



07/11/14 Innovation and Improvement Bulletin

This bulletin includes research which focuses on improving and developing services to improve the patient journey and make services more effective and efficient. It also includes information on service evaluations and future challenges for services that need to be considered in planning.

Contents

<u>General Practice</u>	<u>Long term conditions</u>
<u>Innovation and improvement policy</u>	<u>Patient safety</u>
<u>Innovation and improvement tools and techniques</u>	<u>Medicines management</u>
<u>Clinical commissioning</u>	<u>Public health</u>
<u>Workforce innovation and improvement</u>	<u>Older people</u>
<u>Cost improvement & NHS Funding</u>	<u>Children and young people</u>
<u>Health informatics</u>	<u>Mental health</u>

General Practice

GPs to bid for share of £100m 'access' fund

NHS England has announced that [GPs can now bid for a share of £100m](#) in the second wave of The Prime Minister's Challenge Fund, improving access to GP services for patients. Practices are eligible to bid against the fund by working with peers to develop proposals for improving and extending patient access to services. Priority will be given to places where practices are opening for longer such as 8-8 weekdays and at weekends. The deadline for applications is 5pm Friday 16 January 2015.

State of general practice

The Nuffield Trust has published two reports relating to general practice:

- [The state of general practice: the views of health and social care leaders](#) presents the results of a survey of 100 health and social care leaders which explores the perceptions of the main challenges facing general practice. One third of respondents considered that general practice in crisis and two thirds agreeing that it is in need of reform and two thirds agreeing that it is in crisis. Over half of leaders (57%) supported more funding for general practice and there was a parallel call for reform of the way primary care is organised, managed and delivered.

- [Is general practice in crisis?](#) This policy briefing, published alongside the above survey, explores in more detail many of the issues and themes raised in the survey. It provides an evidence-based overview of the current state of general practice in England, and offers some potential solutions. It examines demand for GP services, the GP workforce, funding, and standards of access and patient care. It then presents four ideas to help solve the problems facing general practice and the wider NHS.

Patient online support and resources guide for GPs

- NHS England has launched an interactive [Patient online support and resources guide](#) to help general practices deliver patient services online. Developed in partnership with the Royal College of General Practitioners, the guide provides practical tools on implementing a range of online services including booking appointments and ordering repeat prescriptions.

Better care plans to help elderly and reduce hospital visits

Department of Health

The £5.3 billion [Better Care Fund](#) aims to join up local health and care services to improve care and reduce A&E admissions. NHS England estimates that, based on local plans, the Fund will be supporting at least 18,000 individuals in roles providing care out in the community.

[Back to top](#)

Innovation and improvement policy

Openness and honesty when things go wrong

The General Medical Council and the Nursing and Midwifery Council have launched a public consultation on draft joint guidance which is designed to support doctors, nurses and midwives in fulfilling their professional duty to be open and honest about mistakes. [Openness and honesty when things go wrong: the professional duty of candour](#) sets out proposals cover the need to learn from 'near misses' as well as when something goes wrong and a patient is harmed. There is also advice on apologising to patients and those close to them.

The NHS Five Year Forward View: implications for clinicians

British Medical Journal

The ['Five Year Forward View'](#) sets out how England's health service needs to change. The authors of this article describe how the report's proposals support clinicians in providing better, higher quality, and more integrated care.

[Back to top](#)

Innovation and improvement tools and techniques

NHS providers strategy toolkit

Monitor has published a toolkit to support all NHS providers in developing clear and well-thought-out strategies. [Strategy development: a toolkit for NHS providers](#) has been developed with five NHS foundation trust 'test sites' to support all FTs – acute, community, mental health and ambulance trusts – in developing sound strategies.

Person-centred care made simple

The Health Foundation has issued a guide providing an overview of person-centred care. [Person-centred care made simple](#) provides an explanation of the principles of person-centred care, why it is important, how it has developed and includes examples to help put person-centred care in to practice.

People in control of their own health and care

The Kings Fund has published [People in control of their own health and care: the state of involvement](#). This report focuses on the reasons as to why despite previous initiatives to give people more control over their health and care

[Patient Care](#) ... [Professional Development](#) ... [Commissioning](#) ... [Evidence-based Practice](#) ... [Revalidation](#) ... [Research](#) ...

[Clinical Pathways](#) ... [Knowledge Management](#) ... [Books](#) ... [Journals](#) ... [Critical Appraisal](#) ... [Bulletins](#) ... [Alerts](#) ... [DynaMed](#) ... [Map of Medicine](#) ... [Health Education Resources](#) ... [Athens](#) ... [Laptops](#) ... [Literature Searching](#) ... [MEDLINE](#) ... [Referencing](#) ...

they have largely failed to work. It also considers how more progress could be made to advance the case for making person-centred care the core of health and care reform.

[Back to top](#)

Clinical commissioning

Leading local partnerships

NHS Clinical Commissioners has published [Leading local partnerships: how CCGs are driving integration for their patients and local populations](#). This publication profiles 10 case studies from clinical commissioning groups who are driving new and innovative models of care that put the patient at the heart of the system, and are improving the health and wellbeing of their local populations.

Commissioning for value

A second series of [commissioning for value packs](#) for all 211 clinical commissioning groups has been published by NHS England and NHS Right Care. The pathways on a page packs are the latest in a series of commissioning for value support packs for CCGs. The first released in October 2013 contained information on a range of improvement opportunities to help each CCG identify where its local health economy could focus its efforts. This new pack provides in depth 'pathways on a page' for thirteen patient conditions, within those programmes that were most commonly identified as offering the greatest potential improvements in the first pack. To support the work of NHS Right Care towards Parity of Esteem, two mental health pathways for common mental health disorders and psychosis have also been included.

Commissioning for value casebooks

These three case studies from NHS Right Care present examples of best practice in commissioning. The [Vale of York case study](#) showcases how adoption of Right Care methodology helped to improve the health and wellbeing of the local population in the face of inherited debt, a challenging QIPP target and under-staffing. The [Slough case study](#) discusses the improvement in patient outcomes and increased patient participation when the Right Care approach was applied to their diabetes services. The final [casebook](#) outlines a hypothetical scenario which compares typical diabetes care against an ideal care pathway and models the cost against each scenario.

[Bulletin for CCGs: 6 November 2014](#)

[Back to top](#)

Workforce innovation and improvement

Ensuring the right primary care workforce for future models of care

The NHS Confederation has published [Not more of the same: ensuring we have the right workforce for future models of care](#). The development of a future model for workforce requires a whole-system approach. This paper sets out some considerations for developing a primary care workforce which is fit for purpose now and in the future. It argues that workforce planning and modelling assumptions in primary care need to incorporate new, emerging and more sustainable models of primary care.

Stress in the workplace guidance

The NHS Staff Council's Health, Safety and Wellbeing Partnership Group has published [Guidance on the prevention and management of stress in the workplace](#). This guidance aims to help managers throughout the NHS reduce stress in the workplace and better support staff who experience it. The guide includes a checklist on how to implement an effective stress management policy.

Staff engagement guides

These [guides](#) were developed in conjunction with the National Institute of Health Research (NIHR) and were based on the evidence from NIHR's review of staff engagement in the NHS. The guides are aimed at workforce leaders and cover engagement for HR, senior leaders and line managers as well as case studies and a guide on the measurement of engagement.

[Back to top](#)

Cost Improvement & NHS Funding

Centre for Health Economics research paper

The University of York Centre for Health Economics has published a new research paper [The impact of hospital financing on the quality of inpatient care in England](#) assess the impact of the English version of prospective payment, termed Payment by Results (PbR), on hospital quality, as measured by in-hospital mortality and 28-day emergency readmission.

[Back to top](#)

Health informatics

Social media measurement and evaluation

NHS Employers has published [Briefing 97: Best practice in social media measurement and evaluation](#). As clinical and managerial staff are becoming experienced at using social media for work, many NHS staff now want to be able to show, through measurement and evaluation, how their social media work brings value to their roles. This briefing discusses how to plan and manage social media measurement and evaluation.

[Back to top](#)

Patient Safety

Sign up to Safety campaign

The Secretary of State for Health is encouraging all staff to join the [sign-up-for-safety campaign](#). The campaign aims to reduce avoidable harms by 50% and save 6,000 lives over the next three years. A poster and leaflet are available for display in staff areas highlighting the value of safe care and the potential savings that could be made and reinvested by reducing avoidable harms. Information and advice is also available in the form of an airline-style safety advice video and information card which hospital patients can use.

[Back to top](#)

Medicines management

Antimicrobial prescribing

Public Health England has published [Antimicrobial prescribing: resources for professional development and practice](#). These resources can be used by pharmacists and healthcare professionals for continuing professional development, and as sources of information and reference material about antibiotic prescribing in both primary and secondary care.

[Back to top](#)

Public health

Healthier Lives tool

A new tool which shows mapped variation for local authorities, CCGs and GP surgeries for diabetes, hypertension and NHS Health Check has been launched by Public Health England. [Healthier Lives](#) is an interactive 'heat map' which includes information on prevalence of the conditions and their complications, levels of care provided and the quality of care achieved in each area by local authority, CCG and general practice compared to the England average.

Start well, live better: a manifesto for the public's health

Faculty for Public Health (FPH)

This [manifesto](#) is the culmination of an extensive consultation with FPH members about the top public health priorities for this government and the next. From children's health to climate change, it sets out 12 important and practical actions for anyone serious about giving our children the best possible chance of a healthy and happy life.

What Works Centre for Wellbeing announced

Public Health England

An [independent national centre](#) has been established to support wellbeing. The centre will now focus on commissioning universities to research the impact that different interventions and services have on wellbeing.

[Back to top](#)

Older people

John Kennedy's care home inquiry

The final report of a personal inquiry into the crisis in UK care homes for older people has been published by the Joseph Rowntree Foundation. [John Kennedy's care home inquiry](#) seeks to achieve an open and evidence-informed debate around how to improve life in care homes for older people; encourages sensible, streamlined and co-produced approaches to paperwork in care homes; and suggests principles and makes recommendations for regulators, commissioners and providers so that care homes are good places for people to live and work in.

[Back to top](#)

Children and young people

Care leaver strategy: one year on

The Government has published [Care leaver strategy: one year on progress update](#). This one-year-on document reports on progress made on the Care Leaver Strategy which set out the actions that government departments would take in order to improve the support care leavers receive during their transition to adulthood and independence. This update sets out how the Government intends to further improve support for care leavers.

Doctors role in preventing the detention of children and young people

The BMA has published a report which highlights the crucial role that both health services and individual practitioners can play in fulfilling the state's fundamental responsibilities for the welfare of children and young people in contact with the criminal justice system, many of whom will have been let down at multiple levels prior to their detention. [Young lives behind bars: the health and human rights of children and young people detained in the criminal justice system](#) sets out how doctors can recognise risk factors for future offending and seize the opportunity to intervene. It makes 17 recommendations for doctors working in the community and in secure institutions and also provides advice for commissioners and policymakers.

Supporting the health needs of troubled families

The Department of Health together with Public Health England and the Department of Communities and Local Government have issued a series of [guidance documents](#) to help health teams to support the health needs of troubled families and work with local councils. The expanded troubled families programme will be working with families who have mental and physical health issues. Details of the documents are as follows:

- Troubled Families Leadership Statement 2014: This document outlines the Troubled Families Programme since its launch by the Prime Minister in 2011. It also contains case studies from across the country which highlight specific examples of good practice used to achieve successful outcomes.
- Troubled Families Programme Health Skills and Training: This document has been developed to help troubled families teams to find information and training they may benefit from when supporting families with their health needs.
- Interim Guidance for Troubled Families Programme Early Starter Areas: Sharing health information about patients and service users with troubled families: This document provides details how data on families can be shared safely between organisations.

GPs on alert for children at risk from cyber trolling

GPs are being urged to be on the alert for signs of cyber-bullying as part of new child safeguarding guidance launched this week. Advice to help GPs identify and support children and young people at risk of child trafficking and radicalisation is also included in the new [toolkit](#) published by the Royal College of General Practitioners and the NSPCC. It reflects the changing landscape of general practice, with GPs on the frontline of increasingly complex health and societal challenges.

[Back to top](#)

Mental health

Commissioning mental health and wellbeing services for young people

The Mental Health Foundation has published [How to commission better mental health and wellbeing services for young people](#). This is one of a series of guides designed to bring together learning from the five-year 'Right Here' programme initiated by Paul Hamlyn Foundation and the Mental Health Foundation to support the mental wellbeing of young people aged 16–25. Although the Right Here programme focused primarily on early intervention in community settings, many of the lessons learnt – that are included in this guide – apply equally to the commissioning of services for more severe conditions.

Blogging project to capture mental health issues

Public Health England has launched a blogging project designed to help people living with mental health difficulties to blog about their lives. People signing up to [A Day in the Life](#) will be invited to share their experiences of what makes their mental health better and what makes it worse by submitting a 700 word blog on set days as part of the year-long project. The project is designed to provide an insight into the lives of people living with a mental health difficulty to help inform the development of policies and projects which better meet their needs. The project is also designed to better educate and raise awareness among the wider public of the reality of mental health issues.

[Back to top](#)

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<i>The evidence you need</i>
