

News in Brief

Priority Areas

In 2016/7 we have focused on 3 Key priority areas that aim to improve, these are directly linked to our Pro-active Risk Management:

1. Sustainability of the Out of Hours Service
2. Sustainability of Primary Care Services
3. Poorly informed decision making due to inadequate information systems and processes

Managing Risk and Protecting Patient Safety

Proactive Risk Management

The Directorate have identified the top 3 risks:

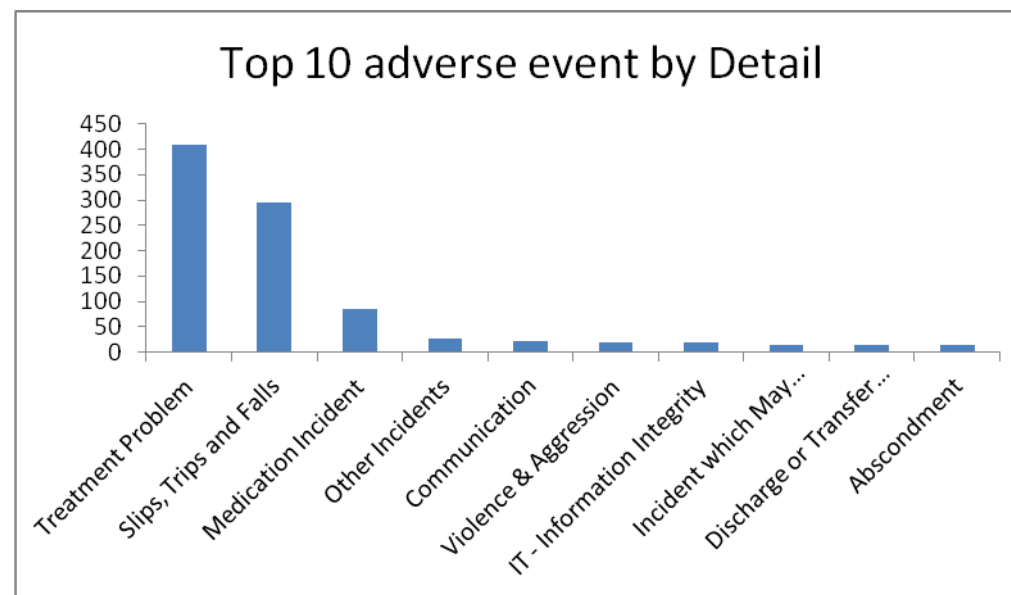
1. Sustainability of the Out of Hours Service
2. Sustainability of Primary Care Services
3. Poorly informed decision making due to inadequate information systems and processes

Adverse Events

1033 adverse events were reported from 1 January 2017 to 31 December 2017. Of these 557 were classified as near misses and resulted in no harm, 470 resulted in harm, 1 was classified as a Significant Adverse Event (SAER) and is currently under investigation.

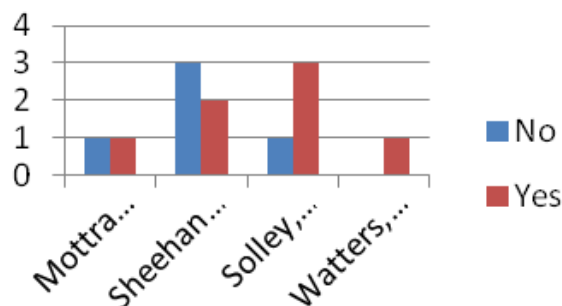
Two SAERs reported in 2016 were closed in 2017.

The graph below identifies the top 10 adverse events reported by H&SC Directorate.



Feedback

Complaints by Manager and Stage 1 Responded in 5 working days



Patient Opinion

4 Stories uploaded

4 positive feedback

1 improvement required



CHSC Opinion report feb 2018.doc

	Stewartry	A&E	Nithsdale	Wigtownshire	Total
Clinical Treatment	1	5	5	0	11
Failure to follow procedure	0	0	1	0	1
Premises	1	0	0	0	1
Staff attitude and behaviour	0	1	2	0	3
Staff communication (oral)	0	0	2	1	3

Outcome recorded
Upheld
Partially Upheld
Not Upheld

Building Improvement Capability

Cohort	SIS Participant's Name	Project Title
C1	Sandra Graham, Cottage Hosp PSO	Increase 'meaningful activity' in a Cottage Hospital, Nithsdale
C1	Robyn Langton H&SC Integration PSO	Improving Patient Flow within Stewartry Cottage Hospitals
C1	Gillian Saddler Council Care Coordinator	Langholm One Team
C1	Wendy Thompson Acting Service Manager, Community Nursing (STARS)	Transitional Support Model - improving the flow of SU's within a social care community setting
C2	Rosie Black Lead Personalised Approach Officer, Council	STARS Referrals
C2	Keiran Burgess Quality Re-ablement Lead, STARS	Sustainable Improvement
C2	Annette Cannon Contracts Manager, D&G Council	'Shared Lives'
C2	Elizabeth Forsyth Project Manager, PC, NHS	Development of Health & Wellbeing Centre in Annan
C2	Sharon Fry Improvement & Quality Officer, Social Work, Council	Chronologies
C2	Graham Haining GNM, Locality Offices, Lockerbie	Development of Annan Health & Wellbeing Service
C2	Claire Thirwall Health & Wellbeing Specialist, Council	Prevention: Perception Versus Reality!
C3	Sandra Gyaltsen Senior Social Worker	Coordinated approach to Respite Care for Adults
C3	Fiona Patterson Quality Reablement Lead	Effective and responsive communication within fast paced reablement service.
C3	Jilly Polson Occupational Therapist	Meaningful occupation for people in care homes to improve health and wellbeing
C3	Karen Trott Self Directed Support, Development Officer	Increase the uptake of option 1 and option 2 under Self Directed Support in the older adult age group.
C3	Sue Vest Health & Wellbeing , Community Development	Health & Wellbeing resilience in Communities
C3	Kerry Widdowson Occupational Therapist	Development of Occupational Therapy Assistant Practitioner Role
C3	Fiona Wright Service Manager, Occupational Therapy	Development of seamless Community OT Service





Walkrounds:

4 walkrounds have taken place between 31st January and 1st February 2018, one was cancelled. Themes from the walkrounds include mobile phone signal within localities; sharing of information between partners; GP recruitment crisis and collaborative working with GP Practices. Actions: IM&T are working with localities to resolve mobile phone coverage and the issue has been risk assessed and added to Directorate and Locality Risk Registers. GP recruitment is on Risk Register, the Directorate are in the process of agreeing Primary Care Transformation Strategy which will address GP

Directorate QI Level 3 (AI/ Coaches)

June Watters	Locality Manager	Wigtownshire Locality
Karen Harper	Project Manager	Wigtownshire Locality
Mhairi Hastings	Lead Nurse	Regional

Diary of QI Hub Events

Event	Flyer
Scottish Improvement Skills Cohorts 4 and 5 – Now Recruiting!	 SIS Flyer.pdf  SIS Application Form.doc
QI Book Club for SIS Course Members	 Book club poster.pdf
Scottish Improvement Foundation Skills	 SIFS Flyer.pdf

