



Flash of brilliance

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Service: Education and Development



Kent Community Health
NHS Foundation Trust

Aim: What were you trying to achieve?

- Our aim was to seek buy in from every service that required Immediate Life Support (ILS) and Paediatric Immediate Life Support (PILS) training. We asked that they work with Education and Development (E&D) to operate the same new method of booking training for the April 2021 to March 2022 programme, which had been trialled with Kent Dental the previous year, as part of their QI project to improve compliance.
- To improve ILS and PILS compliance to above 85 per cent for the first time for the whole of Kent Community Health NHS Foundation Trust (KCHFT).
- To reduce the number of sessions cancelled by E&D due to low enrolment.
- To reduce the number of no shows.

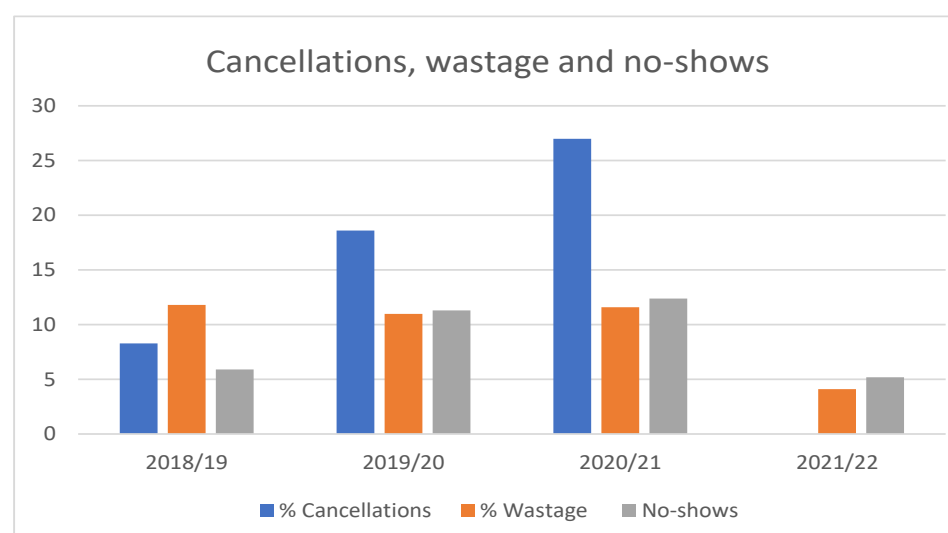
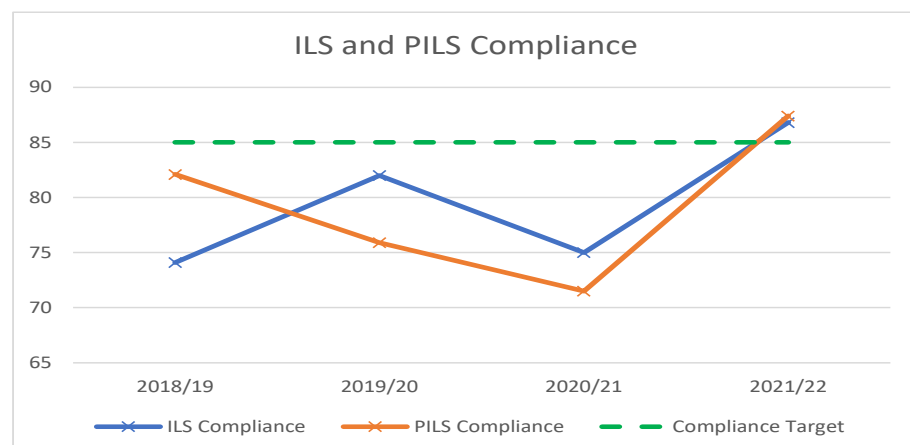
Change ideas: What changes did you make?

- Directly contacted the heads of the services to explain the new booking process, show how successful it was and to seek their buy in to follow the new booking method.
- Cease the process of adding dates to TAPs (KCHFT's internal training database) for ILS & PILS, where individual colleagues were expected to book their own training.
- Allocate one administrator from E&D to build a relationship with all the services and be the booking contact. To contact them asking for names of colleagues to be trained as a whole team, on a date and location selected by the team.

Measures/results: What was the impact of the changes?

- Compliance reached above 85 per cent for the whole trust for the financial year starting April 2021. This was the first time since the training was introduced in April 2018, for both ILS & PILS.
- Sessions cancelled directly by E&D because of low enrolment dropped from 27 per cent the previous year to zero so far this year.
- Spaces that were not booked, dropped from 11.6 per cent to 4.1 per cent.
- Booked colleagues who did not attend dropped 12 per cent to 5.2 per cent.

Financial year	%of cancellations	Wastage %	No-shows	Compliance at end of period
2018 - 2019	8.3%	11.8%	5.9%	ILS - 74.1% PILS - 82.1%
2019 - 2020	18.6%	11.0%	11.3%	ILS - 82.0% PILS - 75.9%
2020 - 2021	27.0%	11.6%	12.4%	ILS - 75.0% PILS - 71.5%
April 21 - Oct 21	0%	4.1%	5.2%	ILS - 86.8% PILS - 87.4%



Lessons learned and what's next?

Trialling a new change on a small scale allowed us to check that the process was fit for purpose, before rolling the change out on a larger scale.

Excellent communication and collaboration are really important when implementing a change. Having the time to meet with other services to gain a better understanding of the logistics of that service, makes it easier to implement a change that will result in improvement.

The results have been impressive; however, the method was for a target audience of 230 colleagues per course. It would not be possible to roll out the exact same method across all other training due to the process being administration heavy for such a small group.

Due to the positive effect this had on colleagues, going forward we will be looking at how we can adapt the process to allow a more personalised administration service for other training. Delivering a training programme that engages the staff of KCHFT and is inclusive for all.