

# A new era for supporting NHS and care staff

## Foreword

Support for our NHS and care staff has never been more important. As we re-launch our newsletter, it is fitting that we focus on how the Improvement Academy might make a real difference to this agenda via the Patient Safety Incident Response Framework and our Lightening the Load Programme. We also introduce you to our new website and shine a light on the support needs for **second victims** within healthcare.

It is a new era for the Improvement Academy too, as we say a heartfelt thank you to our retiring Director, Beverley Slater, and give a warm welcome to our new Associate Director, Vishal Sharma. Without Beverley, there would be no Improvement Academy and thanks to her dedicated and passionate leadership, we continue to grow our support for clinical and research teams across the region and beyond. Commenting on her time, Beverley said ***“I have loved my time here. I am very proud of the Improvement Academy team and all our collaborators: clinical staff, researchers and members of the public, in the way they have worked together to benefit patient care.”***



Dr Michael McCooe, Beverley Slater and  
Dr Vishal Sharma PhD

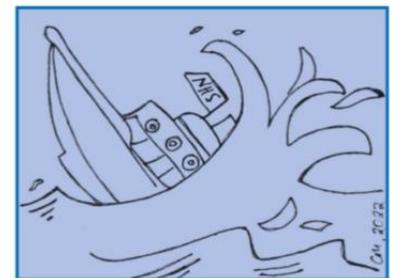
## Patient Safety Incident Response Framework

The **Patient Safety Incidence Response Framework** was released on 16<sup>th</sup> August 2022 and sets out the NHS' approach for responding to patient safety incidents to learn and improve patient safety. In addition to national support, the Y&H Patient Safety Collaborative and Improvement Academy will also be developing and supporting a learning community for implementation teams to share learning and discuss challenges. Further information will be shared via our **twitter page** and **website** – watch this space!

## Testing our Lightening the Load Programme

We are currently working with two pilot sites to help develop our new **Lightening the Load Programme**, aiming to improve staff morale and relationships. This follows on from our **'Beyond Demoralised' report**, which identified 5 key messages about the current realities of working on the NHS frontline. Our approach involves: frontline team-based ethnography; manager interviews; brokering between the frontline management and staff team; developing a hierarchy of needs plan; supporting implementation, and; measurement and learning.

Through these pilots, we are continually learning about the needs of the services and also welcome insights from others. For further information or to follow the progress, contact [Laura.Proctor@yhia.nhs.uk](mailto:Laura.Proctor@yhia.nhs.uk) or [Claire.Marsh@yhia.nhs.uk](mailto:Claire.Marsh@yhia.nhs.uk).



## Reflections from 'This is Going to Hurt'

The BBC drama “This is Going to Hurt” brought second victims into the spotlight. Both Adam Kay's and the SHO's characters display signs and symptoms of being a Second Victim (*“healthcare employees who are involved in an unanticipated adverse patient event, a medical error and/or a patient-related injury, and become victimised in the sense that the employee is traumatised by the event.”*)

The show accurately portrays some of the challenges of working in the NHS and very poignantly showed the professional and personal consequences of being involved in a patient safety incident.

Our Clinical Leadership Fellow, Dr Shireen Hickey, reflects on the term “Second Victim” in our latest **blog**, in which she shares her thoughts on the show and the controversy surrounding the term “second victim”, but acknowledges that our support of our staff remains steadfast! To support this, the second victim website has been recently revamped and provides much-needed resources and support for individuals who have had similar experiences. The site also includes an updates section, highlighting new work and communications. For support and resources, see our **Second Victim website**.



## Launch of our new website

Our website has been updated and now hosts a new **'How we can help you'** section to help you understand which of our training courses, programmes or tools will better support you in your role. We've also created a brand new **'Insights'** section for all of our blogs, updates and newsletters. Check it out now: [www.improvementacademy.org](http://www.improvementacademy.org).