

CUSTOMER SPOTLIGHT

NORTH BRISTOL NHS TRUST

From Ward Level to Board Level

North Bristol NHS Trust (NBT) has partnered with Radar Healthcare to enhance their quality governance processes, aiming to provide their busy clinical teams with a comprehensive overview of different processes and learning opportunities in one centralised platform. Before joining Radar Healthcare, NBT relied on disparate systems and Excel spreadsheets, operating in silos, making clear oversight of risk, quality, and governance activities within the Trust challenging.

The team appointed Radar Healthcare as the solution to connect the dots, consolidate audits, incidents, complaints, positive compliments, and frameworks such as Freedom to Speak Up. A key principle was that the system could continue to grow and accommodate more workflows in the future beyond the initial plan. This was essential to those delivering clinical care to improve and understand the quality of care they provide.

From ward to board level, the objective was to deliver timely information on safety and quality, enabling informed decisions and targeted support. The system is being deployed across the trust and also encompasses a range of clinical and non-clinical locations outside of the ward environment. The final piece of the jigsaw involved providing evidence to the CQC and the other regulators, showcasing their commitment to action, improvement and excellence.

SUMMARY OF SUCCESS:



Significant increase in audit completion and compliance

The teams have nearly reached 90% monthly completion for all locations who are undertaking their audits on Radar Healthcare without any problems at all. Audit compliance has also improved from 55-60% to 80%.



Meaningful 'quality audits' with increased visibility.

With Radar Healthcare, clinical, frontline and leadership teams now have oversight of the audits, their impact across the Trust, outstanding action plans, and feedback following the completion of an audit.



Consolidation of multiple systems for the first time.

With the plan to bring together data from audits, incidents, complaints and litigation, everything will be visible in one single system.



Learning and improving patient care with real-time data.

This facilitates quick learning cycles and the development of a continuous improvement story, fostering a culture of safety and quality care.

“ It was value for money, saving people’s time to do the right thing in terms of governance processes when they’re really busy doing all their other activities, directly caring for patients, but also something that at a trust level, we can use the analytics so we can understand what’s going on and we can make much more informed choices about where we support, where we expect action to be happening and progressing that, but also particularly importantly, where we can celebrate success and we can see that progression. ”

Paul Cresswell, Director of Quality Governance, North Bristol NHS Trust



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