NHS
SCOTLAND

NHS Scotland Event 2020

24 – 25 June 2020
Scottish Event Campus (SEC),
Glasgow

Meeting the Challenges: Building on Success and Reforming for the Future

Healthier Scotland
Scottish Government

NHS Scotland Event 2020
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NHS SCOTLAND EVENT 2020

The Health and Social Care Delivery Plan set the aim of 'a Scotland with high quality services, that have a focus on prevention, early intervention and supported self-management'. Ongoing work to achieve that aim has been set in the context of the now well-understood challenges of demographic changes, increasing public expectation, and demand for services against the background of an increasingly tightening financial situation.

The different elements of the reform agenda have an essential role to play in addressing these challenges, with the key reform programmes including: the Integration of Health and Social Care; the Reform of Adult Social Care; and Public Health Reform.

To achieve our ambitions and face the challenges, the Cabinet Secretary for Health and Sport has given particular focus to a set of clear priorities driving reform and sustainable change:

- embedding and sustaining health and social care integration;
- improving access to services, notably for waiting times; and
- transforming mental health services.

In order to be a more successful country, we need to see an overall improvement in our population health, and close the gap between the health of our wealthiest communities and the health of our poorest.

The NHS Scotland Event 2020 will provide a focus to the ongoing challenges. The programme will feature inspiring examples of work being taken forward across these priority areas and will challenge thinking about what we still need to do. What more do we need to do to achieve the kind of shift to prevention, integration and closer collaboration to ensure we are healthy and active, and deliver improved population health outcomes? How do we ensure that our health and social care services can sustainably respond to the complex challenges of the 21st century? These are fundamental to achieving the Scottish Government's National Outcome that 'we are healthy and active', and have a significant role in the National Outcome that 'we live in communities that are inclusive, empowered, resilient and safe'.

Throughout the Event – including the poster exhibition – delegates will be able to see many examples of how a focus on this is improving the quality of care people receive and the outcomes they experience.

CALL FOR POSTERS

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CALL FOR POSTER ABSTRACTS

The Poster Exhibition forms an integral part of best practice, learning and sharing at the Event. With over 500 individuals and teams submitting their projects in 2019, this is a networking opportunity not to be missed. This year's poster exhibition will feature over 200 projects that are happening across NHS Scotland and partner organisations to support our key priorities. These will represent the shortlisted entries from the Poster Abstracts submitted.

WHO CAN SUBMIT A POSTER ABSTRACT?

Submissions are welcome from NHS Scotland employees, our voluntary and partner organisations, and other public or private sector organisations on any aspect of work they are undertaking in, with, or on behalf of, NHS Scotland.

WHY PRESENT A POSTER?

Don't miss this opportunity to raise awareness of your project, showcase your achievements, gain recognition, share best practice and make new contacts. Posters will be judged at the NHS Scotland Event and a winner will be chosen in each poster category. There will also be a People's Choice Poster Award. This award will be voted for by the delegates at the Event.

The Scottish Government has committed to delivering a range of improvements and reforms to modernise the way we provide care and ensure it is fit for the future. Once again this year, there will be a special award presented to the poster that is displaying work that is transforming the way care is provided in Scotland through for example, collaborative working, innovative approaches to managing unscheduled care, out-of-hours care; patient flow or delayed discharge as well as measures to tackle preventable ill health.

If you want your abstract to be considered for the Transformational Change award, please ensure you illustrate this in your abstract (and poster if your poster is selected for display).

The winners in each poster category will be presented with a trophy during the poster awards presentation in the main auditorium.

POSTER CATEGORIES

The seven poster categories are based on our key priorities, with a focus on driving reform and sustainable change:

1. Quality of Care: Person-centred
2. Quality of Care: Safe
3. Quality of Care: Effective
4. Quality of Care: Infrastructure
5. Health of the Population
6. Value and Sustainability
7. Integrated Care

Please ensure that your abstract is linked to **at least one** of these poster categories. More information about each poster category can be found on pages 7-10. If your abstract cuts across more than one poster category, please choose the category you think is most relevant and submit only under one poster category.

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ABSTRACT ENTRY CONTENT

Abstract content should include the following:

- A clear description of why the project was needed and what its aims were;

- What is the benefit over the current practice;

- If applicable, where would the intervention sit in the overall process/pathway and what additional resources/staffing are required;

- A clear and logical presentation of the method of actions taken to address those needs in a systematic way;

- Clear articulation of how the project supports the challenges and our key priorities;

- The project outcomes and/or conclusion accurately reflect the evidence presented and draw appropriate conclusions;

- References: remember to acknowledge any other individuals, funders or specific programmes associated with your work.[1]

The Scottish Government and Healthcare Improvement Scotland are reviewing poster entries to the NHS Scotland Event to assess and support their potential viability for scale up and spread to help to meet current priorities and ensure the future sustainability of our health and social care services.

Poster abstracts should make explicit reference to how you are contributing to the work being recognised within the poster category.

In addition to submitting your abstract for consideration under the relevant poster category, if you also want your abstract to be considered for the **Transformational Change Award** to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). **Do not worry if that is not the main focus of your work. The criteria for judging the main poster categories will remain unchanged.**

1 References should follow Vancouver Convention: Name, Title, Publication, Year, Chapter, Page No(s) and should be listed on a separate page.

SUBMITTING YOUR ABSTRACT

Please submit your poster abstract by following the instructions below:

- Download a copy of the poster abstract form from the website here.

- Abstracts **must not exceed 400 words** excluding title, references and any diagrams.

- You may **include up to** two images, diagrams or tables to illustrate your work further.

QUALITY ASSURANCE ARRANGEMENTS BEFORE UPLOADING YOUR ABSTRACT

In order to ensure your poster abstract is on message and that the content portrays your work to its full potential, please follow the appropriate quality assurance process set out below.

Once you have completed the abstract form you must have it quality assured through the arrangements set out below. Please note that you need to do this by no later than Monday 3 February 2020.

Abstracts from NHS Scotland only

- For abstracts that are submitted **by NHS Scotland only.** It is important that you discuss the content of your poster abstract with your line manager, NHS Board Quality Improvement Lead or Clinical Governance Lead prior to submission. Please also discuss and agree the content of your poster abstract with your **designated Poster Co-ordinator**. A list of the Poster Co-ordinators can be found on page 13.

Abstracts from Partner Organisations co-authored by NHS Scotland personnel

- For abstracts submitted by a Partner Organisation that also includes NHS Scotland staff, please ensure that as well as discussing and agreeing the content of your abstract through **your own governance arrangements**, please also discuss and agree the content with the **designated Poster Co-ordinator** for the NHS Scotland staff involved in the planning and design of your abstract. A list of the Poster Co-ordinators can be found on page 13.

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UPLOADING YOUR FINAL AND APPROVED ABSTRACT VIA THE NHS SCOTLAND EVENTS WEBSITE

Once your abstract has been reviewed and agreed through the appropriate governance arrangements, you will be required to complete the online abstract form for final submission. The online form is located within the poster section of the Event website. The online form is located within the poster section of the Event website, here.

Final poster abstracts must be uploaded **by no later than 5pm on Monday 2 March 2020.**

Please note there will be no extension to this deadline.

All poster abstracts will be reviewed by a group of shortlisters who will score them between **3 March** and **17 March 2020.**

IF YOUR ABSTRACT IS SELECTED

Please be aware that the standard of poster abstracts received are high and a shortlist of around 200 abstracts (45%) that are submitted will be successful.

The named contacts on the abstract form will be notified by email whether the abstract has been successful **on 23 March 2020.**

If your abstract is successful, you will be required to **design a poster based on your abstract – i.e. the poster content must develop the content of the abstract submitted – it must not differ in terms of the work described in the abstract.**

POSTER DESIGN

The poster design guidelines which include details of the poster dimensions and orientation can be found in the **Poster Design Guide.** You will be allocated a poster board at the exhibition. You will be provided with more information about your poster board allocation nearer to the Event.

Abstracts from Partner Organisations with no NHS Scotland input

- For each abstract submitted by one or more Partner Organisations with no NHS Scotland input, please ensure that you discuss and agree the content of your abstract through the **relevant governance arrangements** – i.e. for each partner author's employing organisation as appropriate.

Examples of shortlisted poster abstract forms from the NHS Scotland Event 2019 can be found on pages 11 and 12.

All poster abstracts will be reviewed by the Poster Co-ordinator and/or by the employing governance arrangements and constructive feedback will be provided on the content – with possibly some editorial changes suggested where appropriate. Please ensure you have received their comments **by no later than Monday 17 February** – you will then have two weeks to make any amendments to your abstract before the deadline for uploading it online.

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PRESENTING POSTERS AT THE EVENT

AUTHORS NEED TO BE AWARE THAT POSTERS MUST BE DISPLAYED <u>ON BOTH DAYS</u> OF THE EVENT AND AT LEAST ONE POSTER AUTHOR MUST BE IN ATTENDANCE TO ENGAGE WITH DELEGATES ABOUT THEIR POSTER <u>EACH DAY OF THE EVENT</u>.

Please note that by submitting an abstract, you are giving permission for the information and your contact details to be shared with:

■ Eventage – who facilitate the online poster system for the NHS Scotland Event 2020;

■ Shortlisters for the Poster process agreed through the NHS Scotland Event 2020 governance arrangements; and

■ The Poster Lead for the NHS Scotland Event 2020 for the purposes of communicating with poster authors;

Please ensure that permission boxes in the poster abstract forms have been completed. Poster abstract forms that have not been completed will not be accepted.

The Scottish Government may wish to contact you in the future regarding the work described in your poster abstract so that further information can be obtained in an effort to share good practice. We would therefore ask that you also tick the box on the form to confirm you are content that we have your permission to do so.

The NHS Scotland Events team may also feature work described in the poster abstracts for promotional activity. We would therefore ask that you also tick the box on the form to confirm you are content that we have your permission to do so.

POSTER JUDGING AND WINNERS

All posters will be judged in advance of the Event and a winner will be selected in each poster category, including the Transformational Change Award.

The People's Choice Poster Award will be voted for by delegates attending the Event. All poster winners will be announced at the Event and the judging decisions taken are final.

POSTER PRESENTATIONS

There will be an opportunity to present your poster as part of the scheduled programme activity at the NHS Scotland Event.

2020 KEY DATES

15 January	Call for posters opens
3 February	Abstract forms to be submitted to poster co-ordinators/employer governance lead for comment
3 February – 17 February	Poster co-ordinator (for NHS Boards) or employer governance lead (for other organisations) considers abstract and suggests improvement/amendments
17 February – 1 March	Poster author amends abstract based on feedback provided
2 March	**Closing date** for submitting poster abstracts
3 March – 17 March	Shortlisting
23 March	Shortlisted abstracts announced
24 March – 12 May	Poster design stage
13 May	**Closing date** for final poster upload
3 June	Posters live on the Event website
24 June	Poster winners announced at the NHS Scotland Event

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POSTER CATEGORIES

QUALITY OF CARE: PERSON-CENTRED

There will be mutually beneficial partnerships between patients, their families and those delivering health and social care services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

WHAT WE'RE LOOKING FOR

Examples of health and social care services, initiatives and activities that seek to put service users at the heart of decisions about their care and that involve people and communities in shaping how they are supported and services are delivered.

A person-centred approach puts people in the driving seat of their care, with support from professionals to achieve the outcomes that are important to them. It could also include a range of activity to encourage and listen to the voice of people using services, their families and carers, and use this to continuously improve services to meet the needs and values of people.

If you want your 'Person-centred' poster abstract to also be considered under the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Person-centred' poster category remains unchanged.

QUALITY OF CARE: SAFE

There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities that seek to build on the Scottish Patient Safety Programme priority themes which are: prevention; recognition and response to deterioration; medicines; and system enablers for safety.

This approach supports the development of cultures of continuous quality improvement so that every person working in health and social care is engaged in the work of improving their day-to-day practice; and supporting the work to design systems, services and processes which enable people to receive the right support and care, in the right place, at the right time whilst also reducing harm, waste, duplication, fragmentation and inappropriate variation.

If you want your 'Safe' poster abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Safe' poster category remains unchanged.

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QUALITY OF CARE: EFFECTIVE

The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities that seek to ensure that appropriate and effective care are provided consistently for every person, every time. This includes the use of innovative approaches to increase efficiency in service delivery and a description of how collaborative approaches can realise economies of scale, reduction of waste and variation in the system.

We are interested in projects where there is clear and agreed evidence of clinical and cost-effectiveness, and to support the spread of these practices, where appropriate, to ensure that unexplained and potentially wasteful or harmful variation is reduced.

If you want your 'Effective' poster abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Effective' poster category remains unchanged.

QUALITY OF CARE: INFRASTRUCTURE

Progress towards the three Quality Ambitions of Person-centred, Safe and Effective care will be optimised if we have the right supporting services and resources in place.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities which promote early interventions and better models of holistic care built around communities and localities supporting people to live longer, healthier lives – and where our clinicians and health practitioners are able to work with others across health and social care to target interventions, and grow and develop new models of health improvement for the people who will see the greatest benefit and the most important outcomes.

If you want your 'Infrastructure' poster abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Infrastructure' poster category remains unchanged.

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HEALTH OF THE POPULATION

NHS Scotland, local and national government, the wider public and voluntary sectors have a part to play in achieving a reduction in health inequalities.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities that have been developed through partnership working to tackle preventable, lifestyle-related illnesses and support individuals to make healthier choices leading to improved outcomes with a focus on those in our most deprived communities. We will also consider initiatives that focus on improving the health of the NHS workforce as part of the Health Promoting Health Service.

We would also welcome examples involving service users to report and share accounts of their personal experience of a service as a whole, or in relation to a particular intervention – and how this rich intelligence is used to facilitate the ability for services to adapt and improve.

If you want your 'Health of the Population' poster abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Health of the Population' poster category remains unchanged.

VALUE AND SUSTAINABILITY

As a publicly-funded service, NHS Scotland has a duty to ensure value for money and to provide person-centred, safe, effective and efficient services to the people of Scotland.

Evidence of the human and high financial cost of poor quality, makes improvement in both quality and financial sustainability essential across NHS Scotland.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities that seek to improve quality and efficiency through improving experience, reducing unwarranted variation, removing waste and eliminating harm.

We are particularly interested in clearly described examples where demonstrable benefits, in terms of quality and efficiency, have been achieved through collaboration with partners.

If you want your abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Value and Sustainability' poster category remains unchanged.

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INTEGRATED CARE

In 2014, the Scottish Government legislated to integrate health and social care services to ensure those who use services get the right care and support, whatever their needs, at any point in the care journey.

WHAT WE'RE LOOKING FOR:

Examples of services, initiatives and activities demonstrating that by collaborative working across health and social care with individuals and local communities, people accessing these services will:

- be safe from harm and are able to look after and improve their own health and wellbeing and live in good health for longer;

- have positive experiences of those services and have their dignity respected;

- be able to live, as far as reasonably practicable, independently at home or in a homely setting in their community; receive services which help to maintain or improve their quality of life;

We would also welcome examples which demonstrate that people who work in the delivery of integrated health and social care services:

- feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide;

- believe that integrated activity contributes to reducing health inequalities;

- are utilising resources effectively and efficiently in the provision of integrated health and social care services.

If you want your abstract to also be considered for the **Transformational Change** poster award category to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the 'Integrated Care' poster category remains unchanged.

SHORTLISTED ABSTRACT EXAMPLES FROM NHS SCOTLAND EVENT 2019

CATEGORY: Health of the Population

TITLE: Provision HIV Antiretrovirals (ARVs) via community pharmacies alongside Opiate Replacement Therapy (ORT) during an HIV outbreak amongst People Who Inject Drugs (PWIDs)

DESCRIPTOR

Since November 2014, there is an ongoing outbreak of HIV among homeless PWIDs in Glasgow. Within this cohort, ongoing substance misuse and homelessness are common.

This cohort have difficulties engaging with the traditional hospital-based HIV service and in order to engage patients in care and reduce morbidity, mortality and onward transmission a new model of care was required.

METHODOLOGY

Since July 2016, ARV medication has been provided via community pharmacies alongside ORT, supervised where required.

Close working between HIV hospital pharmacy team and community pharmacy development team (CPDT) created a bridge between primary and secondary care pharmacies.

AIMS AND OBJECTIVES

- Improved patient access to medication
- Improved adherence to medication
- Improved overall patient welfare
- Reduction of onward transmission of HIV and support one of the Public Health approaches to the outbreak, i.e. treatment as prevention.

RESULTS AND OUTCOMES

The existing pharmacy and HIV clinical databases were interrogated to identify patients who have received ARVs via community dispensing from August 2016 until July 2018.

Forty-two community pharmacies in Greater Glasgow and Clyde took part in the supervised provision of ARVs alongside ORT. Seventy-two HIV positive patients have been enrolled on this model of ARV provision, however, 29 of these (40%) were no longer on community dispensing of ARVs as of the end of July 2018. Of the 43 patients still engaged with supervised community dispensing of ARVs, 93% of those have had a HIV vial load checked in the last 6 months, 90% of those who tested in the last 6 months have an undetectable viral load (<40 copies/ml).

In the midst of an HIV epidemic we have initiated a new model of pharmacy ARV provision creating links between hospital and community pharmacies, to benefit people with complex needs.

The high level of uptake of this service suggests feasibility and acceptability within this group. High level of viral load suppression indicates efficacy of this model.

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CATEGORY: Quality of Care: Person-Centred
TITLE: Sleep Well, Feel Well, Get Well – Improving Sleep Within Critical Care

DESCRIPTOR

Sleep is an active and dynamic state that greatly influences our waking hours. Sleep allows the brain and body to repair and rejuvenate. However sleep disturbance is a significant issue for patients in Critical Care settings (1,2). Reasons why patients suffer sleep disturbances include: pain; anxiety and acute care activity (3). The physiological and psychological consequences of sleep deprivation are significant (4). Our Sleep Well, Feel Well, Get Well project recognised the need for improvement and the provision of a more patient-centred approach to sleep.

METHODOLOGY

We undertook baseline data collection with patients to understand current practice. Data was collected using a validated ICU sleep questionnaire – the modified Richards-Campbell sleep questionnaire (5).

As a result of this feedback and with patient input, we undertook Quality Improvement work within our High Dependency Unit (HDU) to improve sleep depth and quality. We continued to collect data to explore the context of change and to understand the impact of these changes.

AIMS AND OBJECTIVES

In line with 2020 vision for NHS Scotland, we placed patients at the centre of the improvement plan. We aimed to improve day-to-day practice and quality of care by improving the quality and depth of patient sleep in HDU.

To achieve these aims we:

- Prioritised patient need by exploring with our patients what was effecting sleep;

- Made changes to care in response to this feedback.

RESULTS AND OUTCOMES

During the baseline data collection, 93 patients completed sleep questionnaires. Baseline data demonstrated that patients generally slept lightly in HDU; very few (3%) felt they reached a deep sleep. Reasons given for this disturbance included: nurse/doctor interventions; pain; alarms and environmental factors.

As a result of this feedback, several interventions were implemented. These included: promotion of sleep as a therapy and education. We also made behavioural and environmental changes. Finally, we encouraged clinicians to reduce interventions, where appropriate, when patients were sleeping.

After this cluster of interventions had been implemented we re-audited patient sleep. We saw improvements in sleep disturbance (Figure One). The most important of these were the reduction in the number of patients reporting nurse/doctor interruptions (20% vs. 3%). Also the reduction of environmental issues (9% vs. 2%). The quality and depth of sleep from a patient perspective also improved with patients commenting upon the positive impact of measures taken by nursing staff.

This small-scale clinical project has demonstrated that low-cost interventions to promote patient sleep, can improve patient experience and quality of care.

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POSTER CO-ORDINATORS

For any poster abstract which has been developed in partnership with NHS Scotland, please ensure that it is forwarded to the relevant Poster Co-ordinator for comment.

NHS BOARD	POSTER CO-ORDINATORS EMAIL ADDRESS
NHS Ayrshire & Arran	miriam.porte@aaht.scot.nhs.uk
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For more information about the Event visit nhsscotlandevents.com or contact nhsscotlandevents@gov.scot 0131 244 1984
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