



22/05/15 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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General Practice

GP services online in most of England

According to data from the [Health and Social Care Information Centre](#), over 97% of people in England can now take advantage of online services. NHS England is encouraging patients to ask their GP surgery to set-up their online access next time they visit.

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Innovation and improvement policy

NHS launches new collaboration to sustain and improve local hospitals

The NHS is inviting expressions of interest from hospitals across England who want to develop new ways of delivering and improving their [local acute services](#). The aim is to enhance their viability through new formal

shared working arrangements.

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Workforce innovation and improvement

The practice of system leadership: being comfortable with chaos

This [report](#) draws on the experiences of 10 senior leaders to look in depth at the skills needed to be a system leader. The 10 individuals are from different backgrounds and work in different contexts, and give some very candid reflections on their successes and failures. There was consensus among those interviewed that much more needs to be done to develop system leaders. This could include 'buddying' younger, less experienced managers and clinical leaders with more experienced counterparts, and doing more to protect whistle-blowers. But there was some debate as to whether system leadership can be taught, or needs to be learnt the hard (and long) way.

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Long term conditions

Commissioning guidance on foot care for people with diabetes

This [new service specification for commissioners](#), published by the London Diabetes Strategic Clinical Network (SCN), outlines the provision of a foot service for people with diabetes according to best practice guidance, including guidance published by NICE and Diabetes UK.

It details the care pathway and service requirements for people with foot complications across acute and community services

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Medicines management

Minor Ailment Services from community pharmacies

The Royal Pharmaceutical Society has launched a new animation aimed at raising awareness of the [NHS minor ailments service available from community pharmacies](#). The animation has been developed by the deputy head of medicines management at the North West Commissioning Support Unit for the Wirral CCG. The CCG is rolling out the minor ailments service in over eighty community pharmacies. The animation can be embedded on other sites via YouTube.

Developing a multidisciplinary medicines related model of working

A [care pathway](#) developed within the Sheffield locality accepts referrals from health and social care practitioners and makes use of the skills of the dispensing community pharmacy and enables them to support the management of at-risk patients.

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Patient engagement

Patient experience

Improving patient experience is going to be a big challenge for the incoming government, according to Picker Institute Europe. Picker has created an [infographic](#) which highlights some of the key patient experience related challenges, that need to be addressed going forward, if a person centred approach is to be achieved.

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Tools to Promote Shared Decision Making in Serious Illness: A Systematic Review

This [review](#) included 17 RCTs testing various tools to promote shared decision making in serious illness. The evaluated tools were found to improve patient knowledge and awareness of treatment choices, and some studies provide evidence for improved clinical decisions and treatment

Do patients choose hospitals that improve their health?

Patients in the English NHS can choose which hospital to attend for planned surgery. Among other things, their choice depends on the quality of care that each hospital provides. But the existing information on hospital quality is often limited and focuses only on the negative experience of patients, for example how many patients died after surgery or were readmitted for unplanned care. Patients increasingly have access to better information on hospital quality. The NHS has recently begun to publish information on improvements in health as reported by patients themselves. [This paper](#) tests whether hip replacement patients in England are more likely to attend a hospital that achieves larger improvements in their patients' health. It finds that health improvements are more important for the choice of hospital than readmission or mortality rates. However, patients' reaction to quality information is generally limited: even for large changes in quality patients would only be willing to travel few kilometres more.

Children and young people

Children and clinical research

The Nuffield Council on Bioethics has published [Children and clinical research: ethical issues](#). This report looks at how children and young people can ethically be involved in research, and makes recommendations about the roles and responsibilities of children, their parents or guardians, researchers and others.

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Mental health

Thousands of women confront mental health issues in thriving community perinatal scheme

Thousands of pregnant women have confronted mental health issues before they become more serious thanks to a thriving [perinatal mental health service](#) in Devon. Since it began five years ago the ten-strong Devon and Torbay perinatal health team has identified, supported or signposted thousands of women who needed mental health support. In the last three years, 5,698 of the 22,715 women who gave birth needed the service.

Fundamentally changing mental health support in the community

The introduction of personal budgets and the need to deliver cost savings in the London Borough of Wandsworth presented national charity Together for Mental Wellbeing with the opportunity to fundamentally change its approach to mental health support in the community.

This [case study](#) published by the NHS Confederation explains what they did, key learning and the benefits and results.

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Other

Informal help and support

The Joseph Rowntree Foundation has published [Understanding everyday help and support](#). This report highlights the importance of everyday acts of informal help and support within communities and how these acts allowed people to lead 'liveable' lives. The research, by a team from ScotCen Social Research

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and Edinburgh University, explored experiences of everyday help and support in three diverse areas in and around Glasgow - Maryhill, Bearsden and Hillhead.

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