



13/03/2014 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.

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Urgent and Emergency care

Reducing the Number of High Intensity Users of Unscheduled Services. A Right Care casebook

This new [Casebook](#) shows how NHS Blackpool and NHS Fylde & Wyre CCGs identified and addressed the issues of high intensity users to reduce the burden on unscheduled care services:

What happened as a result?

When the emotional and social needs of frequent callers were met, any factitious medical presentations tended to disappear. By addressing individual human need, unscheduled care contacts reduced as a by-product.

- 999 calls were down by 89%
- A&E attendances were down by 93%
- Admissions were down by 82%.
- 98% reduction in self-harm incidences
- 44% reduction in police calls for the patient cohort
- Total savings of £2,757,380 have been demonstrated over the past fifteen months, with Blackpool CCG saving £1,333,374 and Fylde & Wyre saving £1,424,006. The pilot cost £70,000”

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General Practice

Patient access to general practice

The Royal College of General Practitioners has published [Patient access to general practice: ideas and challenges from the front line](#). This paper explores some of the initiatives being tested by GP practices which are pioneering new approaches to providing patients with access to their services. It examines the solutions and challenges which are emerging. The report findings are relevant to individual clinicians and practices, but also have implications for commissioners and policy makers at both a national and local level. The starting point for this paper is that there is no single definition of good access to general practice, and no one-size-fits-all solution that all practices should implement.

Additional link: [RCGP Press release](#)

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Community Services

Innovation in care

The Good Governance Institute and Care England have published a white paper exploring innovation in residential and home care. [Innovations in care](#) aims to inform debates around the future of care services across the UK and covers three key areas of care: accommodation and facilities, commissioning and strategic organisation, and the delivery of care. It outlines some of the key barriers to innovations and suggests ways in which these can be overcome.

Resources for nurses who support carers

The Queen’s Nursing Institute has launched three online resources to support nurses who work with carers. The [Supporting Carers](#) resources contain case studies and hypothetical scenarios to aid learning. There are separate resources for district nurses, general practice and school nurses. Subjects

covered include safeguarding, referral, burden of care, cultural and social context, personal and professional development, boundaries of practice, multi-disciplinary working and ethical and legal responsibilities.

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Innovation and improvement tools and techniques

Building the foundations for improvement

The Health Foundation has published a new learning report [Building the foundations for improvement: how five UK trusts built quality improvement capability at scale within their organisations](#). The report looks at how five UK trusts built quality improvement capability at scale in their organisations. It provides an insight into how and why the trusts embarked on their improvement journeys, the impact they achieved and the challenges they encountered. It draws out some key lessons from the trusts improvement journeys which will be useful for other organisations that are considering building improvement capability at scale. It also provides a useful checklist of points for organisations to consider before planning, designing and delivering an improvement capability building programme.

Accelerating change in the NHS

The Health Foundation has published [Constructive comfort: accelerating change in the NHS](#). This report asks how best to design national policy on the NHS to accelerate improvements to health care. The report concludes that national bodies need to take the following action: immediately develop a shared view of how change happens in the NHS and what national bodies should do to catalyse it; develop the current blend of organisational levers to best support change; invest far more in support for change, starting with a coherent improvement strategy for the NHS in England; and focus action on people who work in the NHS. Additional link: [Health Foundation press release](#)

Incentives to Follow Best Practice in Health Care

This [briefing](#) summarises the evidence on incentives (both monetary and non-monetary) that encourage health care providers to follow guidance on best practice

In the first section of the Briefing, the authors report the results of a review of empirical evidence on the impact of incentives for best practice that have been in operation in health services in the UK and other high-income economies. Where it was feasible to pick out evidence on particular incentive schemes from the literature, these are categorised according to setting; type of financial incentive; domain (clinical or patient experience); number of studies; direction of effect; and quality of evidence.

In the second section, the authors describe incentives for best practice that are currently in place in the NHS, particularly in England, in primary and secondary care respectively.

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Workforce innovation and improvement

Five million patients to benefit from 'new era of patient care'

The NHS has chosen the first 29 vanguard geographies that will take the national lead on [transforming care](#) for patients in towns, cities and counties across England.

269 groups of nurses, doctors and other health and social care staff from across the country put forward their ideas for how they want to redesign care in their areas, and then helped choose the first 29 of the most innovative plans.

Drawing on a new £200m transformation fund and tailored national support, from April the vanguards will develop local health and care services to keep people well, and bring home care, mental health and community nursing, GP services and hospitals together for the first time since 1948.

New care models explained: How the NHS can successfully integrate care

This [HSJ article](#) discusses two new care models that are at the heart of the NHS Five Year Forward View "Multispecialty community providers (or MCPs) and the primary and acute care services (or PACS) are new types of delivery models, integrating hitherto relatively poorly coordinated care providers into new and efficient organisations or alliances capable of delivering on the "triple aim" – a better patient experience, better population health and more efficient use of resources.

While the two models share a common philosophy, they are also marked by some important differences"

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Cost Improvement & NHS Funding

'Smarter' procurement

NHS organisations will now be able to [buy supplies more smartly, cheaply and efficiently](#), and achieve better commercial outcomes, owing to new regulations implementing the EU Directive on Public Procurement in the UK. The Public Contracts Regulations 2015 will broaden the possibilities for NHS bodies to conduct negotiations with bidders during the procurement process and clarify how to conduct market consultations prior to going out to tender.

NHS Energy Efficiency

The Department of Health has published [NHS Energy Efficiency Fund report](#). It details outcomes from 117 energy efficiency projects delivered through 2013 to 2014 in 48 NHS organisations. The aim of the NHS Energy Efficiency Fund is to reduce NHS estate operating costs. This is done by investing in selected energy efficiency projects and then reinvesting any savings back into frontline care.

Patient Safety

New patient safety reporting form

A new e-form has been launched by NHS England to enable general practice staff to [report patient safety incidents](#) to the National Reporting and Learning System (NRLS) the national patient safety incident database. The e-form, which has been developed in consultation with general practice staff, can be completed in a matter of minutes, with many questions requiring quick and simple answers. Practice staff can use the form to report anything from administration errors to incidents relating to sepsis. Practices can choose to include their practice code or can submit a report entirely anonymously. Patient identifiable information is also not required.

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Medicines management

NHS England sets out proposals for more efficient and responsive access to medicines for patients

Proposals allowing certain health professions to prescribe or supply and administer medicines for patients have been published by NHS England. The [proposals](#) would apply across the United Kingdom to four groups of registered allied health professions (AHPs) including radiographers and paramedics.

Ensuring the safe and effective use of medicines

[New guidance](#) from NICE on medicines optimisation aims to involve people more in decision-making about their care, to ensure they receive the best possible outcomes from their medicines.

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Public health

Public mental health leadership and workforce development

Public Health England has published [Public mental health leadership and workforce development framework](#). The purpose of this framework is to inform and influence the development of public health leadership and the workforce in relation to mental health. The aim is to build the capacity and capability of leaders and a workforce that is confident, competent, and committed to: promoting good mental health across the population; preventing mental illness and suicide; and improving the quality and length of life of people living with mental illness.

Additional link: [PHE Press release](#)

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Children and young people

The Department of Health has published [Helping school nurses to tackle child exploitation](#). This child sexual exploitation pathway document aims to consolidate best practice by: helping practitioners to recognise child sexual exploitation and to understand its effects on health and wellbeing; summarising the evidence base, including the types of child sexual exploitation, its prevalence and consequences; and identifying the school nurse role at different levels of service and outlining a core offer from the school nursing service.

Healthy Child Programme: rapid review

Public Health England has published [Rapid review to update evidence for the healthy child programme 0-5](#). The aim of the review is to synthesise relevant systematic review level evidence about 'what works' in key areas of the Healthy Child Programme including: parental mental health; smoking; alcohol/drug misuse; intimate partner violence; preparation and support for childbirth and the transition to parenthood; attachment; parenting support; unintentional injury in the home; safety from abuse and neglect; nutrition and obesity prevention; and speech, language and communication. In addition, the review seeks to draw out key messages in relation to: identifying families in need of additional support; the delivery/effective implementation of interventions at the programme/service level and individual practitioner level; workforce skills and training; and the economic value/cost benefits of the HCP, including both health and wider societal costs.

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Learning disabilities

Strengthening rights of people with learning disabilities, autism and mental health issues - consultation

The Department of Health has launched a consultation seeking views to strengthen rights of people with learning disabilities, autism and mental health issues to enable them to live independently. [No voice unheard, no right ignored – a consultation for people with learning disabilities, autism and mental health conditions](#) explores options on issues such as how people can: be supported to live independently, as part of a community; be assured that their views will be listened to; challenge decisions about them and about their care; exercise control over the support they receive with a Personal Health Budget; expect that different health and local services will organise themselves around their needs; and know that professionals are looking out for their physical health needs as well as their mental health needs.

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Palliative Care

Developing a new approach to palliative care funding

NHS England has produced a development currency for palliative care based on a two-year data collection from sites covering both adults' and children's services.

The aim of the [work](#) is to provide a transparent basis for palliative care commissioning based on patients' needs.

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Other

Social Media guide

NHS Employers have published [A Guide to running social media campaigns in the NHS](#). It aims to help NHS communications team to get the most out of using social media in communications campaigns. The guide covers three core areas of social media campaigns: alignment with the organisation's objectives and audiences, content and consistency.

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<i>The evidence you need</i>
