

aqua

Shape Change Inspire Quality Transform Care

Salford

Integrated Care Partnership



Safer Salford 22/23 Year End Report

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Safer Salford

Safer Salford is a **multi-year collaboration** between Aqua and GM Integrated Care (Salford)

It aims to drive **continuous improvement** in the quality and safety of health and social care

Safer Salford promotes and facilitates **collaboration, co-production and quality improvement** approaches

Our aim is to make Salford the safest health and care economy in the UK



- Lived experience panel
- QI Fellows
- Primary care clinical leads: leading integrated teams
- Comms

System improvement



- Patient safety culture
- Care navigation

Primary care



- Broughton vaccine inequalities
- Public Health Intelligence & Improvement Team development

Health inequalities



- Quality Improvement Network development
- Data discovery
- Quality of life measures

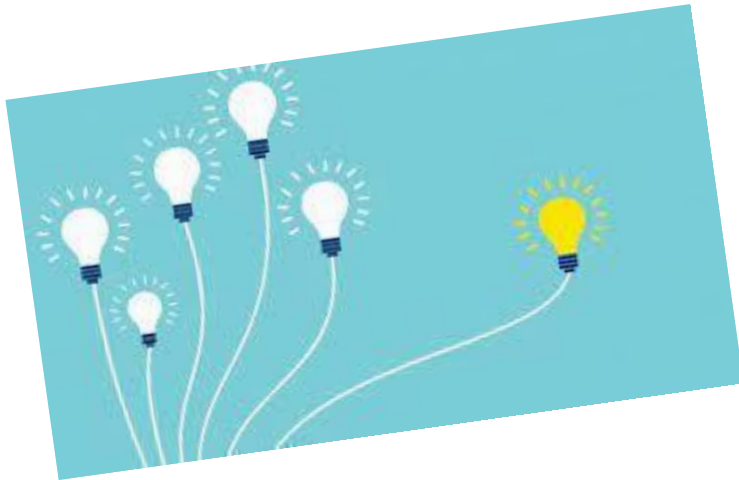
Adult Social Care Providers



Safer Salford 22/23 programme

The 22/23 programme was co-designed by Aqua, Greater Manchester Integrated Care (Salford) [GM IC Salford] and relevant system partners.

The workstreams support multi-agency, complex system improvement with a focus on early intervention in community settings.



Quality Improvement Fellows

- Aqua presented at the graduation of **2nd cohort**. During the event the QI fellows each presented posters of their QI projects and learning.
- Offered **measurement for improvement** coaching support to 3rd cohort.

Strategy and communications

- Aqua increased **visibility and awareness** of the Safer Salford programme, with workstreams that support post-pandemic priorities in primary and community services.
- Aqua attended Boards including:
 1. Clinical and Care Professionals Leadership Panel
 2. Comms Cell
 3. Population Health Group
 4. Adult Social Care Quality Improvement Network
- Aqua strengthened **relationships** with a range of system partners including:
 1. Greater Manchester Integrated Care (Salford)
 2. Adult social care
 3. Public health Salford City Council
 4. Northern Care Alliance
 5. Primary Care Networks (PCNs) and general practice



Lived Experience Panel

- Embedded **hosting** arrangements with Salford Healthwatch.
- Improved **internal engagement** with panel members through a WhatsApp group.
- Re-launched **panel steering group**.
- **Promoted** the panel through a flyer, case study and social media.

Clinical Leads – Leading Integrated Teams (LIT)

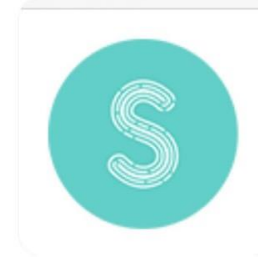
- Started a bespoke LIT programme for Salford primary care clinical leads in December 2022, with 3 sessions in 2022/23.
- LIT is bringing together a group of clinical leads, who have historically worked independently.
- The clinical leads are **jointly positioning** themselves with the emerging Greater Manchester Integrated Care strategy.
- The leads are strengthening how they work together a **team** of clinical leaders within the ICB system.





Patient Safety Culture

- Following 3 briefing sessions led by Aqua, 90% of Salford's primary care patient safety leads completed an evidence-based **patient safety culture survey**.
- Aqua facilitated a **debrief session** attended by 50% of practices, where the survey results were used to initiate discussion on safety culture in primary care.
- The group identified **priority safety issues** – perceptions of safety and event reporting, communication, staffing and handover.



- Following the safety culture survey, primary care patient safety leads have formed a community of practice known as **Safety60**.
- Aqua is supporting Safety60 to develop, by creating a safe forum for safety leads to:
 - connect on emerging safety issues
 - collectively respond to primary care safety incidents
 - explore and respond to their development needs.

Primary Care



Care navigation

- In 2022 Aqua facilitated 3 **innovation workshops** with primary and community partners. These helped Salford colleagues to understand the current state of care navigation in the city, to synthesise best practice, and co-design a model with key stakeholders.
- The outputs have helped GM IC Salford to implement a **change package** and to develop a standardised approach to care navigation.
- The programme allowed Salford to strengthen the **relationships** and collaboration between primary and community partners.
- A **case study** was developed with GM IC colleagues.

aqua **Salford** **Safer Salford**

A Case Study of Salford's Unified Approach to Care Navigation in General Practice

Background

The aim of care navigation in general practice is to support patients to appropriate local services so that they are able to access the right service to meet their needs in a more timely way, and avoid unnecessary GP appointments.

As part of the GM Primary Care Reform Programme (2017-2020) Salford was allocated for primary care in Salford to support workflow optimisation, and this included developing care navigation across primary care. Whilst training was delivered and some local algorithms developed, implementation varied across practices and PCNs. It was therefore difficult to understand potential barriers, barriers and opportunities that might support standardisation and scale-up across primary care in Salford.

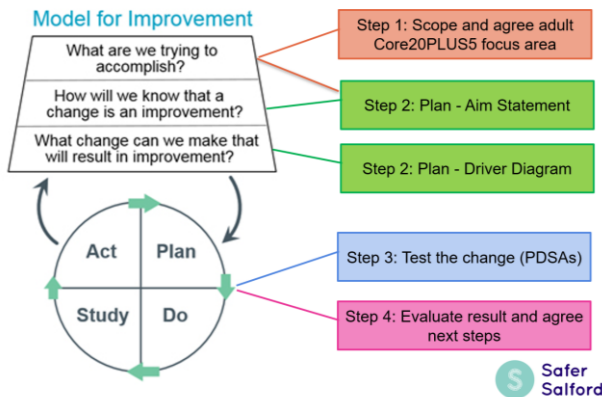
The Safer Salford team at Aqua (Advancing Quality Alliance) worked with key stakeholders to gain an understanding of the current state, and to understand and synthesise best practice. The outcome was a co-designed model, supported by key principles, that would support the implementation of a change package and enable a standardised approach to care navigation in primary care in Salford.

Aim

To gain clarity on the delivery of the essential care navigation process described in the [Health Education England Care Navigation Framework](#), across Salford, synthesise best practice within Salford and elsewhere, and describe what good looks like and how to achieve it, including success measures.

Figure 6: Overview of the best contemporary framework (caption), enhanced and expert level with competencies

Model for improvement



Core20PLUS5 quality improvement

- Aqua, GM IC Salford and Salford Public Health worked in partnership to **co-design** a primary care incentive scheme.
- Practices will be asked to use QI methodology in 23/24 to deliver a Core20PLUS5 improvement project, to address a **priority health inequality** in a target group.
- Aqua created a bespoke **QI toolkit** to support practices.

Health Inequalities



“Aqua understands health inequalities and takes time to understand the root cause of the problem. We were able to co-create an improvement programme that added value to the system”.

Dr May Moonan, Associate Director Public Health Healthcare

Broughton Inequalities Improvement Group (BIIG)

- Aqua led 8 BIIG **working group** meetings, underpinned by QI methodology.
- Aqua supported the group to use their data and community insight to design **tests of change** to increase COVID-19 vaccinations in men under 54 and asylum seeking communities.
- As an outcome of this work, BIIG have:
 - Developed and adopted a **practice proforma** specifically targeted to asylum seeking communities.
 - Improved **stakeholder relationships** with key Broughton partners and community groups, including the Ethiopian Church.
 - Undertook 3 **pop-up clinics** and **targeted comms** signposting to local vaccination opportunities.



“We found the sessions with Aqua really useful as we were delivering so many projects across so many programmes. The work allowed us to streamline and focus on the changes that were needed. Our team scope and team name change has been so helpful in allowing others to grasp what we do and how we do it”

Jordan Moore, Public Health Inequalities Improvement Team Manager - Public health Salford City Council

USING PUBLIC HEALTH APPROACHES TO ENABLE SYSTEM CHANGE TO REDUCE HEALTH INEQUALITIES.



MISSION STATEMENT

Organisational and team development

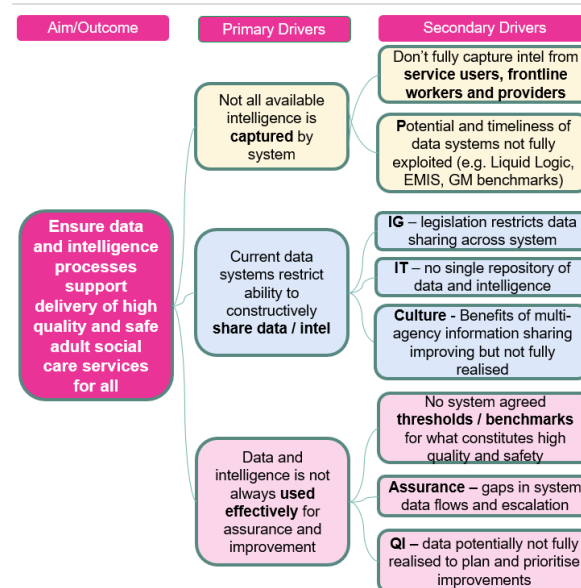
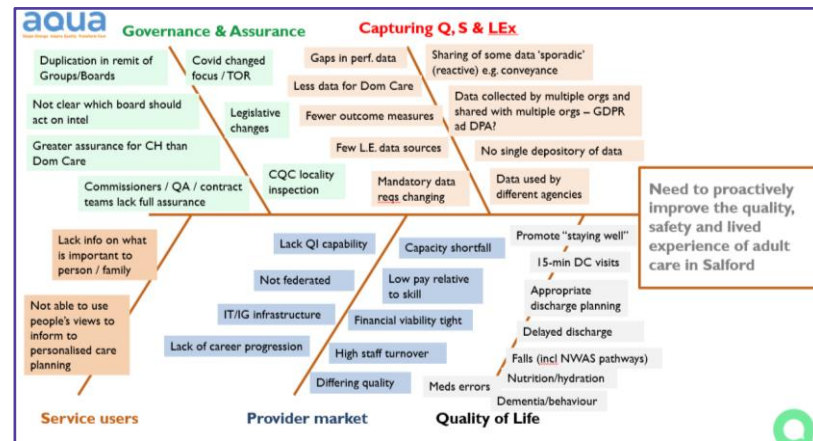
- Aqua provided **project management, improvement coaching and leadership support** to the Public Health Inequality and Improvement Team .
- Aqua facilitated **3 development days** during which the team:
 - Rebranded – with a new name and mission statement
 - Found clarity on their core values
 - Scoped and improved their processes for managing referrals and reporting outcomes .

Adult Social Care Providers



Data discovery

- Salford asked Aqua to help them better understand, **synthesise** and improve the use of data in the adult social care provider system.
- Aqua convened a **working group** who developed a fishbone diagram to understand the root causes of data issues and collated examples of relevant quantitative and qualitative data sources.
- These data sources were reviewed by an **analyst** to identify gaps and opportunity.
- Aqua delivered a well attended **data discovery meeting** with system partners in Q2 to explore what existing intelligence does and does not reveal about safety and quality in the adult care sector, **and agree the actions needed to address gaps.**
- The **outputs** were shared with system and included a driver diagram and suggested next steps. These included the development of quality of life measures and provider collaboratives.



Adult Social Care Providers

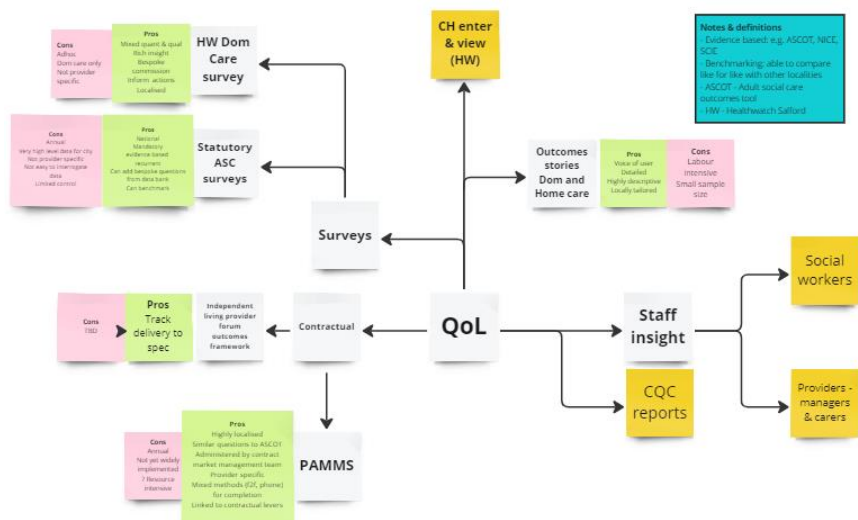


Quality of Life and outcome measures

- As an outcome of the data discovery event, Aqua convened a multi-agency **working group** from GM IC Salford, Salford Council and the NCA to improve the system's collection and utilisation of adult social care lived experience and outcome measures.
- The group have developed and signed off a project initiation document (**PID**) with adult social care leaders.
- During 23/24 this programme will develop and fully implement quality of life, experience and outcome measures within the **planning and contract management** of adult social care provider services.

Quality Improvement Network (QIN) development

- The QIN is a whole system group that triangulates intelligence to proactively identify and support quality improvement in adult care providers.
- In its role as neutral convenor, Aqua facilitated 2 QIN development sessions to help the group review its **purpose** in the assurance and improvement of adult social care provision.
- As an outcome of these sessions, Aqua developed a **Terms of Reference** for the QIN.
- Aqua provided **improvement support** to system leaders in the design and development of the meeting structure.



In 23/24 Safer Salford will:

System improvement

- Complete and evaluate primary care clinical leads' Leading Integrated Teams
- Become a member of Salford Clinical and Care Professional Leadership Group
- Refresh the website
- Review the lived experience panel
- Embed Safer Salford as a system improvement partner offering facilitation, capability building and improvement support
- Continue support to the QI Fellows

Primary Care

- Provide time limited support to Safety60 community of practice
- Support handover improvement between primary care and children and young people's urgent care

Health Equity

- Co-design an access & inequalities programme with public health and PCNs
- Provide community leaders with QI coaching and capability building
- Provide group coaching to practices in delivery of the Core20PLUS5 Salford standard

Adult social care providers

- Continue quality of life and outcome measures workstream
- Re-launch the popular Provider Excellence programme