the provisional data that are published each month.

The data are taken from the Hospital Episodes Statistics (HES) data warehouse. HES contains records of all admissions, appointments and attendances for patients admitted to NHS hospitals in England.

A number of breakdowns are provided including by patient's age, gender, whether the appointment was attended or not and by provider. Note that this report counts the number of outpatient appointments rather than the number of patients.

The purpose of this publication is to inform and support strategic and policy-led processes for the benefit of patient care. This document will also be of interest to researchers, journalists and members of the public interested in NHS hospital activity in England.

### ***Hospital Outpatient Activity, 2022-23***

## Clinician of the Future 2023 report

[SEPTEMBER 21, 2023](#) ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"CLINICIAN OF THE FUTURE 2023 REPORT"

Elsevier; 2023.

This report explores emerging trends shaping the future of health care and, through the Clinician of the Future programme, elevates the voices of thousands of clinicians around the world on the opportunities and challenges they are facing in their roles.

### ***Download the Clinician of the Future 2023 report***

## Martha's Rule: A new policy to amplify patient voice and improve safety in hospitals.

SEPTEMBER 21, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"MARTHA'S RULE: A NEW POLICY TO AMPLIFY PATIENT VOICE AND IMPROVE SAFETY IN HOSPITALS."

Demos – September 2023

Martha Mills died aged 13 in the summer of 2021 and the inquest into her death heard that she would likely have survived the sepsis that killed her had consultants made a decision to move her to intensive care sooner. This report is a response to a call from Martha Mills' parents to rebalance the power between patients and medics to improve patient safety. It outlines evidence that shows that failing to properly listen to patients and their families contributes to safety problems in the NHS

Read the Report – [\*\*Martha's Rule: A new policy to amplify patient voice and improve safety in hospitals.\*\*](#)

## Our plan for 2023-24: Equalities, diversity and inclusion and Strategy 2023-2026 – HealthWatch

SEPTEMBER 20, 2023 ~ [LEAVE A COMMENT](#) ~ [EDIT](#)"OUR PLAN FOR 2023-24: EQUALITIES, DIVERSITY AND INCLUSION AND STRATEGY 2023-2026 – HEALTHWATCH"

Healthwatch – 9 August 2023

Since 2020, we have committed to applying an Equalities, Diversity and Inclusion (EDI) lens across our work. To ensure we live up to this commitment, we publish an organisational action plan annually, setting out our approach.

In May, we published our updated strategy for 2023-2026, [Our Future Focus](#). During the development of this work, it was clear that we needed to:

- Continue to focus on the unfair and avoidable differences in health across the population and between different groups in society; and
- Regularly demonstrate where our work has led to reductions in health inequalities.

Our commitment to EDI is reflected in the first of our three strategic objectives::

To support more people who face the worst outcomes to speak up about their health and social care, and to access the advice they need.

This document outlines the steps we will take in 2023-24 to achieve this.

Our National Committee scrutinises our delivery to help ensure we meet our objectives and live up to commitments that we have set. Our EDI plan for 2023-24 builds on our previous work and includes a renewed emphasis on understanding the impact of inequalities, including financial hardship.

**[Our plan for 2023-24: Equalities, diversity and inclusion](#)**