Improving the Quality of Women’s Health Care

Friday 13 October 2017

Overview

Formerly known as Women’s Health Patient Safety Day this year’s programme, organised by the Joint Standing Committee for Patient Safety aims, to inspire and engage those working in multidisciplinary teams to continue to improve quality and safety within their own units.

This one-day event is an excellent opportunity to hear from experts in improvement science on the latest research and initiatives, and take home skills and knowledge developed within interactive sessions.

Building on the success of the last event, parallel streams enable delegates to choose the sessions that best meet their own needs and circumstances. A blend of plenaries and workshops will cover a wide range of topics, including the power of measurement to improve quality, transforming incidents into improvement, developing improvement capability within organisations, how to meaningfully engage patients in your work and communication within multidisciplinary teams.

There is also an opportunity to participate in focus groups to discuss implementation of College guidance and how this could be improved.

To show case the range of work the specialty is involved with, delegates are invited to submit an abstract on improvement projects, research or audit they have been involved with. The three best abstracts submitted for the oral category will be presented on the day and prizes are available for the best poster.

Whether you have an idea for a quality improvement project and want some help getting started, or are well under way on your improvement journey, there is something on the programme for you.

This is a multidisciplinary event aimed at obstetricians, gynaecologists, midwives, gynaecology nurses, and clinical, governance and risk leads.
Improving the Quality of Women’s Health Care

Friday 13 October 2017

Why attend?
- An opportunity to attend a multidisciplinary event where you can share the experience and expertise of others to improve the quality and safety of women’s health care in your own unit
- Be inspired by expert speakers and gain new skills through practical solutions from those working in the field
- Claim a maximum of 6 CPD credits for full attendance at this meeting

Who should attend?
- All trainees, consultants and SAS doctors in obstetrics and gynaecology
- Midwives
- Clinical governance and patient safety leads
- Clinical and medical directors
- Obstetric anaesthetists
- Health professionals involved in the provision of women’s health care

Course Organisers
- Ms Louise Thomas, Head of Quality Improvement, RCOG
- Mr Tim Hillard FRCOG, Poole

Honorary Director of Conferences
- Mr Nick Panay FRCOG, London
- Mr Philip Tood-Hobson FRCOG, Birmingham

BOOK ONLINE and Save £10.00 – rco.org.uk/events
Friday 13 October 2017

### Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Session and Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.00am</td>
<td>REGISTRATION AND REFRESHMENTS</td>
</tr>
<tr>
<td>9.30am</td>
<td>Welcome and introduction to the day</td>
</tr>
<tr>
<td></td>
<td>Mr Edward Morris, Vice President, Clinical Quality, RCOG</td>
</tr>
</tbody>
</table>

#### Session I: What Does it Take to Improve Quality and Safety? Three different perspectives

*Chair: Cath Broderick, Honorary Fellow, RCOG*

<table>
<thead>
<tr>
<th>Time</th>
<th>Session and Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.35am</td>
<td>The national perspective</td>
</tr>
<tr>
<td></td>
<td>Mr Tony Kelly, National Clinical Director, National Maternal and Neonatal Health Safety Collaborative</td>
</tr>
<tr>
<td>10.00am</td>
<td>The organisational perspective</td>
</tr>
<tr>
<td></td>
<td>Professor Kieran Walshe, Professor of Health Policy and Management, Manchester Business School</td>
</tr>
<tr>
<td>10.25am</td>
<td>The media perspective</td>
</tr>
<tr>
<td></td>
<td>Mr Shaun Lintern, Patient Safety Correspondent, Health Service Journal</td>
</tr>
<tr>
<td>10.50am</td>
<td>Q&amp;A</td>
</tr>
<tr>
<td>11.10am</td>
<td>REFRESHMENTS</td>
</tr>
</tbody>
</table>

#### Session II: Parallel Sessions

*Delegates have the option to choose the following:*

- ONLY ONE 90-minute session (11.30am to 1.00pm OR 1.45pm to 3.15pm)
- FOUR 45-minute sessions OR TWO 45-minute sessions and ONE 90-minute session

<table>
<thead>
<tr>
<th>Time</th>
<th>Session 1</th>
<th>Session 2</th>
<th>Session 3</th>
<th>Session 4</th>
<th>Session 5</th>
<th>Session 6</th>
<th>Session 7</th>
<th>Session 8</th>
<th>Session 9</th>
<th>Session 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.30am</td>
<td>What makes a maternity unit safe? Early findings from a qualitative study</td>
<td>Kick-starting a quality improvement project</td>
<td>Seeing is believing – getting started with measurement for improvement</td>
<td>Making patient and public involvement meaningful in quality improvement</td>
<td>Focus group on RCOG guideline implementation</td>
<td>Making patient and public involvement meaningful in quality improvement</td>
<td>Human Factors</td>
<td>Seeing is believing – getting started with measurement for improvement</td>
<td>What makes a maternity unit safe? Early findings from a qualitative study</td>
<td>Focus group on RCOG guideline implementation</td>
</tr>
<tr>
<td>12.15pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.00pm</td>
<td>LUNCH (2 course standing fork lunch) and POSTER VIEWING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.45pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.30pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Overview for each session

**Session 1 & 9 (Lecture):**
*What makes a maternity unit safe? Early findings from a qualitative study*
Dr Elisa Liberati, Research Associate, Cambridge University

**Overview**
Initially promising healthcare improvement interventions often prove difficult to replicate and scale. This may happen when too much attention is given to specific quality and safety improvement interventions in a narrow sense (e.g. checklists or huddles). This presentation proposes that the infrastructural, environmental, social and cultural conditions that are needed to secure improvement need to be understood too. Based on the early findings from a qualitative study, this presentation will discuss the mechanisms underlying quality and safety that were observed in a UK maternity unit with an excellent safety record and explore possibilities for scaling and replicating them elsewhere.

**Session 2 (Workshop):**
*Kick-starting a quality improvement project*
Dr Hadjer Nacer, Quality Improvement Programme
Dr Sabrina O’Dwyer, Imperial College Healthcare NHS Trust

**Overview**
Ready to get started with a quality improvement (QI) project or take the next steps in your QI journey? If you have an idea and want to know more about how to get started, bring it to this interactive workshop and we will help you turn your idea into a structured improvement project.

This workshop will take you through the QI journey and provide examples on how to make improvements.

**Session 3 & 8 (Workshop):**
*Seeing is believing – getting started with measurement for improvement*
Ms Andrea Blotkamp, Clinical Fellow (midwifery), RCOG
Ms Ann Remmers, Clinical Director, South West Maternity & Children’s Clinical Network and Patient Safety Programme and Director, West of England Academic Health Science Network

**Overview**
This session is for anyone who is interested in measuring local processes and outcomes to improve care quality. It will provide an introduction to the development of metrics, ways to measure (including statistical process control and audit) as well as their strengths and limitations, and putting insights into action. The development and use of local and regional dashboards will be discussed and a practical exercise will be included. If you would like to apply this to a particular local issue, please contact us in advance so we can prepare something tailored beforehand. Alternatively you can use the examples provided on the day.

**Session 4 & 6 (Lecture):**
*Making patient and public involvement meaningful in quality improvement*
Cath Broderick, Honorary Fellow, RCOG
Mr Matthew Miles, Head of Patient and Public Involvement, RCOG

**Overview**
This session is for you if you want to explore the benefits and impact of involving patients and lay people in improving safety and quality. It will cover methods and levels of engagement, as well as how meaningful engagement impacts on research, service design, individual care and outcomes.
Overview for each session

Session 5 & 10 (Focus Group):
RCOG guideline implementation. How can the College better support implementation of its guidance?
Dr Posy Bidwell, Research Fellow, RCOG
Ms Louise Thomas, Head of Quality Improvement, RCOG

Session 7 (Workshop):
Human factors
Mr Wai Yoong
Miss Viswapriya Sivashanmugarajan
Captain Roberto DiMartino, Professional Pilot, British Airways

Overview
In aviation as well as in acute specialities such as obstetrics and gynaecology, effective communication is a crucial nontechnical (human factors) skill that needs to be understood in order to provide safe care.

This workshop will help improve awareness of good communication techniques as well as potential pitfalls of poor communication skills. The facilitators will first show how aviation has reduced errors by using briefings, checklists and closed-loop communication techniques.

3.15pm REFRESHMENTS

3.30pm Session III: Oral Presentations (7 minutes + 3 minutes of questions from the audience)
Chair: TBC

4.00pm From incidents to improvement: Investigation as an improvement process
Dr Carl Macrae, Senior Research Fellow, University of Oxford

4.30pm Award of prizes, reflections on the day and closing remarks
Professor Lesley Regan, President, RCOG, London

5.00pm CLOSE
Venue
Venue: RCOG, 27 Sussex Place, Regent's Park, London NW1 4RG.
Tel: 020 7772 6200 Fax: 020 7772 6388
Train: Marylebone Station - 10 minute walk
Underground: Baker Street - 10 minute walk
Parking: Regent's Park Outer Circle (pay and display), NCP on corner of Park Road and Rossmore Road,
Tel: 0870 242 7144 for further information

Fee and payment
Fees must be paid in full before or on the morning of the first day of the meeting. The RCOG reserves the right to refuse admission in the event of non-payment. The fee includes refreshments, lunch, admission to the lectures and any technical exhibitions. You are not guaranteed a place until you receive confirmation. If you have not received confirmation of your place before the start of the event, please telephone the Conference Office on +44 20 7772 6245.

Cancellations
All cancellations must be received in writing by the Conference Office a minimum of 2 weeks before the meeting (except Basic Practical Skills Courses, which must be received at least 6 weeks prior to the course). A standard administrative charge of £25 will be made on all cancellations received 2 weeks or more prior to the conference. We regret that refunds cannot be issued on cancellations received less than two weeks prior to the conference. No refunds will be made for non-attendance on the course. An administrative charge of £50 applies to certain meetings, including Basic Practical Skills Courses, Part 1 MRCOG Revision Courses, Part 2 MRCOG Revision and OSCE Courses. Please check your confirmation letter for clarification. Substitutions are welcome at any time.

In the unlikely event the course is cancelled by the RCOG, we regret we are unable to refund any delegate travel and/or accommodation costs that have already been incurred by the delegate or any administration charges relating to cancellation of travel tickets or accommodation.

Visa Information
If you are from a country outside the European Union you may be required to have a valid visa to enter Britain. Please check your visa requirements before you book a place on any of our events and before you travel. We are unable to refund course fees outside of our cancellation deadline in the event that your visa is denied or not received in time for you to travel. More information on visa requirements is available from the UK Border Agency.

RCOG Conference Office
Our team are here to help and advise you in your choice of courses. If you have any further questions, contact the RCOG Conference Office on events@rcog.org.uk or call +44 20 7772 6245

Book your place now!

Online at rcog.org.uk/events
Receive instant confirmation of your place and save £10!

Speak to our team directly, please have your card details handy and call +44 (0) 20 7772 6245

Fax your completed booking form, available at rcog.org.uk/events with payment details directly to the Conference Office on +44 (0) 20 7772 6388

Post your cheque and completed booking form to the team at: Conference Office, RCOG, 27 Sussex Place, Regent's Park, London, NW1 4RG, UK

To be invoiced please see full guidance on the events terms and conditions page at rcog.org.uk/events/terms-and-conditions

Registered Charity Number 213280
© Royal College of Obstetricians and Gynaecologists 2015.
All information correct at the time of print, for up-to-date information please visit rcog.org.uk/events