



Using Insight for Improvement

► Brilliant Basics

MFT QUALITY IMPROVEMENT TEAM

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#mft_qit

Manchester University NHS Foundation Trust

- ▶ Manchester University NHS Foundation Trust (MFT) was created on the 1st October 2017
- ▶ MFT is one of the largest Acute NHS Trusts in the United Kingdom, employing almost 20,000 people
- ▶ 9 hospitals and community services serve a population of 750,000 people in Manchester and Trafford
- ▶ Tertiary care delivered to the regional and supra regional population



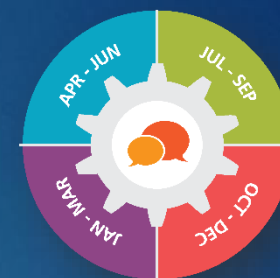
What is Brilliant Basics?

- ▶ Brilliant Basics is a quality initiative launched by the Trust in 2011
- ▶ Provides a quarterly focused professional education session that concentrates on delivering excellence in the fundamentals of care
- ▶ Inspires and facilitates change projects within the clinical setting grounded in continuous improvement methodology
- ▶ Initiates a social movement through a call to action

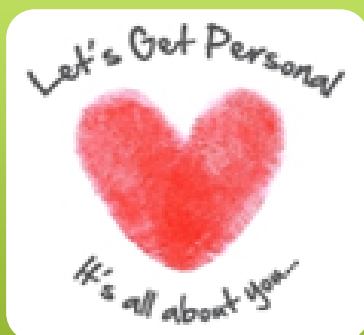


Planning Brilliant Basics

- ▶ The event is delivered quarterly with an overarching theme for each quarter
- ▶ A specific topic is addressed under each theme



Quarter 1 Communication



Quarter 2 Harm Free Care



Quarter 3 Leaving Our Care



Quarter 4 Care & Compassion



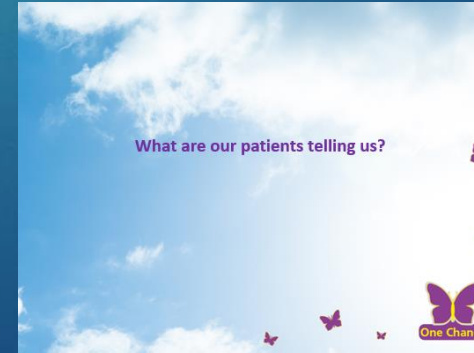
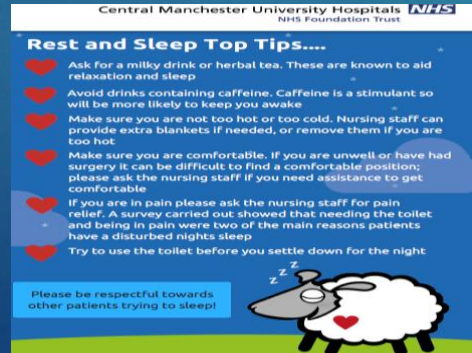
Delivery of Brilliant Basics

- ▶ The presentation is delivered by a Director or Deputy Director of Nursing
- ▶ The audience comprises of over 200 nurses, midwives and support staff
- ▶ The duration of the event is 2 hours
- ▶ The presentation is fun, current and interactive
- ▶ A wide range of tools are used including videos, sketches, guest speakers, quizzes, music, patient stories and social media
- ▶ Good practice is shared during the presentation and by pop ups in the audience
- ▶ Road shows provide an additional venue for staff unable to attend on the day
- ▶ A gift and a clear 'Call to Action'

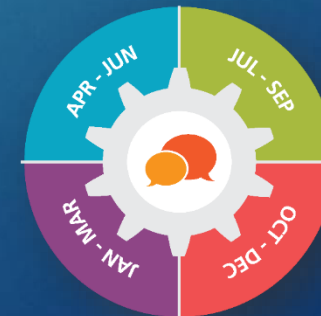
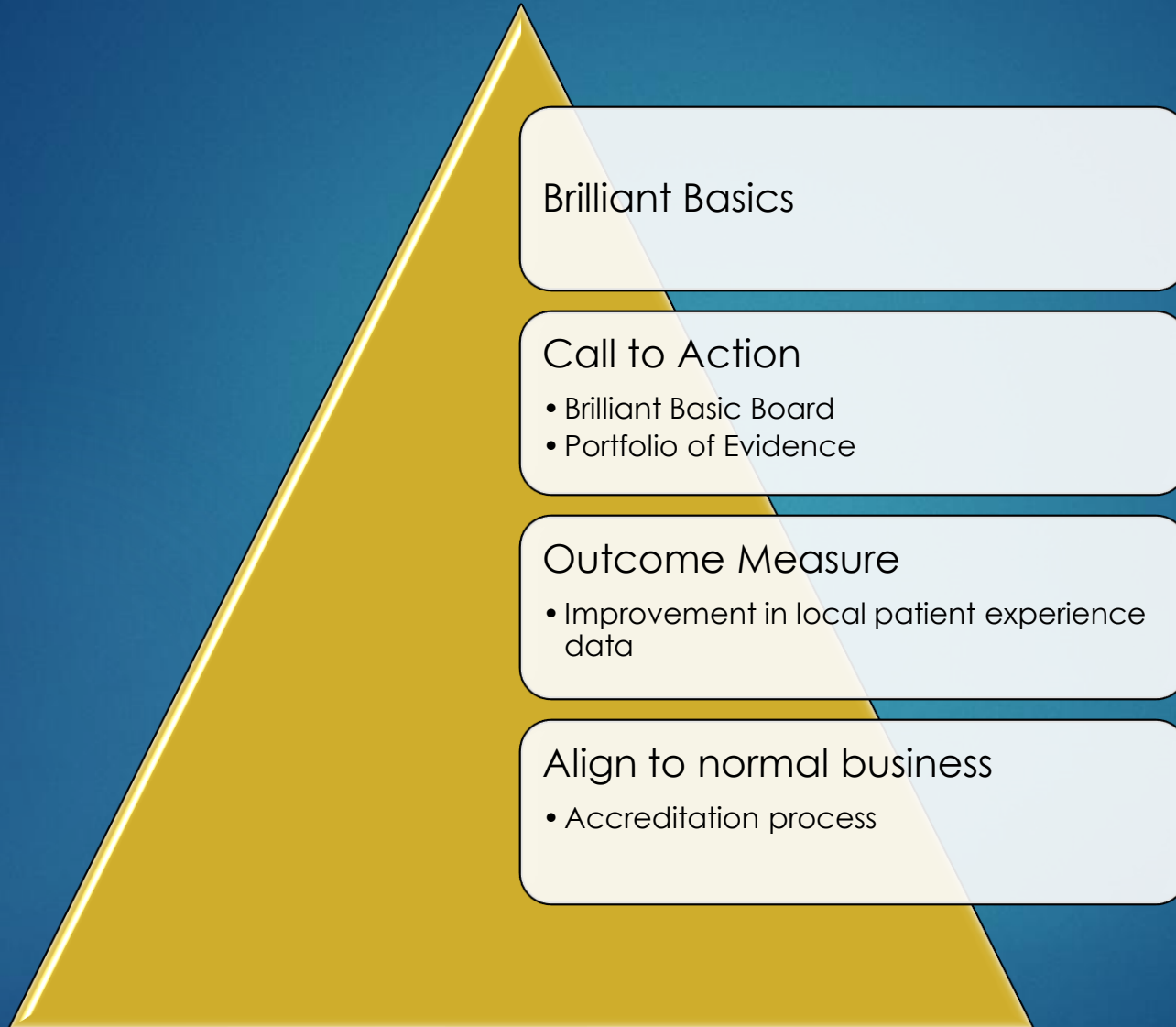


What Makes Brilliant Basics-Brilliant

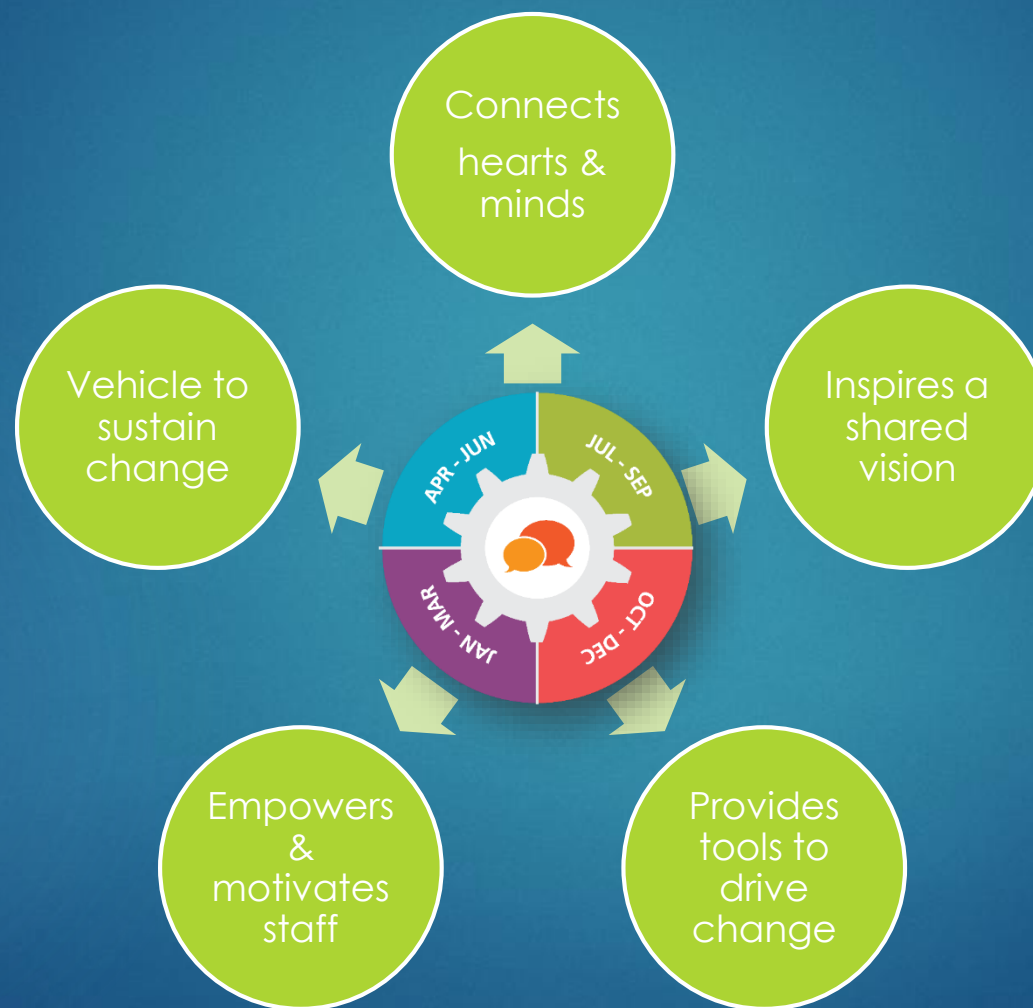
- ▶ Led by a Director or Deputy Director of Nursing
- ▶ Fun & interactive
- ▶ Opportunity to share and celebrate good practice within the organisation
- ▶ Recognised Trust-wide quality improvement tool
- ▶ A gift to recognise everyone's contribution



Impact and Results



The power of social movement



The power of social movement



Moving forward

Q1 Communication

- Listening and responding, positive communication*

Q2 Leadership & Culture

- Accountability*

Q3 Professional Excellence

- Delivering the best patient care, environment*

Q4 Caring for you – Our staff matter

- Staff well being, celebrating achievement*

*Underpinning Nursing and Midwifery strategy commitments to care and WMTM themes

Manchester University NHS Foundation Trust 2018





 **Bee Brilliant**

Discharge

Getting you home in 5 steps
Our commitment to achieving this

DO WE KNOW WHEN WE'RE GOING?
Set Estimated Date of Discharge on admission

WILL WE BE READY?
Plan discharge requirements TTO's, Transport, package of care etc. Involve patient and carer

ARE WE THERE YET?
Daily MDT board round, update Planned Date of Discharge, provide ward round, confirm when medically fit

DOES EVERYONE KNOW?
Confirm discharge decision with patient and carers, indicate on P&AD board and complete any outstanding tasks, e.g book transport, TTO's etc.

IT'S TIME TO LEAVE
Prepare the patient and family for discharge with information about side effects, who to contact if needed, and give them a warm hand.

There's no place like home

Central Manchester University Hospitals NHS Foundation Trust

Rest and Sleep Top Tips....

- ♥ Ask for a milky drink or herbal tea. These are known to aid relaxation and sleep
- ♥ Avoid drinks containing caffeine. Caffeine is a stimulant so will be more likely to keep you awake
- ♥ Make sure you are not too hot or too cold. Nursing staff can provide extra blankets if needed, or remove them if you are too hot
- ♥ Make sure you are comfortable. If you are unwell or have had surgery it can be difficult to find a comfortable position; please ask the nursing staff if you need assistance to get comfortable
- ♥ If you are in pain please ask the nursing staff for pain relief. A survey carried out showed that needing the toilet and being in pain were two of the main reasons patients have a disturbed nights sleep
- ♥ Try to use the toilet before you settle down for the night

Please be respectful towards other patients trying to sleep!



Heading Home
Brilliant Basics Oct 2016



What are our patients telling us?

