



Spotlight on Hull

Improvement Academy

The Yorkshire and Humber Improvement Academy is proud to be supporting some fantastic improvement projects with all the healthcare providers across our region. Therefore, in the spirit of sharing, we've decided to focus a series of our monthly bulletins on what's happening at individual organisational level.

The second in this series focuses on **Hull and East Yorkshire Hospitals NHS Trust (HEY)**.



Giving Patients a Voice to Improve the Safety of their Care

PRASE (Patient Reporting and Action for a Safe Environment) is an intervention that helps patients to provide useful feedback about the safety of the care they receive.

HEY is currently recruiting and training volunteers who will use a validated tool to collate information from patients about factors that contribute to patient safety, such as equipment, communication, and staff roles and responsibilities. This information can then be used by frontline teams to make improvements at ward level.

HEY is participating in this Health Foundation funded project with Bradford Teaching Hospitals NHS Foundation Trust and Barnsley Hospital NHS Foundation Trust. Further information is available [here](#).



Working to Improving the Care of Deteriorating Patients

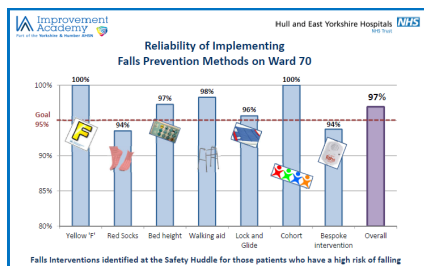
The Academy is supporting a team from the **Acute Medical Unit (AMU)** at HEY to improve the recognition and management of the deteriorating patient.

Implementing best practice to improve patient safety often requires NHS staff to change their behaviour. It is often assumed that this is easy – tell people what to do and they will do it, but we recognise that behaviour change can be difficult to achieve.

The AMU team are using the ABC Toolkit which aims to help healthcare teams **Achieve Behaviour Change** by applying theories from Psychology. This involves assessing barriers and levers to ideal practice, tailoring implementation strategies according to these and basing these on behaviour change theory. Further information is available [here](#).



Pictured: Dr Ed Middleton, Clinical Lead for AMU



Understanding Variation in Healthcare to Improve Reliability

The Academy is supporting teams at HEY to understanding how standards of care can vary in relation to patient falls and how reliability can be improved. They are testing a simple tool to identify patients that have a high risk of falls at their daily safety huddle and identify which falls prevention interventions each patient requires. Later during the day a check back is carried out to see if the prescribed interventions are in place.

If you would like to learn more about reliability the Academy has two free workshops taking place in Sheffield which look at this methodology: **The Science of Improvement** on 13 August and **Understanding and Reducing Variation in Healthcare** on 22 October.

Q: Building Capacity & Capability of Quality & Safety Improvement across NHS

Congratulations to Liz Watson, Implementation Manager from HEY, who has been nominated by the Academy to become one of the 10 founding Q fellows from our region. Q is a ground-breaking new initiative, led by the Health Foundation, to make it easier for people from all parts of our system with expertise in improvement to share ideas, enhance skills and make changes that benefit patients. Further information is available [here](#).



Supporting our Improvement Fellows

The Academy recently sponsored 2 clinicians from HEY to attend the Patient Safety Congress. One of them was Improvement Fellow Dr Jacqueline Smithson, Medical Director for the Medicine Health Group. Jacqueline told us that she believes that "patient safety is not an option: it is a moral, ethical and financial imperative. We need to make patients not just equal partners, but ultimate stakeholders in their NHS".

Jacqueline is keen to learn from the **Patient Flow** work that the Academy is currently supporting in Scarborough and plans to become the clinical lead for this same work at HEY.

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