

The aim of the Scottish Patient Safety Programme in Primary Care is to **reduce the number of events which could cause harm from healthcare delivered in any primary care setting.**

1. General Medical Services

Update

- Our GP Safety Climate Survey is available and open to all practices to use to support improvements in patient safety at a practice level. There are currently 39 GP practices registered to complete the safety climate survey.
- With NHS Education for Scotland and three NHS boards we are continuing to develop and test a safety checklist for use in Primary Care settings.
- Work is progressing on a care bundle to reduce harm through a reduction in high risk co-prescribing of non-steroidal anti-inflammatory drugs (NSAIDs) and antiplatelets. This could support GP practice teams to use the searches and reports available on the Scottish Therapeutics Utility (STU) to identify patients on high risk drug combinations.

Sepsis in Primary Care

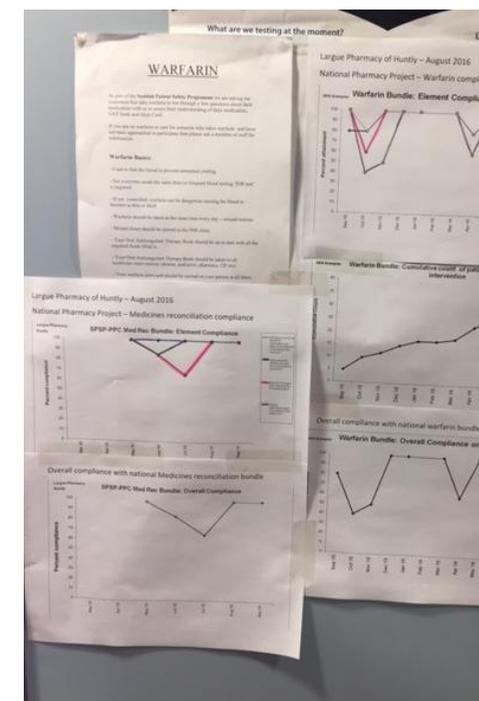
- Representatives from NHS Highland, NHS Lothian, and NHS Greater Glasgow and Clyde, in partnership with the Scottish Ambulance Service, attended a two day SPSP Sepsis in Primary Care induction event on 22-23 September 2016. NHS board teams had the opportunity to learn more about the collaborative, get to know each other and learn about QI methodology.
- The first operational steering group meeting took place on 30 November and local learning sessions are being planned for spring 2017.



Combined SPSP Site Visits

The team is supporting combined SPSP site visits to NHS boards.

The aim of these visits is to support sharing and learning across the whole patient pathway and provides learning opportunities for SPSP and NHS board teams. In the last few months, we have visited NHS Borders, NHS Grampian and NHS Fife. (See example of NHS Grampian warfarin 'data door' opposite.)



2. Community Pharmacy

Pilot project

On 6 October 2016 we celebrated the success of our pilot work in community pharmacy. Ninety people attended this event, with representatives from 10 territorial boards, the Royal Pharmaceutical Society, Community Pharmacy Scotland, NHS Education for Scotland, the Care Inspectorate, the Scottish Government and our project sponsors, the Health Foundation. NHS board and community pharmacy teams:

- shared their resources and experience
- discussed their successes and challenges, and
- learned about other improvements across the wider Primary Care community.



The SPSP Pharmacy in Primary Care website ([link](#)) hosts a **motion graphic** which describes the SPSP Pharmacy in Primary Care improvement journey. The **warfarin video** developed by NHS Fife is also available.

Supporting continuous QI in Pharmacy in Primary Care

The Scottish Government recently outlined plans to formalise and embed continuous quality improvement and patient safety processes in the delivery of community pharmacy services. As part of this initiative, the pharmacy safety climate survey is now available nationally and we have produced a short video ([link](#)) to support pharmacy teams understand the concept of safety climate and culture. We are working in partnership with NHS Education for Scotland and Royal Pharmaceutical Society and other key stakeholders to deliver 'train the trainer' sessions to pharmacy champions. The first session was held at the end of October and more are planned from February 2017.

3. Dentistry

Aim:

The aim of this project is to improve quality and safety in general dental practice through a collaborative approach. Participating dental practice teams are:

- improving reliability for the safer care and treatment of patients on high risk medicines who require invasive dental treatment, and
- developing their 'safety culture' through the use of a dentistry safety climate survey.

Progress:

- Dental practice teams recently completed their first safety climate survey. The overall response rate was 86%, with 13 out of 15 practices completing the survey. Average scores across all practices were reasonably positive for workload, leadership, teamwork, and safety systems and learning with scores between five and six recorded (maximum score is seven). Communication scored lowest with average scores between four and five.
- Learning session 2 took place on 9 November 2016 with presentations from the Scottish Government's Chief Dental Officer and a video link from the Clinical Director. The event gave NHS board and dental practice teams the opportunity to:
 - reflect on their safety journey so far
 - share their learning, and
 - continue to develop their QI skills, for example process mapping and human factors.

An extension to the project to March 2017 has been agreed. This will allow teams to consolidate and test a single care bundle between January and March 2017 and to ensure that robust processes for data collection are in place.

Contact the SPSP in Primary Care team

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4. Community and district nursing and care homes

Aim:

The aim of this work is to reduce pressure ulcers in care homes. With the support of Scottish Care and the Care Inspectorate, we are contributing to the ambition of reducing pressure ulcers by 50% in hospital and care home settings by December 2017.

Progress:

- Five local learning sessions were held between September and October. Care home and locality teams came together to learn about QI methodology and plan their tests of change to reduce pressure ulcers. Training and education were identified as key areas of focus for care homes. Two care homes are testing safety culture cards as a means of promoting the development of an open and transparent culture. Health and Social Care Partnerships are working on the improvement areas agreed at the local learning sessions, with progress being reported at steering group meetings.



'Provided good focus on how to reduce pressure ulcers and raised questions and subjects I hadn't thought of before'

- The Associate Improvement Advisor attended the Patient Safety Collaborative Pressure Damage Conference on 8 November and the National Care Home Conference on 18 November 2016.
- In November, we delivered a development session for the Care Inspectorate to inform them of the aims of our SPSP Reducing Pressure Ulcers in Care Homes improvement programme, and the QI methodology we are using.
- On 7 December we held a Communication and Scale Up strategy workshop with key representatives from SPSP, Scottish Care, and the Care Inspectorate. Future meetings are planned for the new year.

Next steps

General medical services

- We will continue to support NHS board teams with the implementation of the programme's existing workstreams.
- Local learning sessions for our sepsis collaborative will take place in spring 2017.

Community pharmacy

- Continue testing the medicines reconciliation bundle and the consolidated bundles for warfarin and NSAIDs.
- Support community pharmacy teams to complete the pharmacy safety climate survey and QI modules.

Dentistry

- Test the consolidated high risk medicines and patient medical history bundle until March 2017.

Community and district nursing and care homes

- Continue to support care home and locality teams to collect and use data for improvement.
- Planning for the next learning sessions that will take place in spring 2017.
- Review outcomes of testing safety culture cards.
- From December we will start to develop our strategy for 'scaling up' this work in partnership with Scottish Care and the Care Inspectorate.

So long, farewell, auf wiedersehen, goodbye.....



Dr Neil Houston our National Clinical Lead (GP) is leaving the SPSP in Primary Care team to take up an exciting new opportunity in New Zealand. On behalf of Healthcare Improvement Scotland, we would like to express our thanks to Neil for his leadership and support, and wish him every success in his new role.