

Supporting Delivery of the NHS Patient Safety Strategy

Insight | Involvement | Improvement

Expert, practical support, tailored for organisations
and systems to support delivery of the NHS Patient
Safety Strategy

September 2019



About AQuA

Established in 2010, the Advancing Quality Alliance supports its members in the North West to deliver the best health, wellbeing and quality of care for all.

We aim to be a trusted source of quality improvement expertise for the NHS and wider health and social care systems.

We work across four improvement priorities:

- **Delivering High Quality Care**
- **Supporting System Transformation**
- **Delivering Person Centred Care**
- **Building Capability for Improvement**

In addition to our work with members, we also undertake consultancy work all across the UK. We work in partnership with our customers as a trusted advisor, to explore and identify their individual goals and requirements, and pride ourselves on providing a package of support that best meets their needs and offers value to their work.

The way AQuA explain things is so clear and easy to understand and using what we've learned the next day definitely reinforces the learning. I'm looking forward to sharing all I've learned in my team in Pharmacy and across the wider Trust.

**Patient Safety Measurement
Unit Participant**

North East and North
Cumbria

As a result of working in partnership with AQuA, Bolton NHS Foundation Trust is developing a Human factors learning network. AQuA's training and support has reinforced our organisation commitment to delivering the best and safest care for our patients.

Sharon Martin

Director of Strategic Transformation Bolton NHS Foundation Trust

Introduction

The NHS Patient Safety Strategy, launched in July 2019, recognises the advancements made in patient safety. NHS staff have the desire, drive and commitment to do more to improve safety.

Utilising the full force of knowledge, skills and technology, working together the NHS needs to improve safety while moving faster through learning.

Organisations need to recognise and invest in the underpinning structures, behaviours, values and culture required for safety improvement.

Over the last 10 years, AQuA has been supporting members and customers to understand and improve safety challenges required from both local and national perspectives.

We have always recognised the importance of aligning the cultural challenges and technical safety requirements, alongside the underpinning supporting safety structures.

The experience and knowledge of our team is shared via our credible suite of skills and resources, focusing on safety culture, psychological safety and team behaviours, ensuring that you can contribute to a safer health and care service.

By working with us, we can provide you with a partner to support you on your journey to improve patient safety.

We have aligned our programmes of support, co-designed to build an integrated safety improvement strategy, ensuring that the necessary safety leadership culture and quality improvement capability and capacity is in place.

We believe organisations working together can achieve:

- **Improved safety for those experiencing and delivering care by working together at a strategic and operational level**
- **The creation of a safety improvement learning system, underpinned by quality improvement methodology, applicable on a daily basis by staff at all levels**
- **Leaders at all levels who understand their role and influence on culture, values and behaviours for safer systems**
- **A robust safety improvement strategy with measurable aims and coordinated safety improvement programmes**
- **An appreciative based approach, identifying and building on existing strengths around patient safety, ensuring connections between current and planned areas of safety work**
- **A connection and network of organisations with shared ambitions, sharing learnings, leading to an accelerated spread of safety initiatives**

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Until I did the leaders programme I didn't realise the importance of measurement. It's been an amazing practical course and now I really get it!

It's been great in supporting me as a leader to help me implement ideas and plans to make things safer and better.

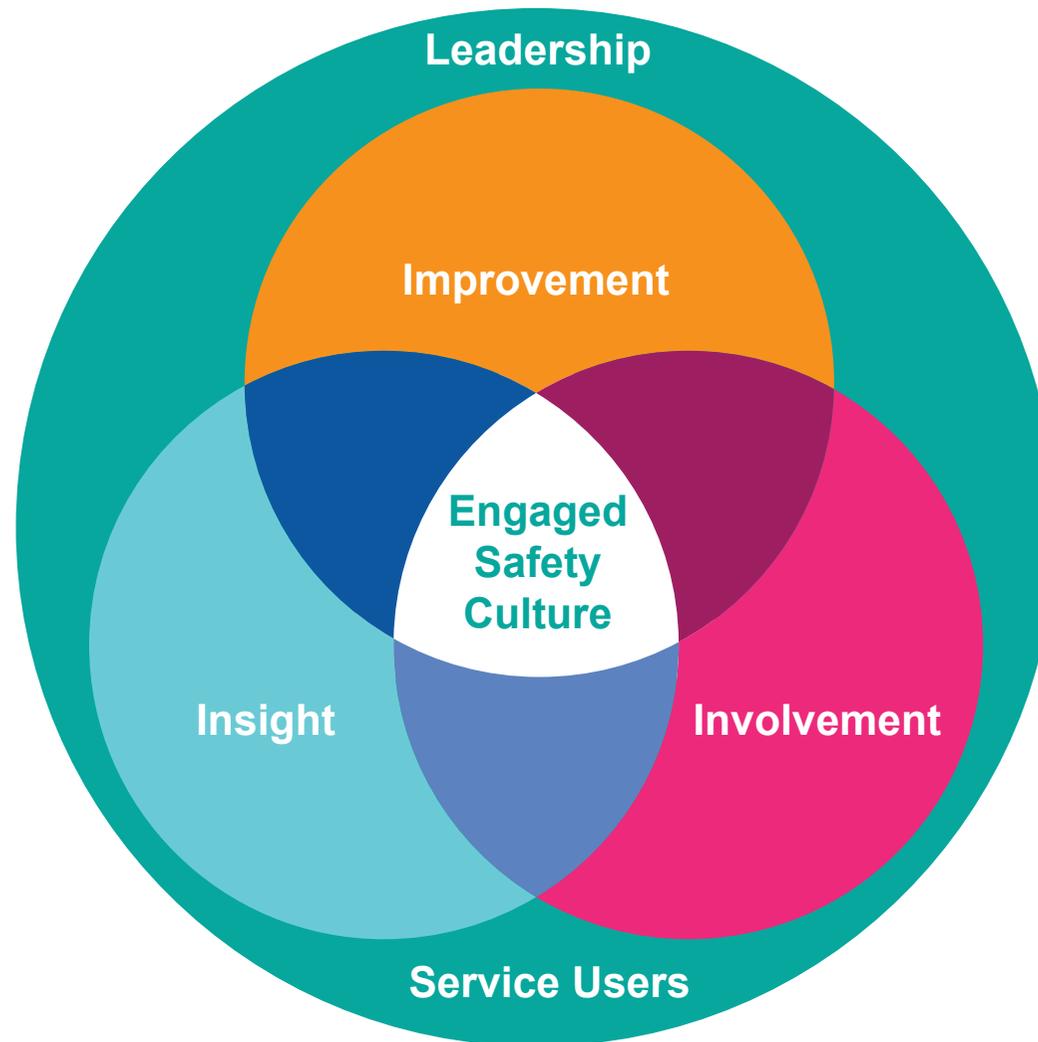
Care Home Manager

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Enabling the understanding and impact of implementing safety based quality improvement

Learning for NHS Boards and Leaders

The NHS Patient Safety Strategy calls for the development of a patient safety culture and a patient safety system. The combination of these foundations form an **Engaged Safety Culture** across health and care systems at every level.



AQuA's priorities for the next 3-5 years will be to continue to develop a system that engages patient and service users at the heart.

This is supported by three strategic aims:

- **Insight**
- **Involvement**
- **Improvement**

Insight

“Improving understanding of safety by drawing intelligence from multiple sources of patient safety information.”

AQuA can support teams, organisations and systems through:

- Working with Board level Commissioners and Providers to understand their responsibility in the reporting, investigating and learning within their systems
- Working with the new Primary Care Networks to accelerate and spread safety learning
- Working alongside our experienced Analytics team to develop clear, standardised measures for safety improvement, developing metrics and measures to monitor safety
- Developing technical skills to understand and share learning opportunities from reviewing incidents

Involvement

“Equipping patients, staff and partners with the skills and opportunities to improve patient safety throughout the whole system.”

AQuA can support teams, organisations and systems through:

- Working with our Lived Experience Panel
- Lived Experience Panel and Patient Safety Panel development to allow integration within organisations from Board to frontline
- AQuA programmes continue to integrate Safety 2 and Learning From Excellence methodology, using appreciative inquiry techniques in multiple improvement programmes
- Collaborative safety work involving all partners and stakeholders

Improvement

“Designing and supporting programmes that deliver effective and sustainable change in the most important areas.”

AQuA can support teams, organisations and systems in the capability building of the patient safety agenda through:

- A range of Human Factors training at scale for staff at all levels
- The depth and breadth of our safety offers invest in the sustainability of knowledge and skills ensuring organisations develop internal learning networks
- We are a national leader in Shared Decision Making, recognising that patient safety starts with ensuring patients and their perspectives, decisions and intimate knowledge of their health and wellbeing is at the heart of safety
- Our work with members utilising the Agency for Healthcare Research and Quality (AHRQ) culture tool allows for the assessment of safety culture, connecting frontline teams to Boards with safety improvement plans and outcomes
- Our national delivery of the Patient Safety Measurement Unit (PSMU) supports the consistent messages and outcomes required to drive the success of national safety initiatives and approaches
- Sense of Urgency, Sense of Hope Framework places quality and safety improvement at the core of organisations, looking to develop a culture and system for quality improvement

Further Reading and Information

The relevance and elevated positioning of safety within healthcare has been evidenced by several other notable publications:

-  The NHS Patient Safety Strategy
-  The NHS Long Term Plan
-  NHS Improvement's 2020 Objectives
-  The New CQC and NHS Improvement Well-Led Framework
-  Measurement and Monitoring Safety Framework
-  Clinical Human Factors Group
-  Agency for Healthcare Research and Quality (AHRQ)
-  Universal Personalised Care: Implementing the Comprehensive Model



Insight

Involvement

Improvement

Contact Us

We welcome conversations about how AQuA can support delivery of the NHS Patient Safety Strategy.

For further information please contact:



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