1000 Lives Improvement is the national quality improvement service for NHS Wales delivered by Public Health Wales. Our aim is to support the NHS to improve outcomes for people using services in Wales.

www.1000livesi.wales.nhs.uk | @1000LivesWales
Our Improvement Focus

We are working with NHS Wales and partner organisations to:

Enable the NHS and social care to deliver sustainable, seamless and person centred pathways of care

Use patient safety as a driver to reduce variation, inequality and harm in care delivery

Increase quality improvement capacity and capability within NHS Wales and its partner organisations

“As an NHS Wales family, we share the same focus and are working towards the same goal - to ensure anyone who comes into contact with our services has the best possible experience and outcomes. Only by working together can we make the positive changes that are needed to achieve real improvements across our whole healthcare system and achieve sustainable measurable improvements in outcomes for people using our services in Wales.

1000 Lives Improvement is playing an important role in shaping the future of our NHS by enabling health boards and trusts to deliver improvement based on co-produced national priorities built around the principles of Prudent Healthcare, and is also supporting implementation of the Securing Health and Wellbeing for Future Generations Act.”

Dr Andrew Goodall,
NHS Wales Chief Executive
1000 Lives Improvement strategic objectives and work plan

Supporting NHS Wales to improve outcomes for patients

Enable the NHS and social care to deliver sustainable, seamless and person centred pathways of care

- Deliver support to improve planned care services
- Support redesign of services in unscheduled care
- Support organisations to improve the quality of mental health and learning disability services across the life course

Use patient safety as a driver to reduce variation, inequality and harm in care delivery

- Support organisations to reduce mortality associated with emergency laparotomy
- Support organisations to reduce medicines related harm
- Support organisations with early detection and prevention of acute deterioration
- Improve maternity outcomes through targeted national programmes
- Deliver a national programme to determine appropriate nurse staffing levels
- Support organisations to reduce the rate of healthcare associated infections
- Support the Wales Cancer Network to improve cancer pathways and the experience of patients
- Increase the quality of care provided to care home residents in Wales

Increase quality improvement capacity and capability within NHS Wales and its partner organisations

- Increase quality improvement capacity and capability through the Improving Quality Together programme
- Deliver the person centred care programme and Making Choices Together
- Sustain and spread good practice identified through the NHS Wales Awards
- Ensure that strategic communications is recognised as a key component of quality improvement work
Our Priorities

Enable the NHS and social care to deliver sustainable, seamless and person centred pathways of care

To make real progress in patient care, the NHS Wales system will need to be transformed from silo working to the provision of integrated care.

1000 Lives Improvement offers NHS Wales a coherent and collaborative approach to complex, systemic patient safety and quality improvement problems.

Our work programmes offer a coordinated approach to national challenges and clinical priorities, whilst offering bespoke support to individual organisations where it is needed.

Since the launch of Prudent Healthcare in 2015, its four principles have guided how NHS Wales works with service users and provided a focus on what the people using and providing health services actually value. With the publication of the Parliamentary Review of Health and Social Care in Wales in early 2018, we will be challenged ever further to support health boards and trusts to move towards ‘one system of seamless health and care for Wales.’

We are working closely with health boards and trusts in Wales with a number of improvement actions that are supporting the implementation of the “Securing Health and Wellbeing for Future Generations Act” for Wales, including:

- Transforming the outpatient model, using new models and spreading existing good practice. We’ve published a Compendium of Outpatient Improvement case studies and an updated version of the Guide to Good Practice - for more information search ‘outpatients’ on our website, or access the Compendium via ‘Good Practice Wales’. This work is linked to the national planned care programme in Wales.

- Changing the way falls prevention is delivered across Wales by supporting a national task force working collaboratively to prevent falls amongst older people. This work is closely aligned to the ‘Ageing Well in Wales’ and the ‘Health and Housing’ national agendas, and underpinned by a national ‘Steady on Stay Safe’ campaign.

- Supporting ‘Together for Health’, with a focus on tackling anti-microbial resistance and reducing unnecessary and inappropriate tests, treatments and prescriptions within primary care settings. This work is linked to a national hospital acquired infection programme (see pages 6-7).

National Task Force For Falls Prevention
Prudent Healthcare principles are being applied to these national work streams which we are supporting:

- Planned Care, with a focus on Ophthalmology, Orthopaedics, ENT, Urology and Dermatology.
- Unscheduled care, we’re leading a programme that involves working with Emergency Departments and partner agencies to manage the impact of frequent attenders on unscheduled care.
- Primary care, with a focus on working with the Public Health Wales Primary Care Innovation and Development Hub and supporting the Primary Care Plan. Our work includes developing a national programme to reduce avoidable harm associated with the use of medicines.
- Mental health, with a focus on implementing the ‘Together for Mental Health’ strategy. In addition, there are targeted work programmes to support organisations to enable efficient, robust and prudent mental health and learning disability services across all sectors.

Making Choices Together

We are changing healthcare conversations through Making Choices Together by providing Shared Decision Making training for clinical leads and providing a national patient leadership programme.

It is a movement to encourage conversations between patients and their clinicians aimed at making shared decisions about the right care for the individual.

Read more about this programme at: www.makingchoicestogether.wales.nhs.uk

Key contact

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Everyone working in NHS Wales is committed to improving care. We know that nobody wants to cause harm or offer poor quality care for their patients.

Our work supports NHS Wales to achieve improvements in patient safety through simple changes in practice.

We want confidence for our patients and their families, and the highest level of pride amongst our professional workforce to know that their NHS Wales is safe, effective and responsive to patients’ needs every time.

Our work programmes are responsive to investigations and reviews of patient safety in Wales which continue to highlight the need to further develop the culture of patient safety, improvement, learning and innovation. This includes the OECD Reviews of Health Care Quality – United Kingdom (2016) and the recent Parliamentary Review of Health and Social Care in Wales (2018).

“We have been very successful in embedding standardised screening tools for the diagnosis, escalation and early treatment of acute deterioration. As a result of the embedding of NEWS (National Early Warning Score) in Welsh hospitals we will have saved the lives of hundreds of acutely deteriorating patients. Our work in this area is being up-scaled into pre-hospital settings.”

Dr Richard Jones, Chair of RRAILS (The Welsh Acute Deterioration Network)
We have a key role in supporting several networks and targeted work programmes across NHS Wales aimed at improving patient safety. These include:

- Supporting the dedicated Wales Maternity Network to improve outcomes for mothers and babies. This includes work to reduce the incidence of stillbirth; and to prevent harm by improving the early detection and management of postpartum haemorrhage as part of the ‘Obs Cymru’ national improvement project.

- Supporting the Wales Cancer Network to implement the ‘Single Cancer Pathway’. This includes work with the Wales Cancer Network, Cwm Taf and Abertawe Bro Morgannwg University Health Boards to test two new Rapid Diagnosis Cancer Clinics.

- Leading a national network to support the continued reduction of harm and death caused by acute deterioration. This includes a focus on Sepsis and acute kidney injury (AKI) in acute, primary and community settings. We are also facilitating a programme of peer review of acute hospitals, and supporting the development of an acute deterioration dashboard - with the eventual aim of creating a national sepsis registry to enable health boards and trusts to continue to demonstrate improvements.

- Continuing to roll out a Quality Indicator Tool to support improved care planning for mouth care.

- Working with the Health Protection Division in Public Health Wales to deliver a national programme aimed at reducing the incidence of Healthcare Associated Infections (HCAIs) and Antimicrobial Resistant (AMR) organisms in community and hospital settings.

- Supporting a national Hospital Acquired Thrombosis (HAT) network which is seeing improvements in the reporting and analysis of potentially avoidable cases of HAT amongst patients.

Learn more about our patient safety programmes at: www.1000livesi.wales.nhs.uk

STOP campaign

Information for clinicians and patients linked to the risk of infection from Intravenous lines and urinary catheters.

Coming up in 2018-19

We’re developing programmes of work supporting:

- Quality and safety in care homes
- Reducing harm from emergency laparotomy

Key contact

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Each of us working in NHS Wales is capable of improving our service. Individually, we can make small changes to practice that have the potential to make a big difference for our patients.

The role of quality improvement training has been increasingly recognised in driving quality and efficiency in health services, and enabling healthcare leaders to encourage and nurture improvement within their organisations to enhance the experience and quality of clinical care.

Our national quality improvement learning programme – **Improving Quality Together** provides all of NHS Wales staff, trainees, and educators with a common and consistent approach to improving the quality of services.

Through our dedicated programme we enable any individual working within NHS Wales, from medical and dental staff to our support services and students, to build their local improvement capacity and capability and make small but significant improvements to patient safety, experience and the quality of care.

To support these local improvers, we have established a network of improvement champions - **Q Wales**. Working with the Health Foundation, Q Wales provides a broader range of thinking in relation to quality improvement for improvement champions, by connecting people with improvement expertise across the UK.

We’ve already recruited 156 people to Q Wales, with regular recruitment opportunities.

“The Wales Deanery, working in partnership with 1000 Lives Improvement, have developed a unique Quality Improvement (QI) training programme for both doctors and dentists in training and trainers, to provide high quality training in the principles of QI and access to QI training resources to support innovation and excellence in healthcare.”

**Dr Gethin Pugh,**
**Associate Clinical QIST Tutor,**
**Wales Deanery**

Learn more about our national quality improvement programme at: [www.1000livesi.wales.nhs.uk](http://www.1000livesi.wales.nhs.uk)
We also lead other work programmes which are supporting NHS Wales to improve capacity and capability:

• A person-centred care programme which is changing how services are designed and delivered so that patients, families, carers and communities are always put first and treated with dignity and respect. Key to this programme is the national coordination of the Education Programmes for Patients and Co-Production, Shared Decision Making training, and a national patient leadership programme.

• We support the development of local improvement hubs in health boards and trusts. These physical or virtual networks provide the dedicated infrastructure, resources, knowledge development and methodological support for service leads to develop local improvement capability and innovation.

• We offer integrated quality improvement online platforms with partner organisations that make it easy for NHS Wales staff and students to access the best in quality improvement skills development training, and resources including quality improvement projects happening throughout Wales. These online platforms also provide access to mentoring and peer support to help provide a seamless and integrated educational journey from trainee level to consultancy.

• We research and share local, national and international knowledge and good practice to support continuous quality improvement across healthcare organisations in NHS Wales.

• We recognise, celebrate and accelerate the spread of good practice and innovations identified through our national NHS Wales Awards programme.

“Q has provided the opportunity to meet people that I wouldn’t have met, to swap ideas and to learn new things. The way I and my team work has changed significantly for the better through a connection we made via Q.”

Ruth Jordan, Head of Continuous Service Improvement, University Hospital of Wales, Cardiff and Vale University Health Board

We’re developing the role of communications in quality improvement through #QiComms

Find out more about how and when you can join Q.
https://q.health.org.uk/join-q/

Key contact

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How we work

1000 Lives Improvement combines five national activities to support NHS Wales and partner organisations to improve outcomes for people using services in Wales:

We offer improvement solutions across primary, community and acute care in Wales informed by data and evidence based best practice.

We support staff in NHS Wales, trainees, students and educators in Welsh academia with the tools and techniques to make improvements by sharing, embedding and showcasing learning and innovations through national events, resources, publications; through national and international partnerships; and by celebrating achievements in the NHS Wales Awards.

We offer more defined support to NHS Wales organisations where it is needed.

We deliver networking events to gather and share innovations and good practice.

Who we work with

We work primarily with the ten healthcare organisations in Wales across primary, community and acute care. There are seven Local Health Boards who provide integrated services in their areas and three NHS Trusts with an all Wales focus.

We work closely with a number of partners including Welsh Government, Welsh academia, local government, the broader public sector and charitable and third sector organisations. We have strategic links with national and international organisations with a focus on quality improvement.

We are also strengthening how we actively engage the public in everything we do.