

Friday Five

Issue 251 – 11 March 2016



Productive hospital

Last week I mentioned that we would be launching a whole hospital programme to help us with patient flow. We will be adopting some of the best practice ideas that have worked in other trusts and the evidence from the national Emergency Care Intensive Programme to try and improve bed availability earlier in the day to kick start operating start times and clear the emergency zone for a new day. The programme will begin with General Medicine patients on Tuesday and will be trialled for a couple of months before rolling out. Proactive hospital ward co-ordinators will be visiting each medical specialty ward every two hours between 8am and 8pm, seven days a week. These co-ordinators will help ensure AMU is up to date with current and upcoming capacity on each unit and provide a point of contact for ward staff regarding staffing levels, infection control or transport questions. We are looking to bring discharges forward and reduce length of stay through better process management across the hospital. If you have any ideas on how to we can work together to facilitate earlier discharges for our patients, please get in touch with the proactive hospital ward co-ordinators. Further information will be shared early next week.

icare award

This week Sue Jones, Director of Nursing, together with the senior team from Women's and Children's had the great pleasure of presenting an icare award to security officer Mandy Storey who will be a familiar face to anyone who has used the main maternity services reception over the last few months. In the award nomination a colleague pays tribute to Mandy by saying: "she has the ability to make anyone coming in/out of the reception area feel at ease, relaxed and welcome even though on occasions these can be under very difficult circumstances." Well done Mandy and thank you for your positive attitude and I'm very pleased to learn that you are joining the team on a permanent basis as a receptionist on Cotswold Ward. If you would like to nominate a colleague for an icare award, please talk to your line manager.

Maternity awarded £16k as part of Department of Health funding

This week our maternity team was awarded £16,000 as part of a drive to make the NHS one of the safest places in the world to have a baby. The award is part of a fund of more than £2million which the Department of Health has given to trusts as part of the Government's commitment to halve the number of stillbirths, neonatal deaths, maternal deaths and brain injuries occurring during or soon after birth by 2030. Our funding will be used to purchase a videolaryngoscope, which is used by anaesthetists to manage the airways of women who require a general anaesthetic for the delivery of their baby. This tends to be necessary during obstetric emergencies, such as when a mother is haemorrhaging, when it is important to act as quickly as possible. The equipment to aid intubation can also be used in women with health conditions that prohibit the use of regional anaesthetic.

Learning from mistakes

This week the Department of Health published the first ever learning from mistakes league which ranks all health trusts in England on their openness and honesty based on data on safety reporting and the NHS staff survey. North Bristol, alongside several other trusts in the local area, was ranked at level three of 1-4 (significant concerns) due to having one red flag in the staff survey around fairness and effective procedures for reporting errors, near misses and incidents. We know that we underreport in the Trust which is predominantly what this data tells us, all other indicators were positive, with only this one red flag. It is worth noting that no risks were identified in relation to potential under reporting (including severe harm or death), harmful incidents and reporting consistency in the last six months. We also know that on both occasions the Care Quality Commission has acknowledged that we are a Trust that has an open and transparent culture, but we do need to better understand the factors underlying a fall in reporting and what we can do to support staff both in reporting but more importantly having time to learn the lessons.

Bristol Health and Care Awards

Finally I was delighted to attend the first ever Bristol Health and Care Awards last night and was incredibly proud to see NBT so well represented with a total of 18 shortlisted nominations across a wide range of categories. The Trust took away four awards. Congratulations to the Breast MRI Team (in partnership with BUST) who picked up the Best Patient and Public Involvement Award, Anne Pullyblank and the Advanced Recovery Team who won Hospital Team of the Year, Plastic Surgeon James Henderson who received the Rising Star Award and, finally, Neurologist Dr Alan Whone who won the Outstanding Achievement Award. A round up of last night's ceremony is featured in today's edition of the [Bristol Post](#) and a bigger piece will be in Monday's paper. Well to done to all the winners and nominees.

A handwritten signature in cursive script that reads "Andrea Young".

Andrea Young, Chief Executive

This bulletin takes a brief look at some of the top stories from around the Trust this week. If you have a story about your ward or department which you'd like to put forward for consideration, contact the Communications Team at NBTCcommunications@nbt.nhs.uk