

28/04/2021

Dear Requester,

Thank you for your Freedom of Information request.

In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request. FOI 488

You asked:

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?

The Trust does not have a standalone function dedicated solely to quality or service improvement as quality improvement is integral across several teams and functions within the organisation. The following portfolios do however have staff that facilitate quality / service improvement as part of their work:

Transformation and Integration teams

Quality & Safety Governance teams

2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.

There is no one standalone Executive lead for quality Improvement within the Trust as quality improvement is integral across many Executive portfolios. As indicated above the function leads for largest staff group facilitating quality / service improvement are

Kandarp Thakker – Director of Transformation

Catherine Thorne - Director of Quality and safety Governance

3. The name(s) of any formal improvement methodology or approach (e.g. 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.

The Trust engages with the Quality, service improvement and redesign QSIR tools available through the NHSI/E website uses a variety of methodologies and tools. See link below

<https://www.england.nhs.uk/quality-service-improvement-and-redesign-qsir-tools/>

4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.

Pre-operative assessment redesign QI project shortlisted for the BMJ Innovation Award

Also See Table – Appendix 1 below

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.

N/A - there are no staff with a FULL Time QI role

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.

Within the teams mentioned in Q1 the staff are as follows

Transformation and Integration teams:

3 staff with 20% of time allocated:

- Programme Manager
- Senior Integration & Transformation Leads

Quality & Safety Governance teams

4 staff with 20% of time allocated

- Clinical Service Line Quality Governance Co-ordinators

1 member of staff with 50% of time allocated

- Clinical Service Line Quality Governance Manager and Head of Clinical Audit

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).

There is not a standalone dedicated Quality Improvement Function with an allocated budget within the organisation.

8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

Across both Trust sites a total of 211 staff have fully complete the QSIR course, however this number has been adversely affected by the pandemic as training was suspended during the last year.

Appendix 1

Site	Financial Year	Specialty	Topic Title	Comments
Bedford	2018/19	Gastroenterology	Adenoma detection rate in IBD Patients who underwent surveillance Colonoscopy	To assess the trust performance in detection of adenomas at the Endoscopy department and to compare the results to the national recommended standard. Presented at the United European Gastroenterology International Conference.
Bedford	2019/20	Ambulatory Emergency Care Unit (AECU)	AEC Accelerator Programme	Other National Network (Ambulatory Emergency Care Network) project with webinar presentation on 01.11.2019 Ambulatory Emergency Care Network Project as part of case file review of the AECU service with a visit to the trust on 21st October 2019
Bedford	2019/20	Breast Surgery	Outcomes Following Neo-adjuvant Chemotherapy (NAC) in Breast Cancer Patients	Poster presentation at the Association of Breast Surgery Conference 2019 in Glasgow
LDH	2019/20	Dermatology	Successful Digital Innovation	Runner up at the BMJ Awards
Bedford	2019/20	Diabetes	DEMOND (Diabetes Education Self-Management on going Newly Diagnosed) award for Education Team of the year.	The Diabetes Education Team at Bedford Hospital won a National award for DESMOND (Diabetes Education Self-Management On going Newly Diagnosed) they won Education Team of the year 03/10/19 for taking the service forward by enhancing the service by promotion and adaptation to patients needs
Bedford	2019/20	Emergency Department	Comparison Between Venous Blood Gas Analysis Values at Point of Care Testing (POCT) in the Emergency Department and Laboratory Values	Results in a poster presentation at the Royal College of Emergency Medicine National Scientific Conference October 2019
Bedford	2019/20	Emergency Department	Re-audit of Triage in the Emergency Department	Following re-audit plan to present at RCEM National Scientific conference in 2020

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Bedford	2019/20	Respiratory	National Asthma and COPD Audit Programme (NACAP)	Invited to be included in the adult Asthma good practice repository and to share our learning with other hospital teams/trusts.
LDH	2019/20	Rheumatology	Early Arthritis Pathway in 2019	Rheumatology Dept. received letter of commendation from the BSR for our Early Arthritis Pathway in 2019
LDH	2019/20	Rheumatology	Paul Bacon award: rheumatology-led fast track pathways for giant cell arteritis improve the security of the diagnosis and reduce the need for temporal artery biopsy	Won the British Society Rheumatology Paul Bacon Award for Vasculitis in 2019 (Vanessa Quick, Rhian Warner, Venki Sundaram, Chi-Hwa Chan)
LDH	2020/21	Anaesthetics	Re-audit Emergence phenomenon in paediatric patients undergoing MRI: comparing inhalation induction with intravenous propofol (Emergence Delirium in Children)	Association of paediatric anaesthesia meeting as a poster.
LDH	2020/21	Anaesthetics	NELA ASA Grading: What's all the fuss about?	The audit was accepted as Poster in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021
LDH	2020/21	Anaesthetics	Are we giving antibiotics to our suspected septic patients at the right time?	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021
LDH	2020/21	Anaesthetics	The COVID-19 pandemic and mental wellbeing: a survey of anaesthetists and critical care physicians	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting 2021

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LDH	2020/21	Anaesthetics	A quality improvement project to analyse the understanding of latest inclusion/exclusion criteria for the National Emergency Laparotomy Audit	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021
LDH	2020/21	Anaesthetics	Current Practice in management of Patients with Proximal Femoral Fracture and new Oral anti-coagulants	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021
LDH	2020/21	Anaesthetics	Pre-operative risk predictions of patients presenting for emergency Bowel Surgery	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021. NELA TRAINEE POSTER PRIZE competition
LDH	2020/21	Anaesthetics	A Service evaluation survey looking at provision of Personal protective equipment at ICU and Theatres at LDH	The audit was accepted as abstract in the Association of Anaesthetists of Great Britain and Ireland Winter Scientific Meeting January 2021
LDH	2020/21	Breast screening	NHSBSP and ABS audit of screen detected breast cancers	CD received a letter of appreciation in recognition of the team's dedication to improving the quality of the breast screening service and improvements made since the last QA visit.
LDH	2020/21	Diabetes & Endocrinology	Medical Education	Dr Ritwik Banerjee (now Prof Banerjee) was offered and accepted the post of 'visiting professor' by the Hertfordshire University School of Life and Medical Sciences, in recognition for his work and contribution to medical education, in Dec 2020.
LDH	2020/21	Neonates	A quality improvement project to improve delayed cord	Poster presented at the Reason Conference, awarded 1st prize and £1000

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			clamping rates in preterm babies; overcoming barriers to change	
LDH	2020/21	Paediatrics	Delivering a paediatric elective surgery service during the COVID-19 pandemic	NICE Shared Learning Awards 2020 (highly commended COVID-19 example)
LDH	2020/21	Paediatrics	Development and implementation of an integrated care pathway for children admitted to hospital with seizures	Trust presented the findings at RCPCH EQIP meeting in July 2020. Findings were commended by a RCPCH.
LDH	2020/21	T&O	National Hip Fracture database	Trust is recognized as one of the Trust where the quality of patients' care was significantly above average – across all six of the NHFD KPIs (95% confidence level) in annual report published 2021

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

IG/FOI Coordinator

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk

