

How does the Care Trust Way Support in a Crisis?

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Background

The challenges nationally around PPE have been well documented. During the COVID pandemic a fast, reliable and efficient way of understanding what PPE we have, where it is located and getting it to where it is needed has never been more urgent. There is also a need at the local system level as well as at a national level to understand what PPE organisations have and how many days supply, they had left.

The government, recognising that there was a national supply issue began a push delivery system of PPE kit to all NHS organisations. Initially these deliveries were sporadic, unannounced with the content changing on a daily basis. All stock was delivered to our central warehouse for distribution across our district.

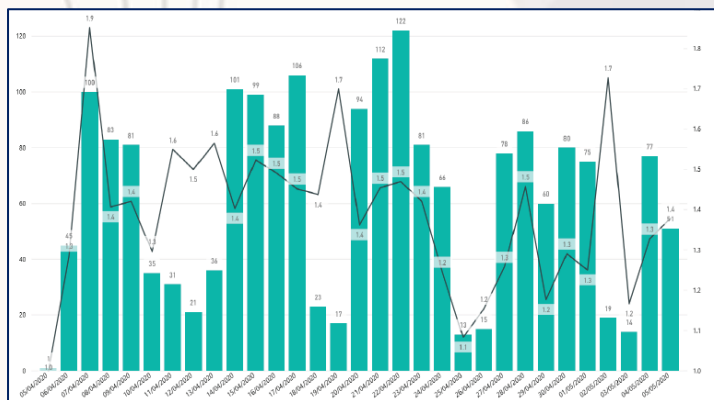
The trust has recently embarked on a continuous improvement journey called the Care Trust Way. With all CTW training stepped down during the COVID-19 pandemic the question was, can our Care Trust Way improvement system support in a crisis?

What we did

After a quick possibility thinking exercise with the Infection Prevention, Facilities, Health & Safety, Receipt & Distribution and the KPO teams, an app was decided as the best way forward. The app had to have several attributes, it needed to be easy to use, we have a saying in the Care trust Way "make the right thing to do, the easiest thing to do" it has to be reliable; it has to be accurate; it has to work in real time, and it has to avoid any duplication, rework or overproduction 'Waste' as we call them.

The output of the app went straight into Share Point where we could automate an excel spreadsheet to produce picking lists for all teams that needed stock replenishing, the picking lists were printed in the warehouse and stock collected and packed ready for distribution. The Receipt & Distribution team then delivered all orders processed before 11am the same day, dropping off direct to location, receiving signatures and recording the deliveries for a fully accountable, traceable system.

The Results



Feedback

'I really like the ability to be able to upload information in real time and receive the stock either that day or the day after. This has been a fab service and helped to relieve some staff anxieties and worries about PPE. We can get this done in approx. 5-10 minutes and then be able to get on with the rest of the day's work.

The delivery men are very kind and helpful when they arrive and it's great it's all labelled up and ready to go. Staff that I have spoken to (Sarah and yourself) have been very helpful and easy to contact both on the phone and email, with quick responses. I thought the initial set up guide was easy too – managed with no help needed.

I really like this and wish other store's data be inputted and delivered in such a quick, smart easy way, thank you!'

Clare, District Nurse Community Team Leader (Airedale)



Challenge

- Create a one stop solution that achieves all the objectives listed, does not create additional work for front line staff.
- Is ready to deploy as soon as possible.
- Can be dynamically updated to reflect the changes to the national stock delivery system.

Objective

- Develop a system that allows staff to accurately and quickly record how much PPE they have in stock.
- Understand and calculate daily usage of PPE for all teams.
- Automatically create a top up picking list to restock all teams that reach minimum levels of PPE.
- Re- stock all teams with their PPE same day.
- Report nationally daily sit-rep of stock on hand and how many days' supply is left.

Service	Stock on hand	Days supply	Min stock	Max stock	Order type	Order date	Order status	Order quantity	Order value	Order cost	Additional Comments
Sawley's Day	3	N/A	6	12	9	0	18	0	18	0	***
Highfield Day	2	N/A	5	25	9	2	5	2	10	0	***
Moorhead Day	5	N/A	7	49	0	18	3	7	0	0	***
Summerfield Day	5	N/A	5	7	23	0	0	4	6	0	***
High Hall Day	4	N/A	6	5	16	1	6	2	27	0	***
LTC Day	5	N/A	2	0	10	1	2	0	15	0	***

How did we do? We're not a huge organisation with around 3000 staff but we are geographically well spread and after reviewing all teams needs, we had 88 teams who all needed PPE supplied and monitored, some of whom had never had a need for such kit before so had no clinical waste supplies or procedures in place.

The team has processed over 500,000 individual orders as of 01/10/2021 or to put it another way they have delivered well over a million items of PPE to front line staff. Not bad for a team of 4 in the Receipt & Distribution team and 3 supporting from the Wheelchair Team who deliver on average 26 orders per day, True collaborative working from all to ensure our staff and service users are protected during these unprecedented times.

There is still work to do and as always, we're working in a Plan, Do, Study & Act cycle (PDSA) to understand what is working and what areas we can improve on, and we're constantly seeking feedback from users to ensure their experience is the best we can make it.

