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# Quality and Safety Strategy External Partners Workshop Pack



Use annotation tools from the panel on the left such as "sticky note"





# Insight

missing element -  
sustaining and  
reviewing quality  
and safety - make  
this clearer in  
"IMPROVEMENT  
PILLAR"



Wirral University  
Teaching Hospital  
NHS Foundation Trust

## Our Priorities:

Improving understanding of quality  
and safety

Process efficiency / resource impact

Cross system (place) insight

Triangulation of insight sources with  
clinician lived experience

Prioritising learning opportunities  
from the information we have

## Our partners priorities:

Monthly outreach  
programme. Monthly  
topical surveys.  
Monthly Bridge Forum  
for sharing/gathering  
updates on health and  
care. Full programme  
of visits to Care Home  
settings and GP  
practices and PLACE  
visits at WUTH

## Opportunities for collaboration:

how will we  
know what we  
have  
achieved?

what is  
WUTH's role in  
the locality in  
leading  
quality and  
safety?

Sharing  
learning form  
incidents eg  
from care  
homes

A clear map of  
where all the  
quality  
committees  
link

clinician  
insight from  
different areas  
of the system

opportunity to  
identify  
expectations of the  
system - maybe  
education around  
what the different  
areas offer?



# Involvement



Wirral University  
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## Our Priorities:

Patient Safety Partners /  
involvement of patients, carers and  
families

Engagement of full workforce in  
Patient Safety / system-based  
learning (PS Syllabus)

Engagement in Quality and Safety  
within ICS structures

Driving Just and Learning Culture

Reducing “change fatigue” and  
promoting psychological safety

## Our partners priorities:

Involving people in  
difficult decisions  
regarding their  
discharge and  
support  
arrangements

Young Carers Group.  
Group work with  
Mencap, WMO and  
Wirral Change.  
Maternity Voices, MH  
Transformation,  
groups who support  
people with sensory  
impairment and the  
general public  
engagement through  
our outreach work.

## Opportunities for collaboration:

keeping those  
already signed up to  
patient safety  
partners linked in so  
we dont lose their  
enthusiasm

**change  
fatigue is  
system  
wide**

wellbeing of  
patients to be made  
more clear under  
quality? Moving  
focus away from  
just safety

focusing on  
discharge planning -  
discharge  
packs/information -  
missed opportunity



# Improvement



Wirral University  
Teaching Hospital  
NHS Foundation Trust

## Our Priorities:

Improve visibility of outcome measures (clinical pathways)

Improved insight of clinical audit

Visibility/celebration of success

Focus on key areas allowing resources to be targeted

Safe staffing levels

Culture of proactive approaches to quality & safety

Assurance

## Our partners priorities:

## Opportunities for collaboration:

language and translation services needs more collaboration across the system

Formal process for shared learning across the system

missing element - sustaining and reviewing quality and safety - make this clearer in "IMPROVEMENT PILLAR"

targeting and reducing health inequalities across the system

clear outcomes for targeted work.





