



Next Steps Propelling the Collaborative

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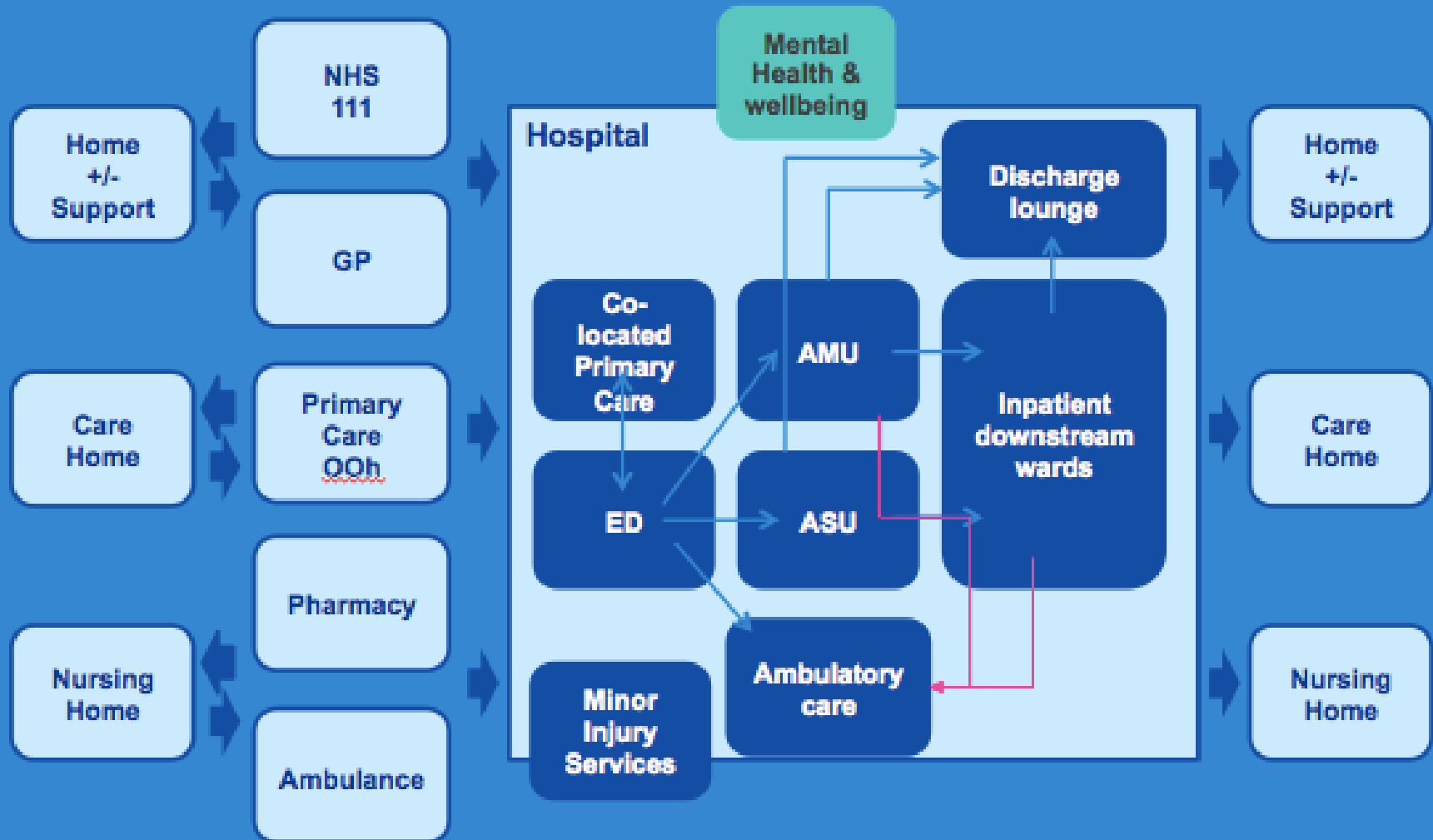
Public Health
England



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Whole-system Pathway

Community



Key messages from breakout sessions

Planning for sustainability

1. Understand the evidence of benefits from the work to engage and inspire continued effort
2. Align engagement with the initiative to improve overall commitment to the projects

Public & Patient Involvement

1. No tokenism
2. Ask staff and patients 'what matters to you?'
3. Move from the abstract to the specific improvement task to work on together

A year in an Hour

1. Use small scale PDSA to create a safe environment (ok to make mistakes) before scaling up
2. Use enthusiasts in the early stages before scaling up

Mental Health DTOC

1. Collective decision making enables the MDT to discharge patients presenting with significant and on-going risks sooner
2. Senior leadership is crucial to ensuring optimal patient flow and discharge

Acute Discharge

1. Patient's own stories described scenarios which are unacceptable but common place, they're exasperated by the lack of communications with patients
2. Frustration with the centre – must do's, templates, blame

Improving Handovers

1. Significant variability in knowledge and communications of the issues and the data and who owns the problems – needs to be joint responsibility
2. Visibility and ownership of risks needed right across the system

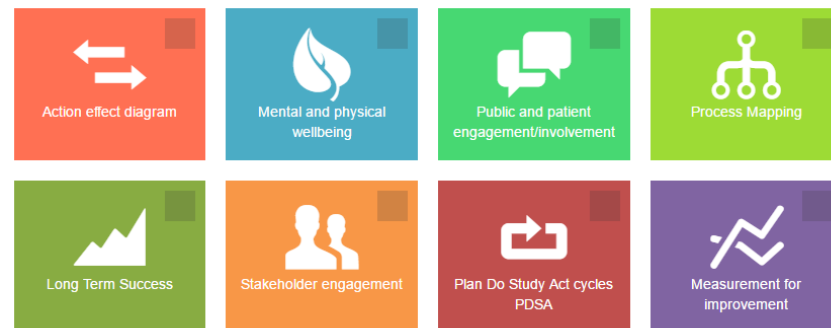
So what can be done?

- ✓ **We want to help you join the dots and offer you the support you need!**
- ✓ **Safe Haven**
- ✓ **Doing what's right for patients and staff**
- ✓ **Its about people & teams**

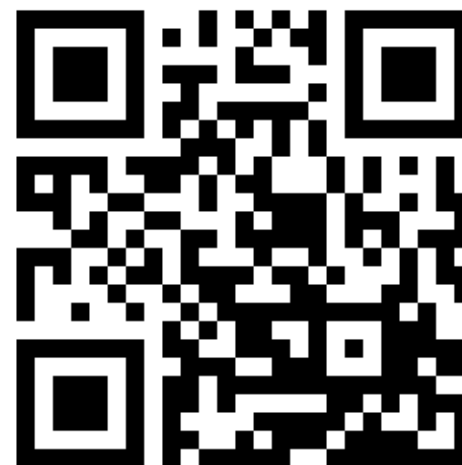
Online e-learning package

QI4U

- Package of 8 online modules
- Cover range of QI methods
- Support healthcare professionals to develop understanding of a systematic approach QI
- CPD accredited by the RCP
- Digital reflective diary
- Embedded video, animation, diagram and audio content



Scan the QR code or follow the link below to register



<http://hlp.qi4u.org/login>

We'll be carrying out a Day of Care Survey (DOCS)

What is it and how can it help?



- ✓ Peer-reviewed, validated tool which provides snapshot of inpatients in a single day;
 - Bed occupancy & patterns of discharge delay
 - Identifies most appropriate alternative place of care for patients
 - Identifies number of outliers
- ✓ Serial DOCS show improvement
- ✓ Over 12,000 patients surveyed

What support can you expect in next 3 months

1
Peer learning/support:

Site visits - on-going

Day of Care Survey: 16-20th October

2
Data for improvement:

Data clinics: 27th November

3
**Help with prioritisation
& system challenge**

Specialised workshops:

- Mental Health : 20th October
- DTOC: 17th October

- Flu vaccine: everybody's job!
Community care project

4
**Quality improvement
support**

QI4U e-learning package

- Now available to you
- Free access
- HLP Website (see lanyard)

5
**Involving patient and
public**

Next event: 7th December

- Exemplar practices
- Beyond winter
- Integrating public & patient voice

**THANK
YOU –
WELL
DONE**





Healthy London
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Thank you

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London's NHS organisations include all of London's CCGs, NHS England and Health Education England