



# Together for Quality in the United Kingdom

**Dawid Budny**



**Emily Naarits**

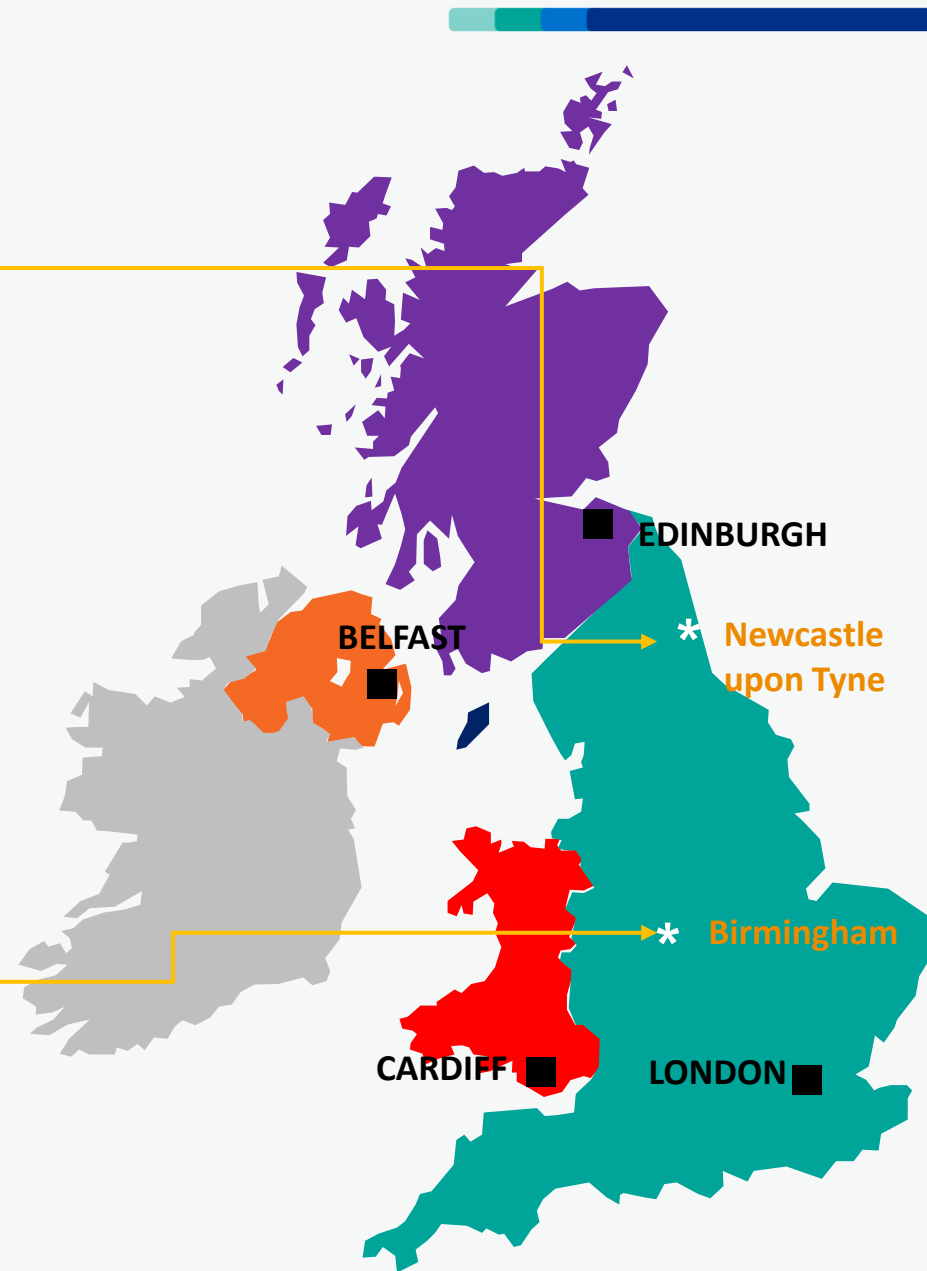
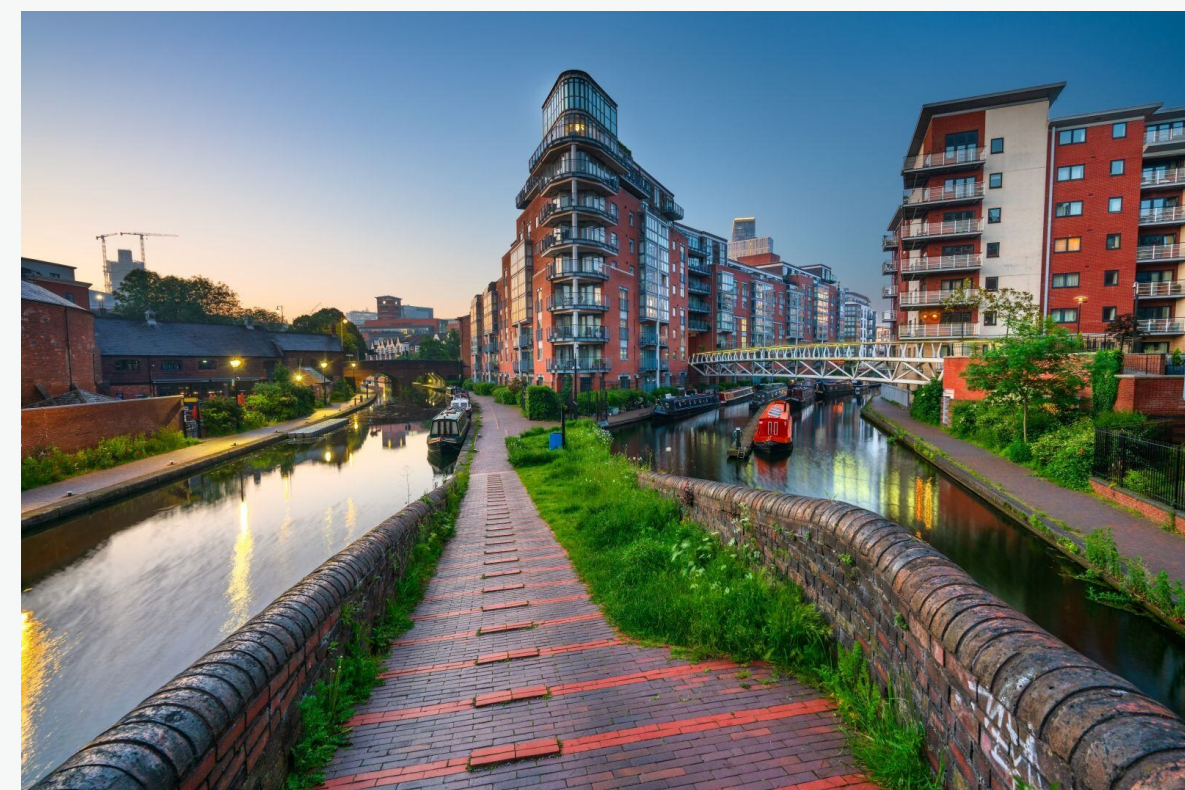


**Martina Sapienza**



**Mercedes Perez**





# Focus on Quality

# Visual reminders

In the Emergency Department, stickers are used to be a visual flag to handover to the staff on Assessment for certain high-risk patients with:

- **A mental health condition**
- **A learning disability**
- **A high risk of fall**

These are to be stuck on the patient notes by the Triage or Navigation nurses before being put in the queue for assessment.

## Triage Updates

The below stickers are designed to be a visual flag to handover to the staff on Assessment for certain high-risk patients.

These are to be stuck on the patient notes by the Triage or Navigation nurses before being put in the queue for assessment.

Spare stickers are kept in the Triage files on the desk.

Patients to be flagged on notes	Sticker
Mental Health Assessment +/- MCA needed	MH
Patients with a Learning Disability	
High risk of falls	

The senior Team appreciate the huge pressure on Triage, and how hard our Nurses are working. This is a service improvement measure following CQC and RCA findings, that will hopefully streamline our service and improve patient care and safety.  
Any feedback is welcomed, please speak to any of the Sisters or Miriam, Thank you.

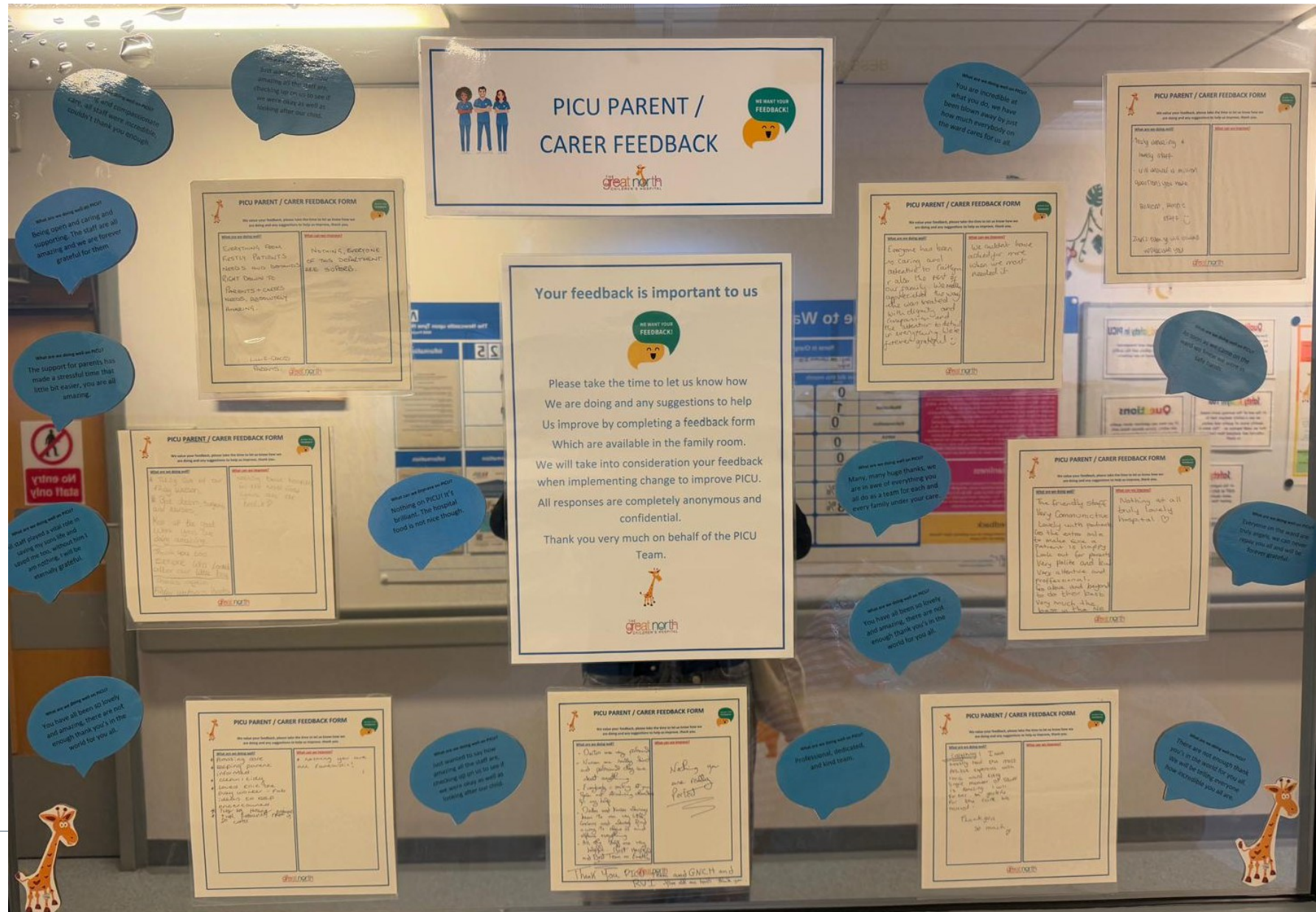
27/04/23

# Patient/Carer Feedback

Feedback form:

1. What we are doing well?
2. What can we improve?

All responses are completely anonymous and confidential.



# Patient Safety Spotlight - maternity

If something goes wrong or there is **negative feedback** from the patient (patient stories) regarding something that can be changed, **it will be discussed and an action guide will be created** to prevent this situation from happening again.

A poster will be made and put up for the staff to **keep it visible.**

**Maternity Services**

**Patient Safety Spotlight**

The Newcastle upon Tyne Hospitals NHS Foundation Trust

May 2025

**MATERNITY & NEWBORN SAFETY INVESTIGATION (MNSI) – Hypoxic Brain Injury**

### What happened

- Pathological CTG and meconium liquor, forceps birth, shoulder dystocia, Baby born in poor condition.
- Developed seizures outside 6 hour window for therapeutic cooling.
- Baby had hypoxic brain injury and has cerebral palsy.

**Key Messages**

Hourly peer reviews – ensure handover and medical review don't impact this.

### WHAT HAVE WE DONE / DOING

- Undertook CTG and IA peer review audits – live time feedback.
- Updated Fetal Wellbeing Training Day
- Provided focused Tea Trolley Teaching for fetal monitoring
- Saving Babies Lives Tea Trolley Teaching embedding effective fetal monitoring in labour.
- Reviewing guidance to ensure holistic in-person obstetric review when moving from low to high risk care.

**“We feel failed by the care we received.”**

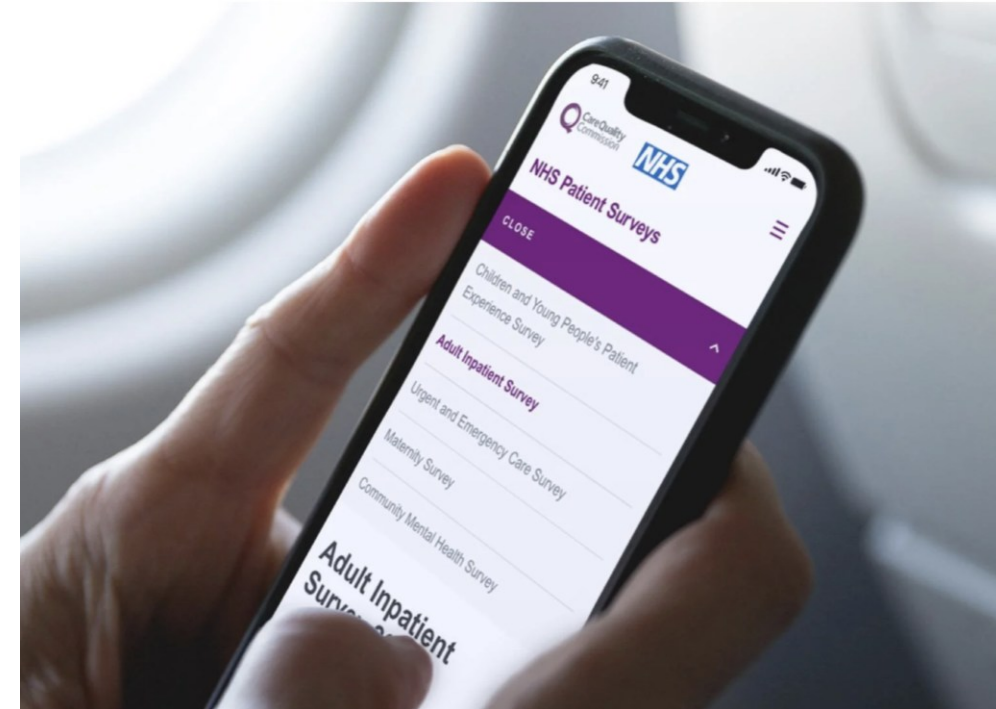
**“We weren't told our Baby was being transferred out until there was a knock at the door and Baby was in the transfer incubator, this was really traumatic for us.”**

# Independent Patient Surveys

The **Care Quality Commission** who are the independent regulator of healthcare in the UK run a **national survey programme**, to find out about the experiences of patients receiving care and treatment and to identify areas for improvement.

All NHS trusts in England **participate**, asking patients their views on their recent health care experiences

The findings from these surveys can be used to **build an understanding of the risk and quality of services** and to help set priorities for **delivering a better service for patients**.



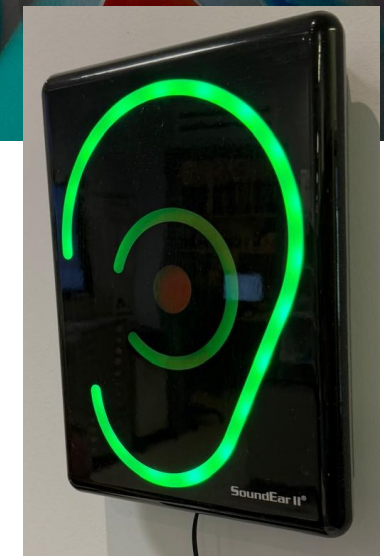
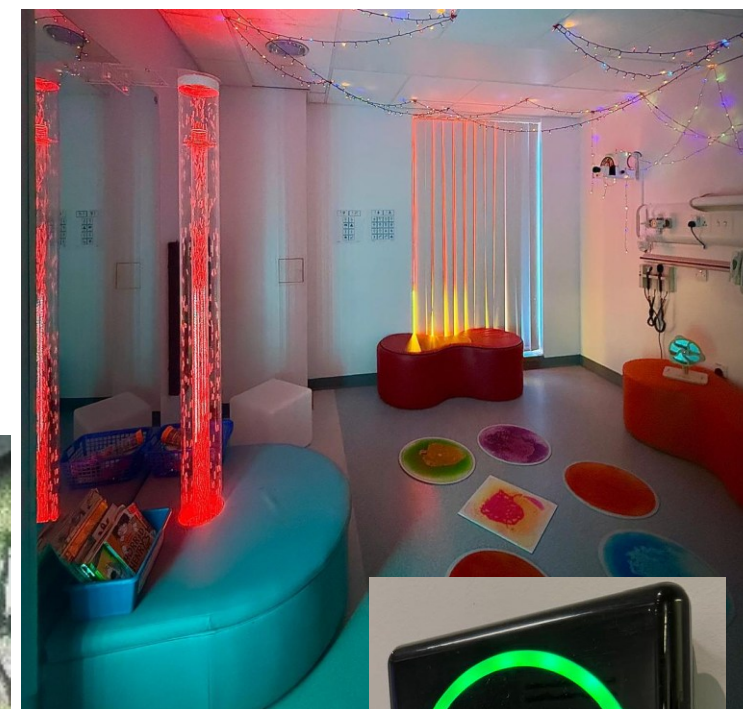
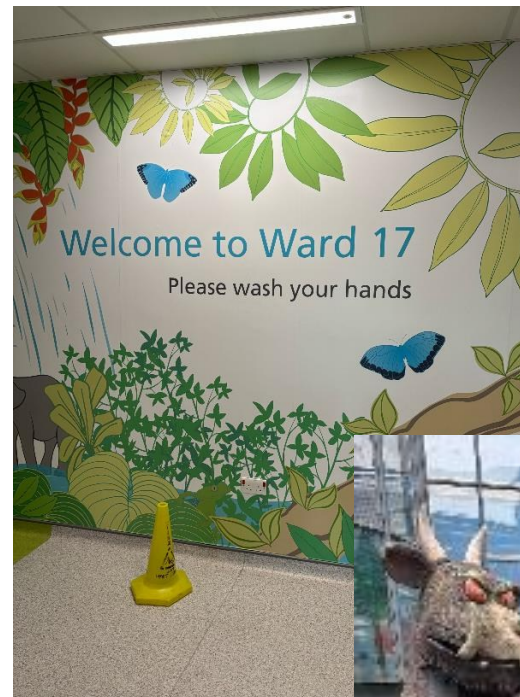
# Health Workforce (and patient!) safety

There is a system to **check** that the shower heads are changed every 3 months. Each quarter has a different colour.



# **Patient and other stakeholder involvement**

There is a lot of clear **information** about staff members and **welcoming environments** to help patients feel comfortable and meet their needs



There are some initiatives developed with the funds from charities and **designed in collaboration with patients**, like **Woodland House** the bereavement house for families that have lost their baby.



# A big thank you to...



**Birmingham Women's  
and Children's**  
NHS Foundation Trust



**The Newcastle upon Tyne Hospitals**  
NHS Foundation Trust



**England**

