



Name of project: Immediate Life Support (ILS) and Paediatric Immediate Life Support (PILS)

Project leads: Kelly Harris and Aylesham Dental Team



Kent Community Health
NHS Foundation Trust

What was our aim?

To make sure Kent dental staff achieve the trust target of 85 per cent compliance for ILS and PILS training.

This will be achieved by improving availability and access to training.

The project is destined to be achieved by March 2020. It is linked to trust objective one, to Improve quality and trust objective four, to support our people and engage and develop high quality care.

Why is it important to service users and carers?

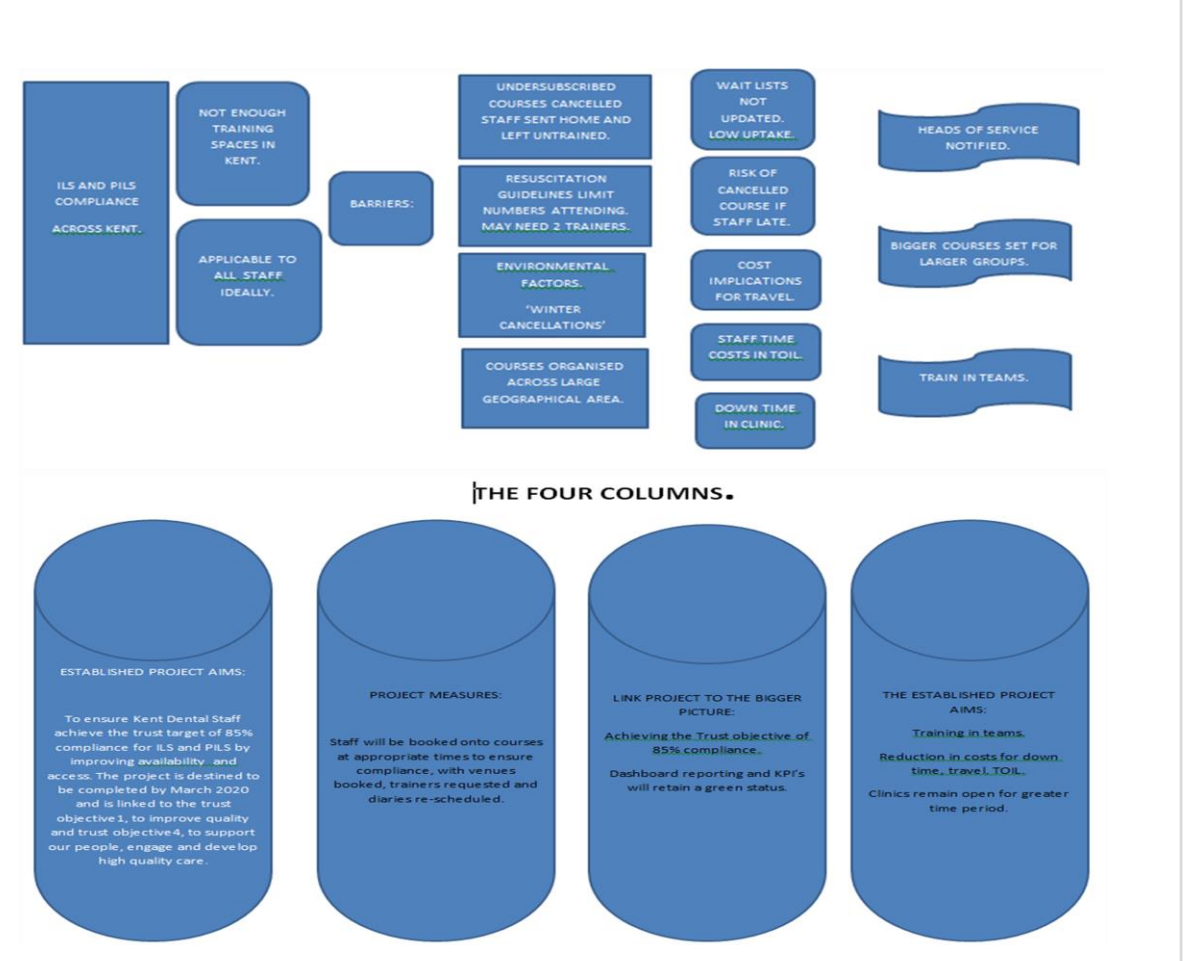
- Clinical teams will be trained to the same level of life support
- Safer outcome for patients experiencing a medical emergency
- Reduced disruption to clinics and service users
- Reduction in service costs due to travel time and time off in lieu
- Future planning for changing demographics of service users.

Ideas and tests of change

Clinical teams to attend ILS and PILS as a team, to include staff groups that previously would not have completed this level of life support training, such as non-sedation trained staff.

Training to be provided to larger groups, reducing the risk of cancellation.

The tools we used



Results/How did we do/Anticipated outcome

Cohesive and inclusive team training has been enabled. This has resulted in clinical teams across Kent being able to train together with regards to ILS and PILS, which makes the team more effective in managing a medical emergency together, as they would in a real scenario.

During the test cycle and engaging with stakeholders, it was decided to only include clinical staff in the quality improvement (QI) project. This slightly changed the scope of the original aim, but is perceived as a positive outcome as the overall desired outcome was still met.

The whole process is now managed by one individual to make sure there is continuity in liaising with the Education and Development department (E&D).

This process has now resulted in 95 per cent ILS and PILS training compliance; where the trust target was 85 per cent. This is a positive improvement. Most individuals now feel that the stress and worry of planning their ILS and PILS sessions have been taken away from them, which may have played a part in this positive change.

This bespoke way of booking ILS and PILS is now being trialled via E&D by minor injury units, due to its success in Kent.

Courses are now only being made available when needed, which has meant that there has been a reduction in cancelled courses which were previously a result of undersubscription. Courses are now reaching full capacity, which means the process is now more cost effective and efficient for Dental Services and the trust.

We could not have anticipated such a fantastic outcome.

What we learned and what's next

What we learned:

We learned that people are amenable to change when it is carried out the right way.

We also learned that anything that can reduce stress and frustration for staff members is usually taken positively by members of most teams.

We have further cemented the fact that Aylesham Dental Team work well together, even when faced with such a project.

We have also learned that with effort and work, staff on the floor can make huge changes which we find empowering. This particular project was based on a 'bug bear' that had been around for quite some time. Taking the time and putting in the effort to make changes has allowed us to make fantastic improvements.

What's next:

E&D to roll the project out to Kent minor injury units.