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# HEALTH MANAGEMENT BULLETIN

## 2<sup>nd</sup> November 2023

### Quality and Safety

- [\*\*The Learn from Patient Safety Events \(LFPSE\) Service – patient and family discovery report: summary\*\*](#) **NHSE**  
This report summarises research into how we can learn from patients' experiences relating to patient safety.
- [\*\*New RPS interim professional standards for virtual wards\*\*](#) **RPS**  
The Royal Pharmaceutical Society has launched new interim professional standards for pharmacy services for virtual wards to ensure the delivery of high-quality care and optimal outcomes for individuals in the 'hospital at home' setting.
- [\*\*Investigation report: Safety management systems - an introduction for healthcare\*\*](#) **HSIB**  
This report aims to help improve the management of safety. HSSIB is planning to pursue further work that builds on this introduction to safety management systems.
- [\*\*Health Services Safety Investigation Body \(HSSIB\) officially launches with aim to drive radical change in patient safety\*\*](#) **HSIB**  
The newly formed investigation body has been launched, and will aim to drive radical change in how patient safety is managed across healthcare.
- [\*\*State of Care – 2022/23\*\*](#) **CQC**  
The report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve.
- [\*\*Chain reaction? Understanding the causes of backlogs through urgent and emergency care\*\*](#) **Nuffield Trust**  
This long read examines the causes of backlogs through urgent and emergency care through ICS level.
- [\*\*Combination of cost-of-living crisis and workforce pressures risks 'unfair care' – longer waits, reduced access and poorer outcomes for some\*\*](#) **CQC**  
The Care Quality Commission's (CQC's) annual assessment of the state of health and adult social care in England looks at the quality of care over the past year.
- [\*\*New refrigerated stability tool launched\*\*](#) **SPS**  
Search for advice on whether refrigerated medicines can or can't be used after exposure to out-of-range temperatures.



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- [Quality Watch: Smoking](#) **Nuffield Trust**  
This indicator looks at the effectiveness of NHS Stop Smoking Services, smoking by deprivation and smoking patterns among young people
  - [Quality Watch: Obesity](#) **Nuffield Trust**  
This indicator looks at how the population who are overweight and obese has changed over time.
  - [Quality Watch: Alcohol-related harm and drinking behaviour](#) **Nuffield Trust**  
This indicator explores whether alcohol-related harm and drinking behaviour has changed over time.
  - [How systemic bias harms healthcare](#) **NHS Providers**  
This blog examines the significant impact of systemic bias within health organisations on patient care and the steps needed to tackle this.
  - [Investigation report: Safety management systems - an introduction for healthcare](#) **HSIB**  
This report aims to help improve the management of safety.
  - [Overlooking Diagnostic Errors: The Grave Potential Consequences for Patient Safety](#) **IHI**  
Diagnostic errors are not only common, but they also have major consequences for patients and the health care system's finances.
  - [Patient safety and surgical innovation – why new isn't always better](#) **NICE**  
Jane Blazeby, Professor of Surgery, University of Bristol, University Hospitals Bristol and Weston and the NIHR Bristol Biomedical Research Centre, talks about the research she's led to explore and address optimism bias and other issues in surgical innovation.
  - [New report shows needs of learning disability patients 'not consistently met' when they are in hospital](#) **HSSIB**  
This report reveals how despite national efforts to address inequity, the health and care system is not always meeting the needs of people with a learning disability when they are cared for in hospital.
  - [Postcode lottery in urgent and emergency NHS care highlighted by PAC report](#) **PCPE**  
This report by the Public Accounts Committee (PAC) warns of wide regional variations in the quality of patients' access to urgent and emergency care. The report further warns that not enough is being done to tackle delayed discharges, with beds unable to be released for new patients.



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- [More action on sepsis needed as NHS Ombudsman still seeing same failings a decade on](#) **PHSO**

The UK's Health Ombudsman has warned that sepsis is still taking too many lives due to the same hospital failings we were seeing over ten years ago.

- [Spotlight on sepsis: your stories, your rights report](#) **PHSO**

This report looks at some of the sepsis complaints. It aims to shine a light on their experiences and encourage others to let their voices be heard.

- [Performance Tracker 2023](#) **Institute for Government**

This report analyses the current state of nine public services – general practice, hospitals, adult social care, children's social care, neighbourhood services, schools, police, criminal courts and prisons – and the comparative, and often interconnected, problems they face. It sets out the consequences of spending choices that this and the next government may take.

- [The NHS waiting list: when will it peak?](#) **Health Foundation**

The waiting list for elective care in England has now reached 7.7 million. This long read analyses the prospects of reducing the waiting list by the end of 2024 and assesses the impact of further industrial action on the size of the waiting list.

## Service Improvement/Redesign

- [Joint guiding principles for integrated care systems – learning disability and autism](#) **NHSE**

The Local Government Association and the Association of Directors of Adult Social Services, who work together as Partners in Care and Health, have been working alongside NHS England to develop a set of guiding principles for integrated care systems, setting out how partners in local systems can work together to improve the lives and outcomes of people with a learning disability and autistic people, of all ages.

- [Systems for change: Driving social and economic development](#) **NHS Confederation**

This platform, developed by the Systems for Change project, captures the learning from systems making strides on this objective. Presenting practical insights in bitesize chunks, it guides you through everything you need to know to make progress on social and economic development.

- [Not just ticking boxes: Four stories illustrating the power of community-led health service design](#) **IVAR**

This report shares learning from four partnerships. Their stories illustrate the progress that can be made when communities are involved in designing services; and when cross-sector groups work together to invite people in, listen, and then make changes.



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- [Integrated care system boundary changes and mergers procedure](#) **NHSE**  
This procedure outlines the factors to be considered in any proposed change to integrated care board and integrated care systems boundaries, the application process to be followed and the implementation steps should an application be approved by NHS England.
  - [Shared outcomes toolkit for integrated care systems](#) **DHSC**  
A toolkit designed to share experience and insights for developing shared outcomes across the health and care system.
  - [Briefing: Improvement as mainstream business](#) **Health Foundation**  
This briefing provides an overview of the improvement landscape in the NHS today and the benefits of improvement, and considers what's needed to overcome the barriers to embedding improvement approaches in all health care settings.

## People Management

- [Innovative recruitment of healthcare support workers and business administrators \(case study\)](#) **NHS Employers**  
South Tyneside and Sunderland NHSFT introduced successful new methods to recruit healthcare support workers (HCSW) and business administrators.
- [Providers Deliver: Enabling wellbeing within trusts](#) **NHS Providers**  
The latest report in the Providers deliver series featuring six trusts who are investing in targeted interventions to support the physical, mental and emotional wellbeing of the workforce.
- [The staff wellbeing strategies that work](#) **NHS Providers**  
This blog discusses NHS Providers Deliver report which highlights the practical steps and innovations introduced by trusts to support staff wellbeing.
- [Closing the gap: a guide to addressing racial discrimination in disciplinarys](#) **NHS Providers**  
A guide to support board members to have an increased awareness and understanding of the NHS racial disciplinary gap.
- [EAHP 2023 Shortage Survey Report](#) **European Association of Hospital Pharmacists**  
Between March and May 2023, EAHP collected data for the 2023 Shortage Survey. It focused on medicinal products and medical devices and targeted the impact of both medicine and medical device shortages in the hospital environment. In addition to hospital pharmacists, EAHP sought input from patients and all healthcare professionals working in hospitals.
- [International Retention Toolkit update October 2023](#) **NHS Employers**



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The International Retention Toolkit has been updated with the latest tools and resources.

- [International recruitment frameworks](#) **NHS Employers**  
This article looks at the purpose and benefits of using international recruitment frameworks.
- [Health and wellbeing communications guide](#) **NHS Employers**  
This guide provides practical tools that will help NHS health and wellbeing and staff experience leads deliver successful campaigns and initiatives.
- [Evidence-based approaches to workforce wellbeing](#) **NHS Employers**  
This page details evidence-based approaches to workforce wellbeing and provides a useful basis for reviewing your approach.
- [Eight elements of positive staff experience](#) **NHS Employers**  
Details of the eight elements which are essential for creating, implementing and evaluating an effective staff experience strategy.
- [Tackling bullying in the NHS infographic](#) **NHS Employers**  
Statistics and key facts on the impact of bullying on workforce wellbeing from the NHS Staff Council's Health, Safety and Wellbeing Group.

## Patient Experience

- [Beyond forgetfulness: Why do so many people miss their hospital appointments?](#) **Accurx**  
This survey investigates the reasons why patients miss hospital appointments.
- [Patient experience: who is listening?](#) **King's Fund**  
Dan Wellings asks why, despite many examples, inquiries and reviews, recognising the importance of patient experiences and listening to their patients and families are still not a priority for the NHS.
- [Making patient experience a priority](#) **King's Fund**  
The King's Fund has been working with the Heads of Patient Experience (HOPE) network to better understand the experiences of people using health and care services.

## Research and Innovation

- [The future of nursing and digital health: new ICN position statement highlights opportunities and risks](#) **ICN**  
A new position statement by the International Council of Nurses (ICN) highlights the ways in which the digital technology revolution supports the rapid and positive transformation of health care systems and facilitates the delivery of nursing care and how people engage with their health and wellness.



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## Finance

- [The smarter state: between the 'magic money tree' and the 'reform fairy'](#) IPPR

This report sets out reforms of the flow of funding to local places, to enable local services and frontline teams to innovate and drive preventative, personalised and productive services across the country.

## Training and Development

- [NMC publishes new resources to support student learning](#) NMC  
Students across the UK can now make use of new resources, developed by the Nursing and Midwifery Council (NMC), to support their understanding of the NMC's role and how to get the best out of their education.

## Public Health

- [Reimagining Prevention for a Healthier, More Prosperous Society](#) Office of Health Economics  
This report highlights the significance of prevention as a cost-effective and often cost-saving investment for public sector resources.

## Information Management

- [Data access policy update](#) DHSC  
Update setting out decisions around data access policy, which is shaping the implementation of Secure Data Environments for secondary uses of NHS data.

## Inequalities in Health

- [Digital divide will deepen without Government action: Committee criticise Government response](#) PCPE  
The House of Lords Communications and Digital Committee has today criticised the Government's response to its report on digital exclusion which it published in June.
- [Working at system level to eradicate health inequalities for Caribbean and African people in the UK](#) Health Foundation  
This Q&A with Charles Kwaku-Odoi reveals the inspiring work of the Caribbean and African Health Network (CAHN).
- [Addressing the leading risk factors for ill health – a framework for local government action](#) Health Foundation  
This briefing aims to support local authorities in England to maximise their local scope for action to improve health and tackle inequalities by addressing tobacco, alcohol and unhealthy food.



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- **[Health inequalities tracker](#) Nuffield Trust**  
The Nuffield Trust is tracking more than 200 quality indicators to find out whether health and social care quality in England is getting better or worse.
  - **[Acting on the social determinants of health to reduce health inequalities: innovative approaches by provider trusts](#) UCL Partners**  
This report outlines how four trusts are taking action to improve employment, increase income, improve education, and reduce air pollution.

## Bulletins

- **[SPS Spotlight Monthly Digest September 2023](#)**
- **[Medication Safety Update October 2023](#)**

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