

Contributing to Patient Safety in Scotland

Our evolving patient safety portfolio



March 2009

NHS Education for Scotland is a Special Health Board.

We are NHSScotland's education and training body and our vision is Better Educated Staff, Better Patient Care. We help provide better patient care by designing, commissioning, quality assuring and, where appropriate, providing education, training and lifelong learning for the 150,000 people who make up the NHS workforce in Scotland.

Please visit our website for more information: **www.nes.scot.nhs.uk** or read our introductory leaflet, NES The Basics: **www.nes.scot.nhs.uk/documents/publications/classa/13958NESTheBasicslores.pdf**

For the first time, the Scottish Patient Safety Alliance brings together all the groups involved in developing safer health care in NHSScotland. (www.patientsafetyalliance.scot.nhs.uk).

NHS Education for Scotland (NES) is committed to developing a coordinated educational strategy that will support patient safety initiatives across all components of the Health Service.

We are working closely with our partners in the Scottish Patient Safety Alliance, including the Scottish Government Health Directorate (SGHD) patient safety advisors and Improvement Support Team, as well as patient safety leads in NHS Quality Improvement Scotland (QIS) and all territorial boards. Other partners include for example our HAI team working with Health Protection Scotland and Health Facilities Scotland. This partnership approach is fundamental to our strategy to identify how we can best align our activities to improve patient safety.

We continue to support the national drive towards improvements in patient safety through the expansion of a full range of educational contributions. We have mapped examples of our activities against the deliverables of the Scottish Patient Safety Programme (SPSP) (www.patientsafetyalliance.scot.nhs.uk/programme) and the wider patient safety agenda. A small selection of these activities follows.

Healthcare Associated Infection (HAI) work

www.nes.scot.nhs.uk/hai/

Contact: Robert Parry

robert.parry@nes.scot.nhs.uk

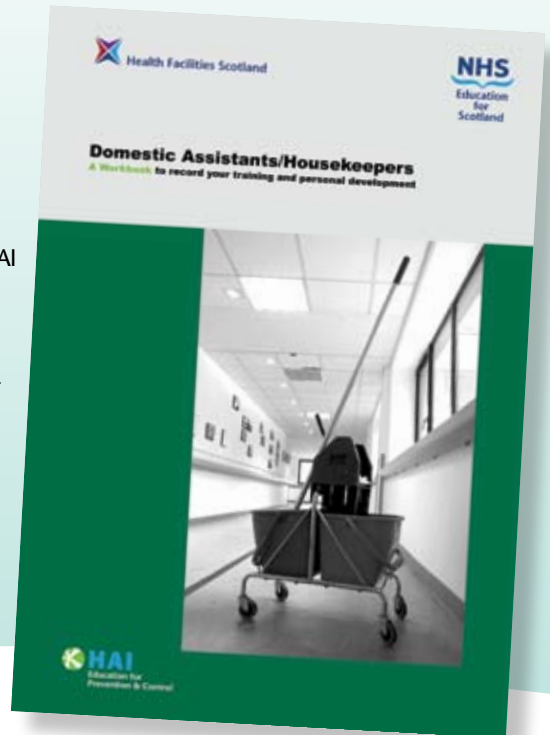
Helen Maitland

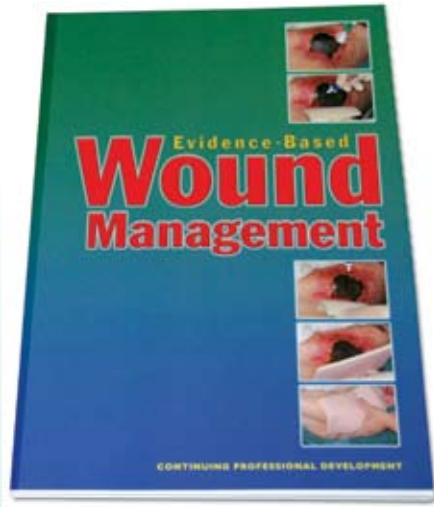
helen.maitland@nes.scot.nhs.uk

The entire NES HAI Education Initiative underpins patient safety. It is focused on helping to reduce the incidence of healthcare associated infection. Existing 'products' which support the specific HAI elements of the SPSP agenda include:

- The Cleanliness Champion Programme also involving hand hygiene
- A Mandatory Induction Framework for HAI
- Antimicrobial Prescribing/Bacterial Resistance
- Other e-learning packages including for Needlestick injury
- MRSA tutorial and supporting clinical scenarios
- Clostridium difficile package
- A bacterial resistance package
- Decontamination

The entire NES HAI Education Initiative underpins patient safety





Pharmacy

www.nes.scot.nhs.uk/pharmacy/resources/

Contact: Anne Watson

anne.watson@nes.scot.nhs.uk

- **Deliver evidence-based care to prevent deaths from heart attack**

The Pharmacy Directorate has produced a Core Resource pack on evidence based treatment for primary and secondary prevention of heart attacks. This has previously been delivered at direct learning events and is now available for all pharmacists to download from the Pharmacy section of the NES website listed in the heading.

- **Prevent adverse drug reactions (ADRs)**
A Distance Learning resource on ADRs is available to all pharmacists in Scotland.

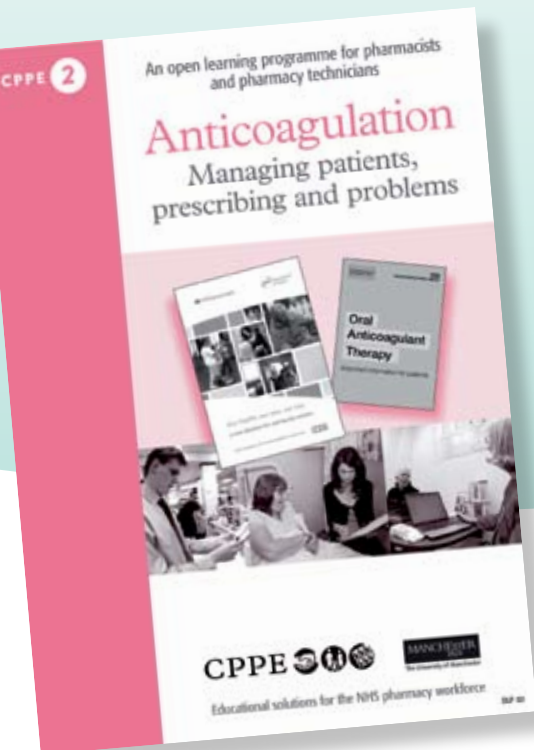
- **Prevent pressure ulcers**
A Distance Learning resource on Wound Management (chapter on Pressure ulcers) is available to all pharmacists in Scotland.

- **Reduce Staphylococcus aureus (e.g.MRSA) infection**

The Pharmacy Directorate provides access for pharmacists in Scotland to the NES antimicrobial prescribing e-learning resource within the NES Doctors Online Training System (DOTS) .

- **Prevent harm from high alert medications**
Pharmacists in Scotland are encouraged to undertake and submit Significant Event Analysis reports to NES for feedback. This is an improvement method that facilitates learning from patient safety-related incidents.

- **Reduce surgical complications**
A Distance Learning pack on Anticoagulation which covers surgical prophylaxis is available for all pharmacists in Scotland.



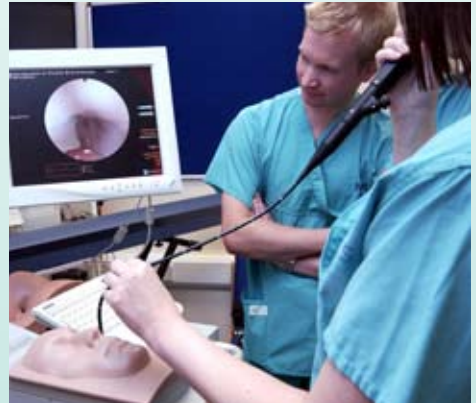
Research and Development

Contact: Paul Bowie

paul.bowie@nes.scot.nhs.uk

Safety Culture Research & Development programmes

- Development and testing of a team-based learning tool to measure and compare perceptions of safety climate amongst primary care teams.
- What impact are Foundation Programmes having on Foundation doctors, the healthcare team and patient care?
- The new prescriber: the development of a tool which will quality assure the prescribing performance of Foundation Doctors and the Nurse Prescriber.
- Team-based learning from complaints in primary care.
- Awareness and analysis of a recent significant event amongst the non-medical primary care team: a cross-sectional study.
- Is clinical audit evolving? A qualitative study of the views and experiences of frontline advisors in NHSScotland.
- Decontamination in Primary Care: an investigation into the barriers and facilitators to dissemination and implementation of best evidence.
- Development and testing of a global trigger tool to highlight undetected error and harm in primary care patient records.



NES Patient Safety Multidisciplinary Steering Group

NES supports a multidisciplinary steering group (NES PSMMSG) chaired by Professor Philip Cachia, our Postgraduate Dean in the East of Scotland. Our developing coordinated links into the SPSP are managed through this group.

We are discussing with NHSScotland Boards their patient safety priorities through our Named Contacts Group (senior NES staff identified as lead liaison links for individual NHSScotland Boards), and as well as via other strategic engagement infrastructures such as the SEAT (SouthEast and Tayside) Workforce Education & Development Advisory Group.

We are also developing awareness of how NHSScotland Boards are supporting the learning and development of generic patient safety/quality improvement skills in their own staff. We have liaised with a number of Board SPSP leads as well as Organisational Development, Continuing Professional Development (CPD), risk management, infection control and other professional leads to ensure we have the latest information.

We continue to network with other stakeholders including research groups, education providers, the Health Foundation, Scottish Funding Council, and through contributing to the international effort to improve patient safety. The NES PSMMSG is identifying patient safety and quality improvement educational and workforce development priorities. We are developing a cohesive, long term strategy linked to the Scottish Patient Safety Alliance, service priorities, and the wider quality improvement agenda.

We are developing a cohesive, long term strategy linked to the Scottish Patient Safety Alliance, service priorities, and the wider quality improvement agenda.



Immediate priorities include supporting the specific objectives of the Scottish Patient Safety Programme (www.patientsafetyalliance.scot.nhs.uk/programme/) through:

- **Piloting patient safety leadership development training**, in partnership with the Scottish Government Directorate and NHS QIS. Longer term solutions (following evaluation) include offering specific aspects of the course in the South East NES training team programme and building relevant aspects into other existing education infrastructure.
- Support for the QIS **pilot Patient Safety Clinical Fellowship Programme**
- **Formal evaluation of the above pilot patient safety leadership educational provision**, including identification of any gaps where our stakeholders anticipate a role for NES.
- Developing an **electronic knowledge management portal on ‘patient safety’** available to NHSScotland staff through the e-Library www.clinicaldecisions.scot.nhs.uk/
- **Linked knowledge services support also for the wider patient safety agenda.** A patient safety knowledge services coordinator is being appointed.
- **Further development and evaluation of educational resources in relation to prescribing and healthcare associated infection**
- **Building on existing patient safety educational research and development**, with a focus on the primary care setting. The themes emerging from this work can be plugged into existing learning and development arrangements, to enable safer care and safety culture.

Additional Examples

Sharing good practice and learning

Other patient safety priorities for NES include the development of our staff, in particular sharing existing good practice across directorates. We are also increasing our understanding of patient safety improvement science through NES participation in SPSP learning networks, and other learning / development opportunities. This will help NES to prioritise and to extend our existing education infrastructure to include new Quality Improvement (QI) methods / approaches in patient safety where this is helpful for our stakeholders. Examples of potentially relevant education infrastructure might involve:

- Scottish Clinical Skills Strategy and networks (www.csmen.ac.uk/aboutus/index.htm)
- The Frontline Leadership and Development programme
- Vocational training programmes, including for practice managers
- Educational research
- Significant Event Analysis infrastructure
- HAI education initiatives
- NES sponsored mentors, trainers and supervisors across all professions
- Specialty training programmes for medicine and dentistry
- All profession CPD programmes



We are liaising with our colleagues in-house to ensure that NES's published strategies and frameworks enable patient safety, including our remote & rural workstream, Scottish Clinical Skills strategy and evolving community based care education strategy.

Impact assessment

Another priority area is identifying our impact on safety culture and safer care using impact assessment methodologies. The Cleanliness Champion impact work is a good example.

Other partnership liaison/networking

We are maintaining a high level overview of university and college providers of patient safety and quality improvement science modules. We have also mapped specific UK postgraduate patient safety courses including examples of on-line learning. Further links will be developed through our patient safety knowledge services coordinator.

Research & Development

NES supports a programme of research to enhance learning and workforce development. Much of this R&D also links to developing safety culture and safer care – *see page 6*. Our research team is reviewing the themes from within NES and other research, to develop a NES patient safety research strategy, linked to developments of the SPSA.

Other long term solutions

Our long term solutions to contributing to safer care will depend on our evaluation work, partnership resources and the outcomes of a range of patient safety research and other good practice developments.

The NES Patient Safety Multidisciplinary Steering Group will be liaising with NHSScotland staff to align our own developments, supporting the international effort to improve patient safety.



Another priority area is identifying our impact on safety culture and safer care using impact assessment methodologies. The Cleanliness Champion impact work is a good example.



NES Patient Safety Multidisciplinary Steering Group (PSMSG)

NES PSMSG core members - linking to colleagues in directorates and other workstreams

Philip Cachia, Chair	Postgraduate Dean, East Region
Fiona Gailey	SE Local and Regional Strategic Engagement Team, including patient safety at national level
Liz Sutherland	PA to Postgraduate Dean, supporting the work of the Group
Paul Bowie	NES research and primary care link
Robert Parry	Nursing, Midwifery and Allied Health Professions Directorate (including HAI in portfolio)
Helen Maitland	NMAHP (HAI and links with Health Protection Scotland)
Anne Watson	Pharmacy Directorate
Ann Wales	Knowledge Services Group
Chris Brotherton	Occupational Psychologist, sessional input, links with Geraldine Bienkowski, Lead for Psychological Therapies, NES
Tony Anderson	Dentistry Directorate
David Blaney	Medicine Directorate

Other colleagues and deputies also involved in the PSMSG, some progressing key aspects of our initial action plan

Christine Hamilton	Head of Organisational Development
Christine Patch	Head of Communications
Jane Ross/ John McKinlay	Training Department Support Unit (TDSU), coordinating pilot patient safety leadership course
Carl de Wet	sessional GP input, NES patient safety research coordinator and pilot partnership evaluation work
Jan Clarkson	Dental Directorate and national clinical effectiveness
John McKay	Primary care deputy
Jenni Harrison	EPM, accessing curricula advice, identifying links with education
Being appointed	Patient Safety Knowledge Services Coordinator, with input from Kathy Dallest (sessional) and HAI EPM Sabine Nolte
Karen Howe	SE Local & Regional Strategic Engagement Team (SE L&RSET) Partnership Development Officer, including patient safety at national level

For further information on the NES contribution to Patient Safety in Scotland, please contact:

Professor Philip Cachia

E: philip.cachia@nes.scot.nhs.uk

or

Fiona Gailey

E: fiona.gailey@nes.scot.nhs.uk

For further information on the work of NHS Education for Scotland, please visit our website:
www.nes.scot.nhs.uk