

NEWS2 Event: The Next Generation

28 September 2017

Kings Weston House, Kings Weston Lane, Bristol BS11 0UR

 @WEAHSN #wesharethenews



1. The event

The West of England AHSN, on behalf of the West of England Patient Safety Collaborative, hosted the sixth event of the Deteriorating Patient Programme on 28 September 2017. Established by NHS England in 2013, we are one of 15 AHSNs across England established to spread innovation at pace and scale.

We have been working on implementing the National Early Warning Score (NEWS) across our urgent care system since 2014. Our aim is to improve patient safety by earlier recognition of the deteriorating patient, particularly those at risk of developing sepsis.

We have made excellent progress and are currently evaluating our outcomes. In year one, we focused on the implementation of NEWS to all settings and using NEWS accurately. Year two was focused on using NEWS at handover of care, while year three is about evaluation and looking at the national picture.

The event was attended by 80 delegates from 36 different organisations with attendees from all three Sustainability and Transformation Partnership areas. There was a wide range of roles and organisations from across the healthcare system, with delegates representing all six acute trusts, community providers, mental health providers and care homes. Roles included patient and public contributors, nurses, CCG managers, resuscitation training officers, care home managers, quality and safety leads.

The focus of this event was to bring focus on the national picture and the need to evidence how the region has successfully adopted NEWS across all care settings.

2. Our speakers



Anne Pullyblank

Clinical Director for Patient Safety, West of England Academic Health Science Network and Consultant Colorectal Surgeon



Matt Inada-Kim

National Clinical Advisor Sepsis, Consultant in Acute and General Medicine, Clinical Lead for Physical Deterioration & Sepsis, Wessex. Clinical Lead, Sepsis Project, Patient Safety Federation, NHS South Central



Ann Remmers

Patient Safety Programme Director, West of England Academic Health Science Network

3. Welcome and introductions

Anne Pullyblank, Clinical Director for Patient Safety at the West of England AHSN, welcomed delegates to the event and revisited the progress over the last two and a half years. The emphasis this year is on evaluation and working to evidence the achievements of NEWS within the collaborative. Several evaluation workstreams are progressing, including a systematic review, qualitative and quantitative evaluations.

4. National NEWS 2020

A plenary talk from Matt Inada-Kim focused on the national picture of NEWS and an update on NEWS2. It was refreshing to hear such positive feedback from an external source on the excellent work we have achieved here in the West of England. It was interesting to see our region's performance compared against national datasets, something which has been difficult to obtain previously but with the support of the Patient Safety Measurement Unit this is now possible.

The National NEWS 2020 vision to standardise language and pathway for deterioration by the year 2020 gave us further indication of the national movement towards a single early warning score. It is important to ensure everyone is using a common language that works and NEWS will provide that opportunity. The West of England is ahead of the curve in this respect, as from 2018 there will be a national strategy to implement NEWS in all healthcare settings.

One of the difficulties with organising an event in advance is the changing national picture of NEWS. It was believed that at the time of event, NEWS2 would be launched. Whilst the progress of the NEWS2 model was discussed, it was noted it needed more time to be validated and was unlikely to be a tool that will be rolled out in the near future.

5. Open Space

Ann Remmers, Patient Safety Programme Director at the West of England AHSN, led the Open Space for the rest of the event. The format gave delegates the opportunity to suggest topics and to help each other to move forward by sharing learning, best practice and discussing challenges or issues important to them.

Delegates were provided with an explanation of an Open Space through various communications prior and during the event. The following rules were shared prior to the event via email and alongside the agenda.

Open Space Rules

- ★ Whoever comes to the open space are the right people
- ★ Whenever it starts, it starts
- ★ Whenever it's over, it's over, just move on
- ★ Whatever happens, happens, who knows what will happen
- ★ **Remember to:** Think critically Reflect honestly Share openly
- ★ **Law of Two Feet.** If you are neither learning nor participating please feel free to move on to join another group/discussion.

Open Space Introduction: 10:10 - 10:25

Opening Circle 'Agenda formulation': 10:25 - 10:55

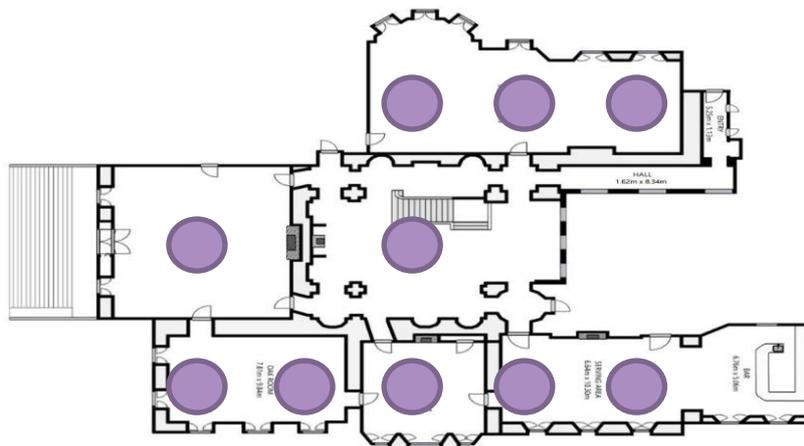
Break time: 10:55 - 11:10

Marketplace: 11:10 - 11:20

Sessions: 11:20 - 12:30

Summary 12:30 – 13:00

Roughly three hours were allocated for the Open Space. The layout of the venue offered a unique opportunity to break out into dedicated spaces for the 80 delegates to discuss their chosen agenda items. The space encouraged people to participate openly and allowed focused, uninterrupted discussion on the chosen subjects. Delegates could move between discussions and join areas they were interested in hearing about.



6. Input from the room



Open space agenda formation

Success in an Open Space is all about preparation and participation. The session got off to a great start with many delegates putting their hands up to share their topics of discussion. By the end of the agenda formulation opening circle, 16 suggestions were made which were then grouped into 10 themes later during the break.

The next aspect was to have a show of hands to gauge interest in the themes on offer, to assign appropriate space to the groups. There was no limit on how many times delegates could vote and they could also move between groups during the one hour long session.

Space for discussions was assigned according to size of initial interest, which was noted down on the board by the agenda topics. Smaller groups shared large rooms to reduce noise pollution whilst large groups were given individual spaces to lead their discussions.

7. Open Space Marketplace

The following topics formed the ten final groups. In order to coordinate delegates, animal cards were assigned to groups to help signpost delegates to the relevant discussions.

Penguin: Resetting the triggers and when to admit	Lion: The spread and adoption of NEWS in other regions – what are the challenges and successes
Monkey: Patient involvement – self-determination and patients taking their own NEWS score	Flamingo: The escalation response in the acute setting. What is the change in the NEWS setting (deterioration)?
Giraffe: NEWS app, trial and key learning of Medvivo app and digital enablement	Bear: The role of the community transformation gap to be affected
Crocodile: How do we enable other care providers to use NEWS and standard language? How to do NEWS in care homes – going further than obs?	Dolphin: Acute integration with Resus and in the acute setting
Panda: How do we embed NEWS in district nursing and mental health? As well increase GP and PC engagement/involvement?	Snake: Front door streaming model in ED



8. Sessions

A convener and a scribe were assigned at the beginning of the session. Either role could be reassigned at any point to allow delegates the opportunity to move to other groups. For example, if a scribe wanted to join another session a new scribe was nominated to ensure the role was covered during the remainder of the session.

During the sessions ideas were formulated around the specific topic area which spawned and evolved as side discussions became the focal point and networking naturally developed. Sessions also drew to a close before the deadline when groups exhausted the topic area and felt nothing could be added to the discussion. Delegates then moved onto other areas when this occurred. A number of people moved around and contributed to different groups during the 60 minutes and when time was up everyone convened in the open circle for a summary of the discussions.

9. Summary of Open Space

One of the Open Space topics was around a NEWS app and it was agreed that a working group would be created, Emma is collating a list of people who wish to be included in this distribution group, please contact emma.stone@weahsn.net to be included in this list if you haven't already.

A more comprehensive summary of the Open Space is attached with this report. Some of the key points from the Open Space were:

- Baseline patients and how to reset triggers for patients
- Collecting and sharing data, with an integration with reporting and exporting between different Patient Administration Systems (PAS)
- Better engagement with GPs through CCG support
- Patient empowerment – can patients score their own NEWS and manage themselves?
- A NEWS app – a standalone app that bypasses the development of the functionalities in multiple PAS systems

- All to raise awareness of NEWS
- Colleagues being inquisitive rather than accepting.

10. Reflection what participants said

- 45 attendees gave feedback on the NEWS2 event; of the attendees 71% rated the event as excellent or very good.
- 91% of attendees found the Open Space format useful.
- Delegates rated the following:

Venue	Excellent or very good (70%)
Organisation of event	Excellent or very good (60%)
Agenda	Excellent or very good (65%)
Content	Excellent or very good (65%)
Networking aspect	Excellent or very good (85%)

Some comments from attendees:

- Never used it before, nice way to allow everyone to speak.
- Opportunity to focus on key challenges and questions.
- Fantastic event, great energy and lots of positivity.
- A great combination of an awesome plenary speaker and flexibility afforded by Open Space to have really meaningful conversations.
- Great event, attended by passionate, enthusiastic colleagues united in purpose towards best outcomes for patients who become acutely unwell.
- Just more of it!
- Great to hear that NEWS is still high on everyone's agenda and it is not just a kind of flash in the pan type thing. The fact that it is moving on and morphing into an even more useful tool is great.

Action points delegates will take away as a result of the event:

- Value of the Open Space and the Open Space style
- Sharing information
- Enthusiasm and commitment for finding ways to implement and promote NEWS 2 at work (more so encouraging others to do so).
- Ensuring GP's are aware to complete a full set of NEWS
- Continue with NEWS training, ensure care homes are aware of next generation NEWS coming
- Researching effectiveness of NEWS baseline and when to repeat it
- Non touch news score and new onset confusion
- An assurance that a wide range of professionals are working together to implement NEWS to the benefit of improved patient outcomes
- To ensure I attend the BNSSG meetings to be informed of ongoing work and how I can support it.
- Better embedding of NEWS from colleagues.
- Collecting more data and improve data collection.

What went well:

- The agenda formation session went well, delegates confidently put forward topics they wished to discuss and found there were a lot of the topics others wished to discuss too.
- Networking with other delegates was high throughout the event with many exchanging contact details.
- During the Open Space, many delegates moved groups, which worked well as it added new experiences and content to the discussions.

- A couple of the groups had reached the end of the discussion and so the group disbanded and delegates joined other conversations.
- Following the last NEWS event, delegates really valued the opportunity to discuss topics relevant to them. This again was reflected in the feedback with the overall value of networking being rated as excellent.

Lessons Learnt:

- Next time bring the group back together after the break and reinforcing the format of the Open Space session in terms of convenor, feedback and completing feedback sheet.
- Possibly splitting the Open Space session next time into two 30 minute sessions.
- Start to get people seated earlier, so we start on time.
- Consideration to the potential noise levels in the room with facilitators moving around the room.

5 Closing remarks

At the previous event in March there was an observation that many people were spending most of their time interacting with others during coffee breaks, and the overwhelming feedback request was the opportunity to speak with one another on topics that are important to them.

We feel this has been achieved through the Open Space forum. It was also evident that the ability to network and discuss topics that matter to individuals generated topics that were not on the radar from a project level and areas which the project felt was useful to discuss were not put forward as a topic.

It was great to hear all the excellent conversations around NEWS at the event, sharing learning and best practice across different care settings. We should take pride as a region in the work we've done, especially as it is now being nationally recognised. Our key next steps are proving the impact of NEWS with evaluation. It is important for everyone to share data in order to demonstrate the valuable impact of NEWS.

An opportunity for our region is to focus on NEWS work within care homes; there is sporadic adoption of NEWS and there are potential ways to validate the benefits of NEWS in a comparison study. We have the ability to develop a more structured approach, by creating a standardised training package and to ensure baselining starts at the beginning of implementation.

We have approached various technological opportunities to enhance and support the use of NEWS. We plan to explore the potential of adopting electronic devices or introducing an NEWS App that can help save clinical time and accuracy in measuring NEWS.

The next event will be intended as a celebration on 15 March 2018. It will be three years since the inception of the programme and we hope to be able to showcase the work across the region with evaluation and evidence underpinning the achievements made in introducing NEWS.



**SAVE THE DATE: NEWS Celebratory Event
15 March 2018**

Full details and location to follow

**Thank you to everyone involved in the day and we
look forward to seeing you at the next one!**