

Moving from peripheral project to integrated governance: achieving System Sustainability in

Excellence Reporting

Why?

- Staff morale
- Patient safety
- Tonic to culture of incident reporting

Where?

- Pilot Secure Services
- Then Perinatal
- To whole Directorate

How?

- Started bottom up
- Then Senior Mgmt
- Resources allocated
- Marketing

Dr Jessica Scott, CT3 Psychiatry;
 Dr Jennifer Ledger CT3 Psychiatry;
 Thomas Scobie, Business Administrator + QI Coordinator;
 Dr Helen Smith, Consultant Forensic Psychiatrist.
 Devon Partnership NHS Trust

Aim: For an Excellence Reporting system to be introduced & embedded into the Specialist Directorate at Devon Partnership NHS Trust so staff could as quickly & instinctively report excellence as they could an error.

Lots of enthusiasm about the potential...when it comes to logistics and sustaining the system, people's interest wanes.

As soon as staff get stretched it's the first thing to be abandoned; lack of time, lack of resources to sustain

We had to keep learning, keep reinventing.

