

Team Tool - the NHS Wandsworth Approach to Quality and Prevention

Think Associates and ikonami Ltd have been selected to partner with NHS Wandsworth to launch a commercial version of their award winning online risk assessment and management tool.

"We're really excited to be offering this tool through our commercial partners, to help share the knowledge and experience that we've gained over the past two years around an effective way of measuring assurance and managing risk in our organisation. We don't think there's anything else quite like this in the market. We feel that the tools have really helped us to meet healthcare standards by making them real to staff and using a systems approach has saved resources".

Yvonne Connolly, Associate Director Clinical Governance & Risk Management, NHS Wandsworth

Team Tool is a web-based risk and compliance toolkit which encourages teams within an organisation to reflect on best practice standards. Teams then provide evidence-based information about how they are addressing risk management, compliance, prevention and quality improvement requirements. The organisation uses this information for QIPP planning and monitoring, for National audit returns and for local service improvement actions.

The QIPP challenges faced by the NHS

The NHS Next Stage review highlighted some specific challenges for the NHS – David Nicholson CBE summarised them like this:

The QIPP challenge	How Team Tool can help
Take an evidence-based approach.	Team Tool provides clear, up to date evidence for boards about how teams are performing in relation to quality and prevention. Allows boards to be confident in signing off audits, and also in initiating organisation-wide and specific change initiatives.
Be clear about what actions need to be taken.	Team Tool provides a wealth of information about specifically what teams are doing well (that could be shared) and what they are struggling with (for organisation-wide action).
Get the right... behaviours to address the challenge at every level of the system.	Team Tool gives team and service managers an easy way of explaining what needs to happen, and what needs to change, at team level, in order to rise to the QIPP challenge.
Engage properly with staff. What does this challenge mean for your organisation?	Team Tool translates national quality/governance standards into specific team actions that can be easily understood by, and acted on by, front line staff. Team Tool allows individual teams to create local action plans and also feed back successes and questions to the top of the organisation.

The Team Tool is made up of twelve separate toolkits, each of which deals with a critical governance topic such as health promotion and medical devices. Teams use one tool per month to stimulate discussion about their own performance before responding to specific questions regarding compliance with local and national policies. Where a gap in compliance is identified the tool can be set up to provide online resources and e-learning development opportunities to help teams close gaps. Each tool also provides space for teams to record their specific action plans.

Each of the toolkits is kept up to date each year by the clinical governance and risk management department at NHS Wandsworth, meaning that you can be sure that your organisations is always working towards the latest national requirements.

Month	Toolkit Focus
1	Respect, Privacy and Dignity
2	Infection Control
3	Health and Safety Returns
4	Medical Devices
5	Records Audit and Information Governance Returns
6	Supervision Returns
7	Consent Audit
8	Safeguarding Children and Vulnerable Adults
9	Health Promotion
10	Patient and Public Leaflets and Information
11	Risk Assessments
12	Clinical Standard and Policies

Outcomes for your organisation

- » A lean approach to achieving compliance. For a typical sized Trust, save £25,000 per year in staff costs associated with collecting relevant and current compliance data.
- » Identify and prioritise areas for improvement, organisationally and at individual service/team level
- » Provide data and evidence of sound processes, to support CQC and NHSLA audits and cost savings associated with positive audit outcomes.
- » Identify risk management issues before they result in dangerous or costly practice! Team self-assessment results in a "compliance dashboard".
- » Collect data regularly, in a quick and transparent way, which encourages a culture of continuous improvement.
- » Data collection tools are updated by NHS Wandsworth ensuring that by using this tool, you are collecting the appropriate data for a wide range of audit and compliance purposes.

Next steps

If these challenges sound familiar to you and you are interested in finding out more about this approach please visit us at Stand 5 of the QIPP exhibition, or contact us for further information at info@think-associates.co.uk