

Buckinghamshire Healthcare NHS Trust Quality Improvement Plan

Ref no	Action	How action will be delivered	By when	Lead	Lead Director
1 Reduce mortality					
1.1	Improve recognition and management of the deteriorating patient	Learning collaborative to improve recognition and management of the deteriorating patient	Mar-15	AD Quality Improvement	Chief Nurse
		Review the pathway for managing the deteriorating patient out of hours			Medical Director
		Standardise handover procedures			Medical Director
1.2	Clinically review every death	Carry out mortality reviews and ensure learning is identified and shared	Oct-14	Associate Medical Director	Medical Director
1.3	Introduce care bundle approach	Community acquired pneumonia standards to be met for all patients	Dec-14	Respiratory SDU lead	Medical Director
		Acute kidney injury standards to be met for all appropriate patients	Jan-15	Consultant Physician (Renal)	Medical Director
		Sepsis 6 standadrs to be met for all appropriate patients	Feb-15	Sepsis Lead Clinician	Medical Director
1.4	Introduce ward based medical model	Clinical teams based on their speciality wards	Dec-14		Chief Operating Officer
2. Reduce harm					
2.1	Reduce harm caused by falls	Learning collaborative to reduce harm from falls.	Mar-15	AD quality improvement	Chief Nurse
		Roll out interventions developed on wards 1&2	Dec-14	AD governance	Chief Nurse
2.2	Improve the care of patients with dementia	Develop dementia strategy	Dec-14	Nurse consultant older people care	Chief Nurse
2.3	Improve medicines management	Implement medicines safety thermometer	Jul-14	Chief pharmacist	Chief Operating Officer
		Provide a weekend clinical pharmacy service	Aug-14	Chief pharmacist	Chief Operating Officer
		Ensure access to End of Life medicines for all wards		Chief pharmacist	Chief Operating Officer
2.4	Improve surgical pathway	Embed WHO checklist and use it for driver for culture change in theatres	Oct-14	Divisional chair surgery	Medical Director
		Review surgical pathway to reduce delays and reduce patients being Nil by mouth for longer than necessary		ACOO surgery	Chief Operating Officer
		Ensure VTE risk assessments are carried out and appropriate actions taken	Oct-14	Divisional Lead Nurse Surgery	Medical Director
		Review pathway for early miscarriage	Dec-14	Divisional Lead Nurse Maternity	Chief Operating Officer
2.5	Ensure safe staffing levels	Review e-rostering	Dec-14	Deputy Chief Nurse	Chief Nurse
		Implement ward acuity/dependency tool	Mar-15	Deputy Chief Nurse	Chief Nurse
2.6	Safeguarding	Build on current safeguarding processes to ensure that all vulnerable patients are treated with dignity and adequately protected.	Mar-15	Trust Safeguarding Lead	Chief Nurse
2.7	Strengthen ward accreditation model			Chief Nurse	Chief Nurse
3. Great patient experience					
3.1	Implement holistic Care Plans across Trust	Implement 'Hearts and Minds' care plans across Trust	Sep-14	AD governance	Chief Nurse
3.2	Improve the patient experience in outpatients	Review clinic templates to avoid over booking	Dec-14	Outpatient manager	Chief Operating Officer
		Reduce cancellations	Dec-14	Outpatient manager	Chief Operating Officer
		Monitor Friends and Family Test for outpatients	Oct-14	Outpatient manager	Chief Operating Officer
		Develop action plan to ensure specialist OPD clinics meet national guidance for paediatrics.	Dec-14	Outpatient manager	Chief Operating Officer
3.3	End of Life	Implement EoL care plans across trust	Dec-14	Matron for Palliative care	Chief Nurse
		Review DNACPR policy and roll out	Dec-14	Palliative care SDU lead	Chief Nurse
3.4	Improve Urgent Care Pathway	Set up Ambulatory Emergency Care service		Chief operating officer	Chief Operating Officer
		Speciality assessment within 2 hrs		Chief operating officer	Chief Operating Officer
		Improve flow through the hospital from admission to discharge		Chief operating officer	Chief Operating Officer
3.5	Improve patient experience of complaints	Review process at divisional level to increase patient satisfaction	Sep-14	AD governance	Chief Nurse
		Reduce number of complaints reopened	Oct-14	AD governance	Chief Nurse
4. Culture for continuous improvement					
4.1	Leading for Quality improvement	Leadership Academy programme for Divisional and Service Delivery Unit leads	Jun-14	AD education	Medical Director
		Development programme for new Trust Board	Dec-14	HR Director	Chief Executive
4.2	Develop capacity and capability for continuous quality improvement	Develop proposal for Board on capacity and capability to implement sustained quality improvement	Jan-15	AD Quality Improvement	Chief Nurse
		Review role of quality ambassadors	Mar-15	AD Governance	Chief Nurse
		Peer review clinical governance processes	Dec-15	AD governance	Chief Nurse
4.3	Develop an open and learning culture	Carry out MaSaF survey	Oct-14	AD governance	Chief Nurse
		Monthly learning from Serious Incidents across Trust	Aug-14	AD education	Chief Nurse
4.4	Develop organisational development strategy		Mar-15	HR director	Chief Executive