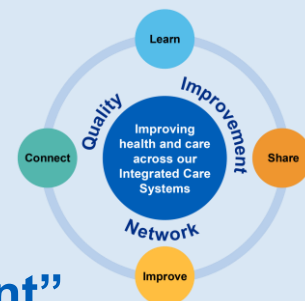


Quality Improvement Network Quarterly Update (Issue 10)

16 January 2025



“Patient Safety and Quality Improvement”

Our 12th Quality Improvement Network was all about how we can use Quality Improvement to increase Patient Safety. Over 80 Network members joined the live event to explore the topic in an interactive and fun session. We used our tried and tested format to structure the session where we **connect**, **learn**, **share** and **improve together**, the session was full of energy with some great examples of where the two worlds meet and how QI is already enabling us to create safer services that support our populations.

Virtual Network Session Overview

The session opened with an opportunity to **connect**, where members got warmed up by considering ‘How they thought Quality Improvement links to patient safety’.

Gemma Styles (Shrewsbury and Telford Hospital NHS Trust) and John Costello (Midlands Partnership University NHS Foundation Trust) facilitated our **learn** session, where delegates were given a whistlestop orientation of the Patient Safety strategy and the Patient Safety Incident Response Framework (PSIRF). We then explored the importance of a Patient Safety culture looking at psychological safety, just culture, human factors and civility. We finished this part of the teach session looking at the Systems Engineering Initiative for Patient Safety (SEIPS) considering how it helps us understand how our work system interact with our processes to create the outcomes of any event.

The second part of the ‘learn’ session explored how Quality Improvement can support patient safety through both a proactive or responsive application in practice, we explored how QI can help us to: systematically identify and reduce errors, enhance communication and collaboration, standardise processes, make data-driven decision, foster a culture of safety, empower staff with training and tool and improve service user and carer engagement.

Delegates were treated to a story **share** where live examples were shared on how Quality Improvement is being used to strengthen Patient Safety, the areas discussed were ‘People Falling Over’ Gemma Styles, Shrewsbury and Telford Hospital (SATH) and ‘Family Liaison Project’ Alicja Truman, North Staffs Combined.

We closed the session by inviting members to join breakout rooms to reflect and consider how this could **improve** on what they are doing now and apply in practice the learning from the session.

Our ‘story share’ Case Studies

Click the images to open:



Benefits to members:

- [Video recording](#) from the event
- [Presentation](#) slide set

Links to useful resources:

- [Patient Safety Learning Response Toolkit](#) – NHS England
- [Patient Safety Strategy \(2019\)](#) – NHS England
- [Primary Care Patient Safety Strategy](#) - NHS England
- [Civility Saves Lives](#) – various links
- [Meeting roles](#) (a resource shared by UHNM)

For more resources, videos and case studies from all our Networks visit our Continuous Quality Improvement pages:



Our Next Network Event - 10 April 2025 @ 10.00am

An online MS Teams event - all Network members will automatically receive a diary invitation.