

The multi-disciplinary team

- Lead: Dr Ed Turnham, F2 doctor
- Supervisor: Dr Steve New, Saïd Business School
- JR PGEC administrators: Chantal Vermenitch, Linda Kempson, Edit Greenhill, Becca Hodgson
- F2 QIP project team: Dr Helen Higham, Rosemary Warren, Charles McDermott
- EPR team: Dr Paul Altmann
- OUH Executive Directors: Mark Power, Andrew Stevens

9. Handover of project

- Project to be overseen from August by me (Ed Turnham) and the Foundation Programme Trainee Group
- 2-3 junior doctors in OUH will be selected to lead the project
- The website is already integrated into the running of the Foundation Programme, helping to ensure sustainability

1. The problem

- Lack of engagement of healthcare staff in service improvement and patient safety¹
- Junior doctors have great potential for improving services: they bring experience from previous jobs, and fresh perspectives
- Staff often feel managers aren't interested in their ideas, or they don't know who to bring ideas to, or they change jobs before they achieve change
- Keogh and Francis reports called for greater engagement and leadership from junior staff to address patient safety problems
- OUH has prioritised staff engagement to address the cultural problems raised by the Francis Report²

2. Objective

- Build website to help hospital staff collaborate on patient safety and quality improvements
- Discussion forums to allow staff to share ideas, seek feedback, and find collaborators for QIPs
- Store records of F2 QIPs, and allow new QIPs to be proposed and discussed on the forums
- Publish the project to help disseminate the idea to other healthcare settings

8. What next?

- Sites for 2015-16 F1 and F2 doctors
- Extend access to all Trust staff
- Forums for more departments: IT, labs, etc.
- Online discussion for next year's F2 QIPs
- Develop wiki departmental manuals to improve induction
- Assess performance against predictions

Contact details

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6. What went well

- Gained 'buy-in' from Executive Directors and other senior decision makers through carefully tailored emails and meetings
- Got people on board by offering something that helps them - e.g. WebLearn helps Foundation Programme administrators in their day-to-day work
- Ensured sustainability by incorporating the project into the day-to-day work of existing staff, e.g. Foundation Programme administrators
- Chose a platform suited to the purpose, through thinking and discussion about requirements and careful investigation of potential platforms
- Better to attempt an ambitious project that you're passionate about, than a small project that can never achieve much

7. Lessons learned

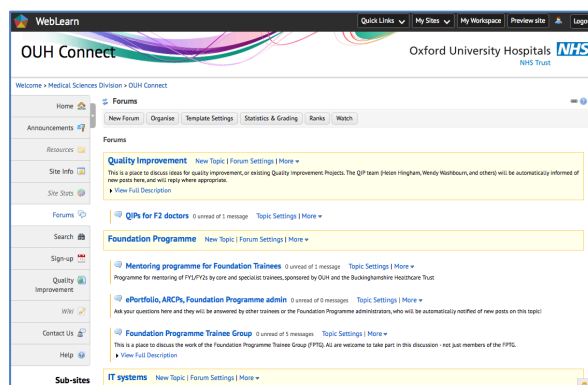
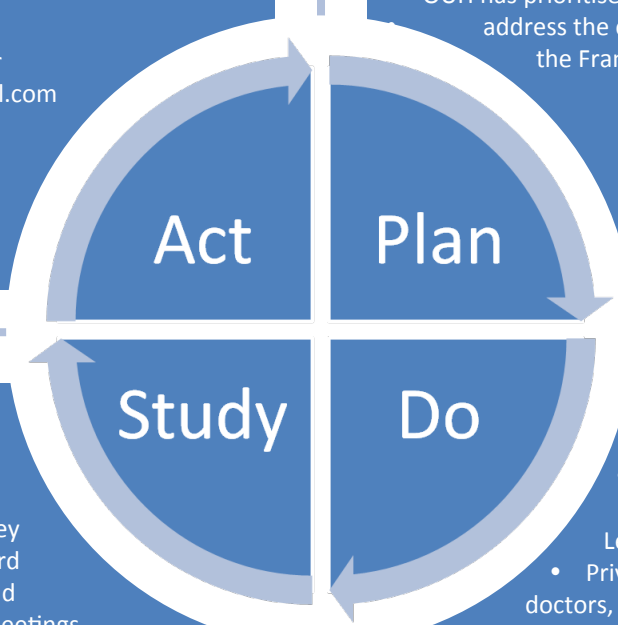
- Importance of getting key decision makers on board
- Don't put project on hold waiting for important meetings - continue progress in other areas. I was guilty of this a few times, causing unnecessary delay

5. About the site

- Hosted by WebLearn - the University of Oxford's Virtual Learning Environment
- Private areas for F1 and F2 doctors, including calendars, teaching resources, guides to ePortfolio, ARCPs etc.
- Central site open to all OUH users, with discussion forums for IT, ePortfolio, Foundation Programme, and QIPs
- Password-protected

4. How I did it

1. Sought opinions from management experts, senior clinicians, & administrators. Gained provisional approval from an OUH executive director
2. Worked with EPR team and F2 QIP teams on the principle of using the site to enhance their work
3. Identified necessary features of the website: discussion forums, security, ability to access from home, etc.
4. Examined several possible platforms for the site, including the OUH Intranet
5. Gained support and approval from University IT service for using their WebLearn teaching platform
6. Worked with Medical Education centre team on using the site for teaching and administration in the Foundation Programme
7. Gained agreement from executive directors, and OUH IT backing, to extend the site beyond the foundation programme
8. Built site and advertised it to Foundation Doctors through talks and emails



References

1. *Leadership and engagement for improvement in the NHS*, The King's Fund, 2012, http://www.kingsfund.org.uk/sites/files/kf/field/field_publication_file/leadership-for-engagement-improvement-nhs-final-review2012.pdf
2. *Immediate Actions arising from the Public Inquiry into the Mid-Staffordshire NHS Foundation Trust*, OUH Board paper TB2013.59, May 2013