Introduction

Welcome to the 2nd edition of the NHS Education for Scotland (NES) Safety and Improvement Newsletter. This newsletter gives updated information on recent, current and future safety and improvement activities. As you will read, we continue to be involved in a broad range of activities relevant to organisational, team and individual safety and improvement initiatives. Our courses in Quality Improvement and Leadership as well as our outputs in educational Research and Development continue to be internationally recognised. If you are interested in any of the initiatives, projects and programmes described, please accept our invitation to contact the named person highlighted in the relevant section to discuss any issues relevant to you and/or your team.

John McKay  
Chair NES Patient Safety Group

Laura Allison  
Head of Quality Improvement, NES
Healthcare Associated Infections (HAI)

Scottish Infection Prevention and Control Education Pathway is a clear staged pathway of contemporary HAI education to enable staff to continuously improve their knowledge and skills around Infection prevention and control and firmly aligns with the National Manual for Infection Prevention and Control. As capacity has become an increasing issue in health and care and learning requirements are changing, time has come to totally rebrand, refresh and re-design a Scottish Education Programme in Infection Prevention and Control spanning from novice to expert. This coupled with the move towards the integration of health and social care services highlights the need to make a more contemporary pathway, more suitable for a wider audience and to allow for more flexible delivery to all.

This pathway will provide flexible access to learning for students and staff as appropriate to their role and adopts a modular structure. The content is contemporary and suitable for wide multi-professional clinical and non-clinical audiences, in all health and social care settings. The pathway will comprise three layers – Foundation, Intermediate and Improvement and provide a progression path for health and social care staff. The pathway development is a three-year project, which started in Autumn 2015 and is concluding Summer 2018. Foundation learning materials of the pathway will be launched Summer 2017, when the Cleanliness Champions Programme will be phased out.

The foundation layer covers all 10 Standard Infection Control Precautions (SICPs) and will replace the Cleanliness Champions Programme. Registrations for Cleanliness Champions Programme will cease on 30th November 2016 and communications have been widely distributed. A video explaining the pathway is available on the NES website along with a FAQs page and a number of communication activities are planned. http://ow.ly/FLet304iFIW

For further information: please email hai@nes.scot.nhs.uk or phone 0131 656 3394
Knowledge Services

We are delighted to announce that NHS Education for Scotland has selected the Primo search and discovery service from Ex-Libris to replace the current search of The Knowledge Network http://www.knowledge.scot.nhs.uk from March 2017.

Contact

For any questions, please email us at knowledge@nes.scot.nhs.uk, call us on 0141 531 2683, or contact your local library service.

Pharmacy

Quality Roadshows

NES Pharmacy, in collaboration with Health Improvement Scotland, the Royal Pharmaceutical Society, Community Pharmacy Scotland, Yellow Card Centre Scotland and the ALLIANCE, are running a series of Quality Roadshows across Scotland to raise the awareness of the Rebalancing of Pharmacy Legislation (decriminalisation of dispensing errors). These will be delivered through Autumn 2016 – Spring 2017, with support from local health boards, to support reporting and learning from error and help pharmacy teams to implement quality improvement methods in their practice.

Never Events

NES Pharmacy are aiming to identify a candidate “never events” list for primary care pharmacy, using methods informed by general medical and dental practice. The process will begin with potential never events being suggested by front line staff at local pharmacy postgraduate evening events, in Autumn 2016. The hope is that a never event list may raise awareness of patient safety issues and inform team learning and system improvements, in pharmacy practice.

Contact

Anne Watson, Post Graduate Pharmacy Dean
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Leon Zlotos, Pharmacy Principal Lead - Professional Development
Psychology

Since the last edition of the NES Safety & Improvement Newsletter, the following work has been undertaken by the Psychology Directorate.

Medically Unexplained Symptoms (MUS): Work to support the implementation of aspects of the MUS training is ongoing, including:

- The launch of two new resources, including an infographic and a ‘chunking document’, available for download at http://tinyurl.com/gtvu4zt, in response to feedback from users.
- Continuing consultation addressing how to embed the training within GP training and thereafter evaluate its impact on practice.
- The launch of a follow-up of PBSGL groups to examine the transfer of knowledge into practice.

Behaviour Change Training: The training has been piloted with multi-professional groups and amended, based on feedback, using PDSA cycles. Further pilots/consultations are taking place within primary and secondary care, contact us if you wish to participate.

Non-technical skills behaviour rating scale: A paper was recently published in Applied Ergonomics describing the development of a behaviour rating scale for use within rural/remote settings. This work was a collaboration with CSMEN and BASICS Scotland, the paper can be accessed at: http://www.sciencedirect.com/science/article/pii/S0003687016301545.

Reflective tool for post-restraint event analysis: We have developed and evaluated a reflective tool to reduce restraint in the hospital critical care context and other environments.

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Quality Improvement Workforce Development Tool

Everyone has a unique set of skills developed through work, sports, hobbies and life experience. If someone asked you or your team about your Quality Improvement skills, what would you say? The Quality Improvement Workforce Development Tool could help you answer this question.

The Tool has been designed to help individual people, teams and organisations to self-assess their levels of confidence and experience about different skills that NHSScotland organisations think are important for providing quality services and improving those services. The information the Tool provides could be used in a number of ways, for example:

- informing development discussions between individuals and managers
- tracking progress before and after QI development initiatives
- identifying if your team has the right blend of confidence and experience before starting improvement work
- building quality improvement infrastructure in organisations

You can find the Tool at [http://www.qiwfdevtool.nes.scot.nhs.uk/](http://www.qiwfdevtool.nes.scot.nhs.uk/) and log in with your Athens username and password.

If you would like to know more about the Tool or want to set up administrators to begin using the Tool in your organisation please contact qualityimprovement@nes.scot.nhs.uk

NES is working with a number of NHS Boards to develop a series of case studies to illustrate different ways that the Tool is being used and will share these across NHSScotland. If you would like to work with us to develop a case study for your team or organisation, please contact qualityimprovement@nes.scot.nhs.uk

* NES lead the development of the content, technical platform and used support materials for this Tool in partnership with NHS Boards on behalf of other national partners. Funding was provided by the QuEST (Quality, Efficiency and Support Team).

Contact:

qualityimprovement@nes.scot.nhs.uk

for more information on the ScIL programme or Scottish Quality & Safety Fellowship.

Research, Development and Evaluation

Interested in Human Factors and Ergonomics (HFE)? A series of five Leading Articles on the discipline by NES medical educators and safety & improvement researchers (Paul Bowie, Duncan McNab and John McKay) and academic partners is being published in the journal Education for Primary Care during 2016. As we go to print, three articles have been published with a further two in the pipeline this summer. Topics covered include the potential role of HFE in primary care settings; early thoughts on HFE content for the specialty training curriculum and wider education and training; and how we can encourage a move from Safety-I to Safety-II thinking and action in healthcare.

The journal web page is here: http://www.tandfonline.com/toc/tepc20/current; and further information can be provided by paul.bowie@nes.scot.nhs.uk

NES has been commissioned by the Clinical Human Factors Group (http://chfg.org/) – an independent charity working with clinicians and managers to make healthcare safer – to undertake a scoping review of Human Factors and Ergonomics (HFE) issues, approaches and intervention across primary care settings. Most of the HFE focus in healthcare in recent years has been in acute hospitals - the work being undertaken in primary care is important in understanding the international evidence base in this area and identifying potential gaps and opportunities to help advance the role of this discipline within the education and training environments, and in improving the performance and wellbeing of people and organisations across and beyond the NHS. Key outputs from this work are expected at the end of the Summer and will be published on the NES website.

International Recognition of the NES Trigger Tool

In 2007 NES initiated the small-scale design, development and testing of the Trigger Tool method as a safety improvement intervention in general medical practices, which was the first such research in this area. A Trigger Tool is applied by clinicians as a method to rapidly search small samples of the electronic or paper records of patients considered to be at high risk of safety incidents (e.g. patients >75 years with multiple morbidity and poly-pharmacy, or those taking high risk medications). It acts as a diagnostic tool that enables clinicians trained in the process to identify latent risks (e.g. lack of allergy coding) and previously undetected patient safety incidents (e.g. acute hospital admission due to inadequate medicines management), and so direct subsequent learning and improvement efforts.

The tool was initially developed as a Quality Improvement Activity in support of GP specialty training, medical appraisal and revalidation, and continuing professional development. However, it was subsequently applied and further developed as part of the pilot version of the Scottish Patient Safety Programme in Primary Care (SPSP-PC) before being nationally incentivised in public policy via the Quality and Outcomes Framework of the Scottish General Medical Services Contract and becoming established as a core component of the SPSP-PC.
The NES Trigger Tool is now being applied as a safety improvement intervention in frontline practice internationally in England, Ireland, Spain, Australia, and New Zealand. It has also been adapted as a method in epidemiological research studies to measure harm in general practice clinical records. The US-based Institute of Healthcare Improvement (IHI) have a forthcoming video-conference arranged with NES to understand more about the utility of the approach and explore implementation success factors.

NES has built a supporting evidence base by evaluating the validity, feasibility and impact of the tool on making systems of patient care safer and enhancing individual, team and organisational learning. This has resulted in numerous publications, the most recent of which, in the prestigious journal BMJ Quality and Safety, attracted an accompanying Editorial by two prominent international researchers in the field who commented:

“This research is very important because for the first time it shows that a primary care patient safety measurement can be implemented across a health system and that it can prompt GPs to recognise opportunities to improve the care they provide and to make changes. All three stages of trigger tool use are applied in this report. If they can do it in Scotland they can do it in other places too.”

The work, led by Paul Bowie and colleagues in NES, serves as a great example of Improvement Science in Action and how NES working in partnership with HIS over a number of years has developed, tested and refined this method, delivered targeted training to the GP workforce nationally, and implemented and evaluated the intervention.

The full editorial can be accessed here:
http://qualitysafety.bmj.com/content/early/2016/08/02/bmjqs-2016-005660.full

The trigger tool paper can be accessed here:
http://qualitysafety.bmj.com/content/early/2016/04/22/bmjqs-2015-004093.abstract
Dentistry

NES Dental are currently involved in Patient Safety and Quality Improvement work through the Clinical Effectiveness Workstream. These are some examples:

- NES are working with HIS as part of the SPSP Dental Collaboration to introduce QI methodology to General Dental Services. 15 practices across 3 HB areas are taking part. NES are involved as part of the steering group as well as the local and national learning sessions. The theme chosen for the project includes medical histories and high risk medications with potential to impact on dental treatment. The model for improvement is being tested applied. Practices are being introduced to care bundles, test of change, PDSA cycles and run charts. This project is due to conclude in December.

- The NES Scottish Dental Practice Based Research Network are also involved in SPSP collaboration through facilitating and administrating the use of the NES SafeQuest Climate Survey and part of a research project.

- Enhanced SEA is being introduced as the reporting method for all Dental SEAs though planned Portal modification.

- NES have undertaken some work on Never Events in General Dental Service. This is the first known attempt to develop such an approach to determine the potential value of this concept as a patient safety initiative in this setting. The main objective was to identify, develop and validate a preliminary list of never events for the primary care dental setting. Mixed methods were used including literature review and a modified Delphi approach with groups of front line practitioners to gain consensus on potential dental never events. This works has been submitted to the BDJ for publication.

- NES Dental are also involved in the ‘Always Events’ project. Two dental teams are participating as part of the pilot along with other health care service providers to contribute from a dental practice perspective.

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Primary Care Safety and Improvement Educational Resources

Sepsis Educational Resources
Through the NES Sepsis Interest Group, we have collated our sepsis educational resources.
These can be seen at this link: http://www.qihub.scot.nhs.uk/media/1073592/sepsiseducationalresourcessept2016.pdf

Contact
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Patient Safety Training
Online work within the Patient Safety Group has resulted in a new e-learning resource on Human Factors and will be available shortly. Accredited by the Chartered Institute of Ergonomics and Human Factors, this resource will offer NHS and Social Care staff in Scotland an overview of this discipline and its contribution to enhanced well-being and performance.

½ day Face to Face taster workshops covering areas such as “Human Factors Awareness”, “Why things go wrong (and right) in complex systems” and “How to respond when things go wrong in complex systems” to consolidate and develop knowledge around Patient Safety further are now available. These workshops are available to all NHS and non-NHS staff and are via registration and searching by workshop title on the NES Portal website: https://portal.scot.nhs.uk/

A prototype ‘train-the-trainers’ pack (based on NES enhanced Significant Event Analysis work) has been developed to help build capacity and capability across NHS Scotland. This work is also contributing to related national programmes on the Reporting and Management of Adverse Events and the Duty of Candour.

All of our patient safety training can be delivered as a bespoke offering to your particular needs. To register your interest in hosting a 1/2 day workshop as part of Patient Safety education in your board please contact Catrina Gordon (details below).

Further information is available at: http://www.qihub.scot.nhs.uk/safe.aspx

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