

Quality Improvement Shared Learning Bulletin

Issue 2 – May 2022



Introduction from Professor Nancy Fontaine, Chief Nurse -

I am pleased to welcome you to Norfolk & Norwich University Hospitals NHS Foundation Trust's 2nd edition of our QI Shared Learning Bulletin. I'd like to promote this bulletin as a way for colleagues across the Trust to share their QI achievements, as well as lessons they have learnt from their QI challenges. Our Trust is committed to quality improvement, which includes safety and the experience of care for patients and families, and will continue its strong focus on delivering high quality, safe and effective services. I encourage you to share this bulletin as widely as possible with colleagues and if you would like to include some of your work in the next bulletin, please do get in touch with our Quality Improvement Team (Regulation & Governance) QIRegulationandGovernance@nnuh.nhs.uk as they will be very happy to hear about your QI experiences.

Professor Nancy Fontaine, Chief Nurse & DIPC
NORFOLK & NORWICH UNIVERSITY HOSPITALS NHS
FOUNDATION TRUST



Improve Transitions for Children into Adult Services

Making the Jenny Lind Outpatient area more welcoming to teenagers

Key Lines of Enquiry	Indicate which
Safe	
Effective	Yes
Caring	
Responsive to people's needs	Yes
Well-led	

The issue:

As part of a wider programme to improve transitions into adult care, a review of the Jenny Lind Outpatient area was undertaken to establish whether changes could be made to make it more suitable for patients who are 13yrs and older. A questionnaire was developed, based around the 15 steps NHS project and the You're Welcome criteria. During February 2022 the HCAs and Play Specialists supported teenagers to complete the questionnaire as they attended for their appointments. The results were then collated and reviewed by the Transitions Lead Nurse.

What you need to know:

As a result of the survey several changes are being made to the area, including;

- To create a "teenagers' corner"
- Information about services available for teenagers and Adolescent Health promotion
- Magazines
- Mindfulness colouring books
- A new scheme where teenagers can select a book to keep
- Education and communication skills for the HCA's working in JLOP to support and empower young people to begin to attend some or all of their appointments alone if they choose to

References: If you're interested in completing something similar in your area, please feel free to contact the Transitions Lead Nurse katherine.kitchener@nnuh.nhs.uk and use the below link for the You're Welcome criteria;

[Quality criteria for young people friendly health services - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/quality-criteria-for-young-people-friendly-health-services)

CQC IR(ME)R Visit to Radiotherapy

A positive inspection report received from the CQC - well done to the Radiotherapy team!

Key Lines of Enquiry	Indicate which
Safe	Yes
Effective	Yes
Caring	Yes
Responsive to people's needs	Yes
Well-led	Yes

The issue:

CQC inspectors conducted an announced inspection of compliance with the Ionising Radiation (Medical Exposure) Regulations 2017 (IR(ME)R) of the radiotherapy service on 29 March 2022. During the inspection, they spent time in discussion with the service manager, medical physics expert, senior departmental staff and various staff of all grades from radiotherapy.

What you need to know:

The findings detailed in their report were very positive. They said;

- The radiation protection governance was clearly documented and provided appropriate oversight
- The creation of a radiation support service (RSS) provided an effective support function in order to affect positive change
- The RSS ensures that identified risks have completed action plans and evidence was shown of a radiation safety matrix that tracked action progress and effectively closed the feedback loop
- The referral pathway for patients was clearly defined and evidenced, and examples of the referral forms were seen
- Certain designated radiographers have been trained to act as a practitioner and were supported in their scope of practice by a consultant clinical oncologist

Nursing, Midwifery and Clinical Professionals Strategy 2022 - 2027

We really want to hear your views
on the new strategy!

Key Lines of Enquiry	Indicate which
Safe	
Effective	
Caring	
Responsive to people's needs	
Well-led	Yes

The issue:

Our draft five-year strategy for Nursing, Midwifery and Clinical Professionals has been created but it's very much a consultation document and we need your ideas and views to help us write the final version. This strategy continues the work we have already started in developing a just, open and learning culture where we listen with real empathy and a determination to act on those areas that we know we need to improve.

What you need to know:

We would like you to review the draft strategy and give us your thoughts. You can either write notes onto a paper copy and hand it back to us, or read a digital copy and email us your comments, whatever's easiest for you! The final strategy will be launched Wednesday 19th October 2022

How to access a copy:

Please email QIRegulationandGovernance@nuh.nhs.uk and ask for either a digital or paper copy.

Life QI



Using Life QI to give divisions better oversight of their QI projects

Key Lines of Enquiry	Indicate which
Safe	
Effective	Yes
Caring	
Responsive to people's needs	
Well-led	Yes

The issue:

There were several projects on the Life QI platform that were past their end date or no progress had been logged since they were originally set up. This made it difficult to provide assurance that the data on the divisional dashboards was accurate as we didn't know if these projects were still underway. We also felt it would be helpful to have a monthly update from each project lead so that the divisional leads could have a timely overview of the projects on their areas.

What you need to know:

Data Cleanse - Members of the Quality Improvement Team (Regulation and Governance) identified every project on Life QI that met the above criteria and contacted the project lead to find out if the project was still running or could be removed from the system. Then updated the platform accordingly. This meant we could be confident that the projects on the platform were an accurate reflection of the projects happening across the Trust.

Monthly Highlight Report - We piloted a new 'Monthly Highlight Report' for project leads to complete with information on the progress that has been made that month. These reports are consolidated for each division and shared with the divisional leads along with a copy of their dashboards. This allows the divisional leads to see how many QI projects are currently active in their areas, along with a more detailed update on each project. It also gives project leads the opportunity to celebrate their successes and escalate any barriers where additional support is needed. The system is being rolled out to all divisions from 1st April; if you have any queries regarding how to complete the new report please email QIRegulationandGovernance@nnuh.nhs.uk

Being prepared for a CQC visit

Encouraging staff to talk to the CQC inspectors about all the good work they are doing

Key Lines of Enquiry	Indicate which
Safe	Yes
Effective	Yes
Caring	Yes
Responsive to people's needs	Yes
Well-led	Yes

The issue:

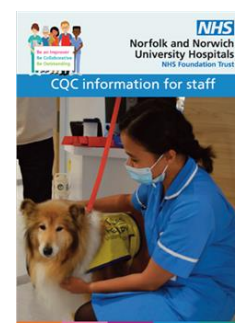
There is such a lot of really good Quality Improvement work happening across the Trust but staff don't always feel confident talking to CQC inspectors about it when they visit. We want to encourage staff to be proud of their work and be happy to tell the inspectors about their achievements.

What you need to know:

The CQC booklet is available for all staff as a guide in how to prepare (see links below). One of the key tips included in the booklet is "be proud of the work you and your team do and use this as an opportunity to showcase your good work". The booklet also includes questions for staff to work through such as "Do I ensure my patients' nutrition and hydration needs are assessed, met and recorded". These are designed to help staff think about how they would answer, and if there are any questions they're not sure of they can speak to their line manager or colleague to find the information. Click here for the booklet: [NNUH Staff Information Hub - \(tfemagazine.co.uk\)](http://nnuh.staffinformationhub-tfemagazine.co.uk)

We are also running a series of CQC Briefing Sessions on MS Teams where staff who have previously been in a CQC inspector role will share their experiences and learning and also hold open Q&A sessions. If you are interested in attending, please contact QIRegulationandGovernance@nnuh.nhs.uk. The details of these sessions are;

- Wednesday 18 May, 11:00 – 12:00 (led by Sam Higginson)
- Monday 23 May, 11:00 – 12:00 (led by Roy Clarke)
- Wednesday 1 June, 09:00 – 10:00 (led by Stephanie Pease)
- Thursday 9 June, 10:30 – 11:30 (led by Roy Clarke)
- Wednesday 15 June, 09:00 – 10:00 (led by Sam Higginson)
- Thursday 30 June, 14:30 – 15:30 (led by Roy Clarke)



Please feel free to forward this Shared Learning Bulletin to other staff and members of your networks. If you have any feedback, comments or suggestions, or if you have any questions, please contact

QIRegulationandGovernance@nnuh.nhs.uk