Freedom of Information Request   **Ref: 21-176**

14 April 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?
Transformation Team

2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.
Executive Director of Strategy & Transformation
Associate Director for Improvement & Innovation

3. The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.
Our internally developed programme is based on the IHI Model for Improvement

4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.
• Dr Philip Cowburn, consultant in emergency medicine at the Bristol Royal Infirmary, was awarded an MBE in 2020 for services to pre-hospital care, in particular his involvement in the successful pilot of a new critical care transfer service, Retrieve

• The South West Critical Care Transfer Service, now known as Retrieve and hosted at UHBW, won the Excellence in Urgent and Emergency Care Award at the South West NHS Parliamentary Awards

• The speech and language therapy team at Weston General Hospital worked with Widgit Software to produce a Critical Care Communication Chart, to aid communication between medical staff and patients who are critically ill. This has been picked up by Communication Therapy International (a Royal College of Speech and Language Therapists Clinical Excellence Network) and CPLOL and is in the process of being translated into around 60 languages

• The rheumatology team received the Best Practice Award from British Society for Rheumatology, in partnership with Versus Arthritis, for their project which involved developing a set of courses to support osteoporosis patients to avoid hip and spinal fractures, with practical exercises to help them manage their condition

• Presented to the IHI forum international conference December 2020 on "Moving from a Top-Down to a Bottom-Up Improvement Approach: The Journey of an NHS Trust".

• Paper published in BMJ Leader 2020 "Taking phonership: an initiative to improve telephone access for patients receiving services at a dental hospital in the UK".

• Dr Anne Frampton, Consultant in Paediatric Emergency Medicine and Clinical Lead for Transformation, short listed for the HSJ clinical leader of the year 2020 category.

• PReCePT (Prevention of Cerebral Palsy in PreTerm Labour), winner of the HSJ Patient Safety Award in the Maternity and Midwifery Services Initiative of the Year 2019 category.

• The PReCePT initiative was shortlisted for Workforce Imitative of the Year at the 2020 HSJ Awards

5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.
1.0 Associate Director for Improvement & Innovation
0.4 Clinical Lead for Transformation
1.0 Transformation Programme Manager
1.0 Senior Improvement Lead
5.0 Improvement Lead
3.6 Improvement Manager
1.0 Administrative support

6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.
Not known, many members of staff will undertake improvement work as part of their roles

7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).
£618k per annum for the Transformation Team for the past 3 financial years

8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).
2020/21: 116
2019/20: 253
2018/19: 257

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click here.

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust