



PIP!

One paediatric department's quality improvement journey

Dr Amy Taylor, Jessica Austin, Suzanne McFarlane, Dr Dalbir Sohi
North Middlesex University Hospital NHS Trust

The Paediatric Improvement Plan (PIP) is a 12 workstream plan covering the main paediatric areas in the hospital as well as key themes such as medicines management. It was constructed to ensure the department provides the level of care expected by the Trust and the Care Quality Commission (CQC).

Objectives

- Documentation of policies and practices.
- Ensuring nursing training competencies were met, documented and used to facilitate safe rostering.
- Standardising paperwork and practices.
- Improving governance communication.
- Ensuring children and young people cared for outside the paediatric department were provided with equitable care.

Methods

- 56 action points
- Split into 3 time divisions based on importance and feasibility of implementing recommendations

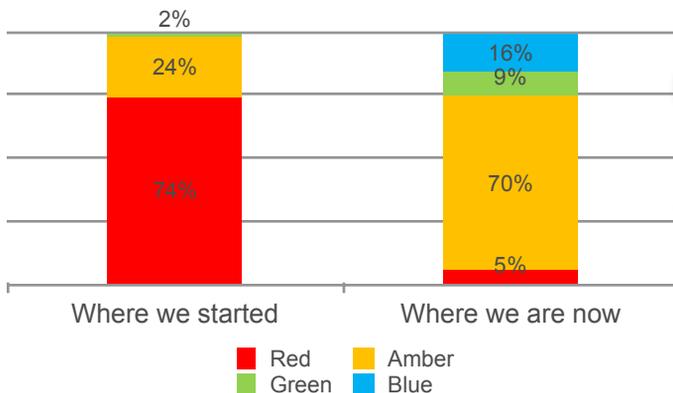
'Red' = no action taken

'Amber' = action in progress

'Green' = actions complete

'Blue' = impact evidenced

Results



Key achievements



Conclusion

- A written plan with clear actions, owner and timeframes proved invaluable, as did having a co-ordinator with dedicated time. Involving and motivating the whole MDT was crucial.
- Being a paediatric registrar allowed me to see through a clinical lens and understand competing demands.
- COVID-19 meant demand on the workforce was immense; there was little spare capacity to take on additional improvement work. Many face-to-face courses and training sessions were cancelled/moved online. This remains a challenge.