

Lothian Quality Improvement in Mental Health, CAMHS and Psychology....

Where are we 1 year on?

Building a Team



Gotta Have a Plan!

Improve the quality
of the inpatient care
pathway

Improve
access

Improve mental and
physical health of
patients



2017-18 QI Plan



Aim Statement

NHS Lothian will have a comprehensive and effective Quality Improvement Programme in Mental Health by April 2018 in order to provide safe, effective, person centred care by April 2018

QI Clinic/QI Network/Newsletter

QI Clinic

Need guidance on starting or running a QI Project? Let your QI support team know and book a QI Clinic appointment.

Quality improvement can only succeed when we work as a team. We want to help you lead a project to improve our services. By attending QI Clinic you will receive QI methodology, project management and data analyst support.

Please email qi.mentalhealth@nhslothian.scot.nhs.uk to book your appointment. You can pick from any of the dates and time slots below.

| Location: REH MacKinnon History Room | Date: | Time slot: |
|--------------------------------------|-------------|-------------|
| 10 th February | 10am – 11am | 11am – 12am |
| 10 th March | 10am – 11am | 11am – 12am |
| 07 th April | 10am – 11am | 11am – 12am |
| 05 th May | 10am – 11am | 11am – 12am |
| 02 nd June | 10am – 11am | 11am – 12am |
| 30 th June | 10am – 11am | 11am – 12am |
| 28 th July | 10am – 11am | 11am – 12am |
| 25 th August | 10am – 11am | 11am – 12am |
| 22 nd September | 10am – 11am | 11am – 12am |
| 20 th October | 10am – 11am | 11am – 12am |
| 17 th November | 10am – 11am | 11am – 12am |
| 15 th December | 10am – 11am | 11am – 12am |

QI Network

You are all invited to attend QI Network meeting, which will take place every second Thursday of the month at 1pm to 2:30pm (please see time table for year 2017 below).

The aim of Networking meeting is to:

- Embrace fresh ideas
- Accelerate progress
- Recognise individual accomplishments
- Discover new pioneers and projects
- Build QI mental health network

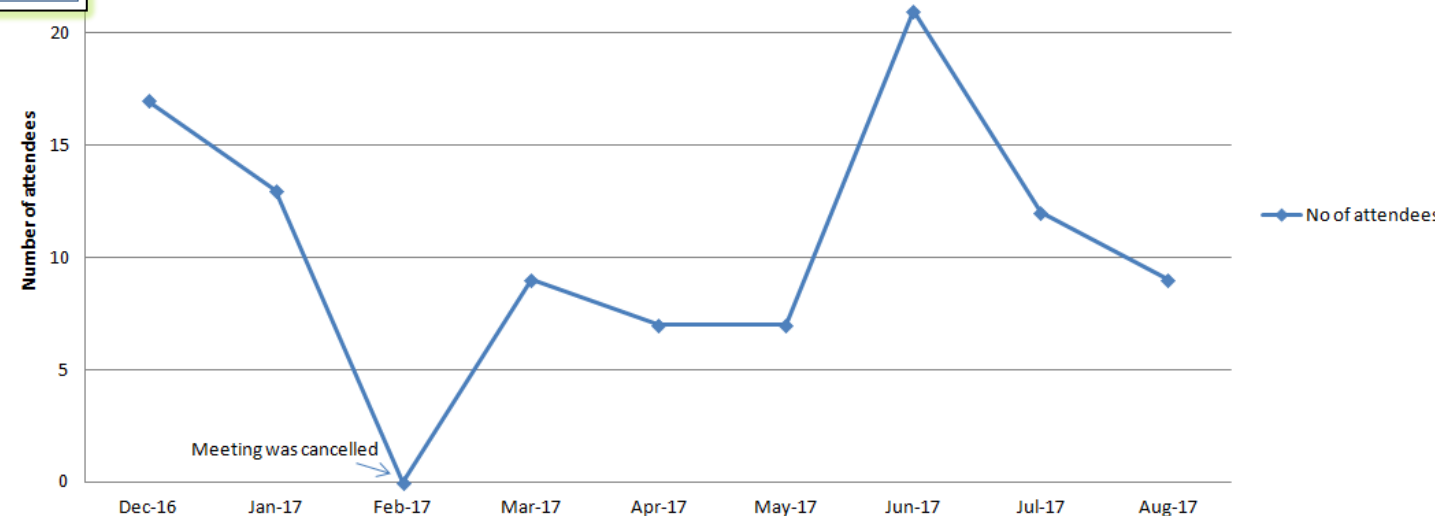
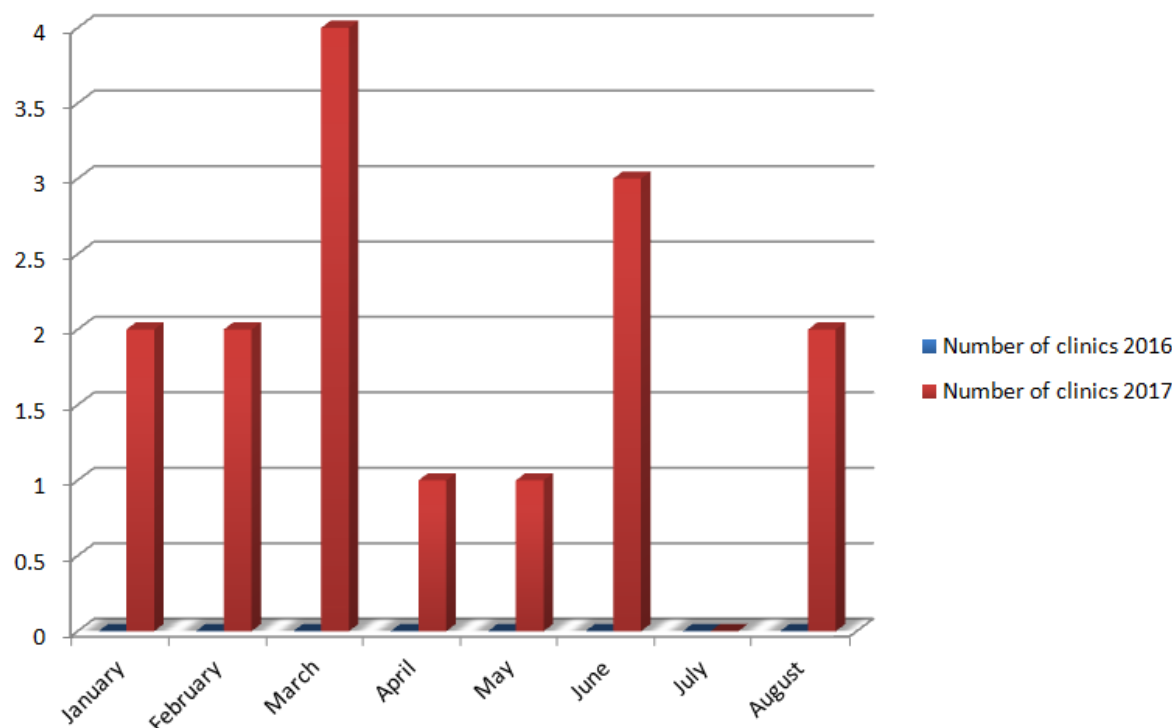
Bring together a group of people who share a passion for improving quality and safety in healthcare

| Location: REH MacKinnon House Boardroom |
|---|
| 12 th January (1pm – 2:30pm) |
| 9 th February (1pm – 2:30pm) |
| 9 th March (1pm – 2:30pm) |
| 6 th April (1pm – 2:30pm) |
| 4 th May (1pm – 2:30pm) |
| 1 st Jun (1pm – 2:30pm) |
| 29 th Jun (1pm – 2:30pm) |
| 27 th July (1pm – 2:30pm) |
| 24 th August (1pm – 2:30pm) |
| 21 st September (1pm – 2:30pm) |
| 19 th October (1pm – 2:30pm) |
| 16 th November (1pm – 2:30pm) |
| 14 th December (1pm – 2:30pm) |

QI Clinic poster

QI Network poster

QI Network Newsletter



Training

Numbers of trained staff by end of September'17:

- 'QI Skills' ⇒ 61 staff (13 - training at the moment)
- 'Planning for quality' ⇒ 14 staff (3 - training at the moment)
- 'QI Bites' ⇒ 59 staff



QI Bites

(Quality Improvement Introduction Training)

Date: 10th February 2017

Location: Royal Edinburgh Hospital – MacKinnon House –
Annie Altschul room

Presenting:

Jane Cheeseman – QI Lead

Elouise Johnston - Quality & Safety Improvement Manager
(Primary Care)

Ross Patterson - Clinical Lead, NHS Lothian Quality Academy
Fiona Hutcheson – Clinical Effectiveness Facilitator

AGENDA:

| |
|------------------------------|
| Lunch & Registration |
| Welcome & Session Objectives |
| Intro to QI |
| SPSP in Mental health |
| Defining Your Aim |
| Banana Game |
| Run Charts |
| Mr Potato Head |
| Next Steps & Questions |
| Evaluation |

Database of projects

Database was created in order for people to record their projects.
62 active projects are recorded in the database.

| PROJECT LEAD | PROJECT TITLE | PROJECT TEAM | DEPARTMENT | AIM | START DATE | PROJECT CHARTER | SCORE | SUPPORT DOCUMENTS | PRIORITY AREA |
|-----------------------------------|---|--|---|---|--------------------------|-----------------|-------|---|--------------------|
| ACUTE CARE PATHWAY | | | | | | | | | |
| Jane Cheezeman | SCAMPER | Jane Cheezeman | Acute Psychiatry | To improve the structure and communication of ward round review in Acute Psychiatry | Jan-16 | Na | 4.5 | | Acute care pathway |
| Sean Harper | Improving the therapeutic milieu in acute inpatient settings at the Royal Edinburgh Hospital - a pilot project | Dr Sean Harper Jan Patrick Susan Haad | Clinical Psychology | To apply a psychological model of care to acute mental health. | May-16 | Yes | 3.0 |     | Acute care pathway |
| Mike Reid | Reducing Occupied Bed Days in REH Adult Acute ward | Mike Reid Jane Cheezeman Arun Chappra Graeme Mallan | REAS / Edinburgh / East / Mid / UB from 1/4/16. Services are Adult Mental Health inpatient and community teams | Reduce bed usage to 95% by end of March 2017 | Nov-16 | Yes | 1.0 |    | Acute care pathway |
| PHYSICAL HEALTH | | | | | | | | | |
| Jazz Davidson Gemma Roberts | Health Promotion in Police Custody | Jazz Davidson Gemma Roberts NHSL Health Promotion | Police custody healthcare | Inform patients of harm reduction and health improvement. | | Na | 3.0 | | Physical Health |
| Barry Muirhead Susan Miller | Audit of pilot Dry Blood Spot Testing for Blood Borne Virus for people in police care | CFM Susan Miller SCN Barry Muirhead | REAS-Forensic-Police Custody Healthcare | Audit DBS for BBV for people in police care. A pilot on behalf of the National Coordinating Network for Healthcare and Forensic Medical Services for people in police care. | To commence in July 2017 | Na | 1.0 | | Physical Health |
| Sheena Wright | Establishment of Multi-Disciplinary Falls Management / Prevention work in Hospital wards across Mid and East | Sheena Wright | OT & PT Manager, MLH&SC Partnership | To reduce falls within inpatient settings. | 2015 | Na | 3.5 | | Physical Health |
| Gail Denholm | Step-Shop evaluation- CMHT and SMS client physical health programme | Gail Denholm | Adult community mental health | To improve the physical health and encourage a healthier lifestyle of people involved with our service who are reluctant to go to GP. | Sep-16 | Na | 3.0 | | Physical Health |
| Chris O' Shea | Reduce number of falls within old age ward | Chris O' Shea | REAS | Reducing percentage of falls within old age ward, with focus on Ward 14 at the beginning with possible expansion to Canaan and Pentland ward. | Oct-16 | Yes | 1.0 | | Physical Health |
| Fiona Watson | Management of Pain and Dependence in an acute hospital setting | Fiona Watson | Substance Misuse Directorate | To develop guidance for use in all the acute hospital settings managing acute pain in opioid dependent patients. | Jul-16 | Yes | 2.0 |   | Physical Health |
| IMPROVING ACCESS | | | | | | | | | |
| Tricia Burns Mike Reid | Integration of Community Mental Health and Substance Misuse Services in NW Edinburgh | Patricia Burns Mike Reid | REAS/Edinburgh Health & Social care partnership | To develop and test a shared pathway. | Jun-16 | Yes | 3.0 | | Improving access |
| Kim Maaney Health in Mind | Midlothian Access Point (access to Psychological Therapist by self-referral) and future evaluation | Kim Maaney Kaye Skeay | Integrated project within NHS and Health in Mind | To improve access to community resources and psychological therapist in Midlothian by self-referral. Promotion of racial prescribing model. Improved access to Psychological Therapist. | Aug-16 | Yes | 3.0 |  | Improving access |
| Debbie Eccles | Productivity Pilot | Debbie Eccles | Substance Misuse Directorate | 1. Improve accuracy and consistency of performance and activity data 2. Improve response to referrals approaching the 21 days waiting time threshold 3. Develop Standard letters to minimize the challenge faced by admin staff identified Ensure staffing capacity is maximized 4. Progressing towards a paper free system using track for progress notes | Feb-16 | Yes | 3.5 |  | Improving access |
| Dr Rabin Berger Dr Jon Cumming | Improving the acute CAMHS service for young people in the Emergency Department | Dr Rabin Berger Dr Jon Cumming | CAMHS | To improve the service and experience for young people (under 16) presenting to the Emergency Department with self-harm | May-16 | Yes | 2.0 |  | Improving access |
| Bolinda Hacking | Increasing Access to Sexual Problems Clinic by Reducing Waiting Times | Bolinda Hacking Lorley Whitten | Psychology | Improve access to sexual problems clinic by reducing waiting times. | Re-commenced Jan-17 | Na | 2.5 |  | Improving access |
| Patricia Graham | Introducing a Pan-Lathian Group Based Programme for A12 Psychological Therapy in AMH | Patricia Graham Miran Wells Maurice McKenna Kerry Turtan Louise Fisher | Psychology | To improve the CNA, DNA and completion rates of patients who are referred by the Edinburgh team for the Lathian Wide Group Service's Anxiety Management and Managing Mood groups, by 20% by the end of June 2016. | Feb-16 | Yes | 3.0 |   | Improving access |
| Cathy Richards | Improving the use of clinical capacity in the Child and Adolescent Mental Health Service by understanding and addressing patient non-attendance | Cathy Richards | CAMHS | To reduce combined DNA and CNA for 1st appointments by 5% by June 2016 and by 10% by end of September 2016 (achieved). Data are being collected in order for new process to be monitored. Recently collected data still to be reviewed. | Apr-16 | Na | 4.0 |   | Improving access |