

GP Bulletin – September 2018

Command Centre innovation at Bradford Hospitals heralds European ‘first’

We are excited to be able to reveal to you some information about our latest innovation in patient care. In July, we began a collaboration with GE Healthcare Partners to accelerate our progress towards operational excellence.

This is spearheaded by the design and build of a Command Centre at Bradford Royal Infirmary. Command Centres have been proven in healthcare in the US and Canada, but ours will be the first technology of its kind in the United Kingdom and Europe.

Colleagues working in the Command Centre will monitor a constant flow of real-time and predictive data. This will help guide the very best patient care and provide support to care teams and colleagues throughout the hospital.

Here are just a few ways in which our Command Centre will make a difference for all of us:

- Our patients will benefit from the software which will support decisions made by the clinical teams, based on a wider range of real time information. This will help ensure our patients get the best care, and could improve their experience and lead to a quicker discharge.
- We will be able to anticipate and resolve bottlenecks in delivering care for our patients before they cause problems, and avoid them in the future.
- Staff and clinicians will be able to spend more time delivering care, and less time organising care.
- Insights from the Command Centre will enable data-driven improvements and evolutionary change as we all learn over time

We will be announcing more details on this ground-breaking project in the weeks ahead so you can expect a lot more information on the Command Centre and the progress we are making.

Prestigious award nomination for our ‘ACE’ team

Our innovative Children and Young Persons’ Ambulatory Care Experience (ACE) service are being nominated for a top award. Our project, which aims to bring care to young patients in the comfort of their own home and prevent unnecessary admissions to our hospitals, has been shortlisted in the Health Service Journal (HSJ) Awards, which recognise excellence in healthcare.

ACE, which was launched last December has been shortlisted in the “Improvement in Emergency and Urgent Care” category – and team members have now been invited to give a presentation to judges in London on 10 October before the winner is announced in November.

The service works along similar lines to our Ambulatory Care Service and the Elderly Care Virtual Ward. It sees our experienced community nurse team treating children aged between 0-to-16 years-old in the comfort of their own home, under the expert eye of our consultant paediatricians, through the use of regular telephone clinical huddles. The service is funded by the local clinical commissioning groups (CCGs) with the senior commissioners being David Tatham, Clinical Lead for Urgent and Emergency Care, Louise Atherton and Rashmi Sudhir. The ACE team is adding new pathways all the time. The service began with the successful 'wheezy child' pathway and this was followed by the gastroenteritis and croup pathways in May and July. The team now plans to add the bronchiolitis and neonatal jaundice pathways to the service in the next couple of months.

Consultant Paediatrician and Lead for Children's Ambulatory Care, Mathew Mathai, explains: "The ACE scheme delivers a more efficient service to our patients as it reduces emergency admissions and readmissions to our hospitals; empowers families to manage common medical problems better; and enhances our collaborative working with our CCG and GP colleagues across the district. I'm really proud of the achievement of the ACE team over the last nine months. It has truly been a team effort and I have had the great privilege of working with an amazing team of nurses, doctors, educators, pharmacists, managers, clerical staff and commissioners who have all helped to drive this development forward. "ACE has also been a springboard to bridging other gaps between home, community and hospital care. We are now at an exciting stage in the project. We have proved that the ACE model works and we are adding new pathways all the time. The HSJ shortlisting has come at just the right time and will help to promote our work to a wider audience."

Denise Stewart, Project Manager (ACE Service), said: "It's an amazing achievement to be shortlisted for such a prestigious award and I am so proud to be part of it. I would personally like to thank everyone in the Trust for all their support over the last year. There is still a lot to do but the HSJ shortlisting will be a real boost for the team as they hit their first full winter." A spokesperson for HSJ said: "2018 has seen a staggering increase in entries from all over the NHS and wider healthcare industry, so to be shortlisted is a fantastic achievement. Congratulations."

Our inaugural Physician Associates will 'bridge gap between nurses and doctors'

WE have just welcomed the first cohort of Physician Associates to our family of hospitals. We welcomed nine of them in September and they will initially take up roles in the surgical sub-specialities of Orthopaedics, ENT and Plastics – with a plan to welcome more in Medicine in the very near future.

Although Physician Associates (PAs) have been a recognised profession in the United States for 50 years, the development of the role in the UK is a fairly new phenomenon. This development is in response to the increasing workload pressures within the current NHS, and reflects the trend to develop multi-disciplinary teams to better address the complex needs and demands of a diverse ageing population.

It's now widely recognised that this role can greatly enhance the workforce by supporting flexible models of care to enhance patient care. PAs support the medical team in the diagnosis and management of patients. They are trained to perform a number of roles including:

- Taking medical histories
- Performing examinations
- Analysing test results, and
- Diagnosing illnesses

They work under direct medical supervision to provide continuity and stability for both patients and the wider multi-disciplinary team.

Romessa Nawaz is one of our new PAs. She told us about her role and why she chose Bradford: "For me, my role as a PA will be to help provide the best outcome and quality of care for patients. "Specifically, I will be bridging the gap between the nursing staff and doctors and integrating within the multi-disciplinary team to ensure fluidity in the assessment and management of patients. I chose to work at Bradford as I have lived here all of my life. BRI has always felt like a friendly and comfortable environment. I have completed a year placement prior to my job here and I enjoyed it thoroughly. I know here I will be well supported and encouraged to seek out opportunities to learn and develop new skills."

The addition of PAs, along with other new health professional roles will support our strategic objectives by creating a new flexible workforce, designed to meet the demands on our services and address the complex needs of the local population. This in turn helps support us in our vision to be an outstanding provider of healthcare to the patients and communities we serve.

Improving the quality of care and patient experience at Bradford Hospitals

At Bradford Teaching Hospitals, we are constantly looking for ways in which to improve the care quality and patient experience provided to our service users. This month we are delighted to announce that we have made substantial progress in improving the facilities we provide for people with disabilities and reducing the number of falls occurring on our wards.

One of our visions that we all share is to make our hospitals and estate as inclusive as possible for everyone. So we are proud to share with you the news that we have just added a new facility at Bradford Royal Infirmary which will greatly benefit our visitors with disabilities.

In September, we opened a brand new fully-equipped Changing Places toilet, which is situated on Level 1 next to the Physiotherapy Department, close to the main entrance. Our Head of Capital Projects and Development, Shane Embleton, said: "Many disabled people are unable to use standard accessible toilets as they need more space for mobility and assistance. This includes people with profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis. They often need extra equipment and space to allow them to use the toilets safely and comfortably. These needs are met by Changing Places toilets, which are larger than standard accessible toilets and designed for dependent use, for example with a carer."

We are pleased to say that our new facility has now been registered at www.changing-places.org as a reference point for our patients, carers and visitors.

An initiative which brought together 12 of our wards to explore how we could drive down the number of inpatient falls has been a big success. Thanks to the efforts of everyone involved, we have achieved our aim of reducing them by 15 per cent.

Collectively, that's an average of at least 20 fewer falls per month for our patients. That's important as we are determined to make sure they have the best possible experience and outcomes, as well as staying safe.

Our Chief Nurse, Karen Dawber, attended the celebration event and heard first-hand from all the wards. She said: "I am completely blown away by the fantastic work the wards have done, how energetic, passionate and motivated everyone is to reduce falls."