NHSScotland Event 2017
20–21 June 2017
Scottish Exhibition and Conference Centre, Glasgow

WORKING DIFFERENTLY ACROSS BOUNDARIES:
TRANSFORMING HEALTH AND SOCIAL CARE
NHSSCOTLAND EVENT 2017

The NHSScotland Event is the leading health event in Scotland. In its twelfth year, the Event continues to be the ‘premier meeting place’ for those committed to providing sustainable high quality health and social care services for the people of Scotland.

Every year, the Event provides the opportunity for those working in and with the NHS in Scotland to come together to consider the challenges, to share best practice and the most innovative approaches to delivering the highest quality of care, and to take away tools and techniques that will support them in their various roles.

This year is no different. With the theme ‘Working Differently Across Boundaries: Transforming Health and Social Care’ the NHSScotland Event 2017 will focus on the ambitious transformation we have embarked on in Scotland.

Through our 2020 Vision for Health and Social Care, we have set a vision for a healthier Scotland where everyone can live longer, healthier lives at home or in a homely setting – where we have a health and social care system that is integrated, focuses on prevention, anticipation and supported self-management and focuses on providing the highest standards of quality and safety, whatever the setting, with the people at the centre of all decisions.

We have made good progress. People in Scotland are already living longer, healthier lives as a result of better standards of living, and improvements in our health and social care services. We have seen significant advances in patient safety and quality, and satisfaction with services is high.

But health and care services in Scotland are changing and must continue to evolve. Demand continues to rise, and so do expectations. There is widespread agreement that further transformational change is needed in order to deliver safe, affordable and sustainable services in the future.

An ageing population means that we must adapt the way we work so that people living with multiple and complex conditions are supported in their own homes and communities for as long as possible. And while we have made progress on tackling health inequalities, there is still a great deal to be done.

The Event will focus on how we can address these challenges in our journey toward 2020 and beyond, building on our successes and accelerating progress with an approach that balances sustained and targeted investment with transformational and far-reaching reform.

This year’s Event will consider what transformational change work is already underway and working well, and will explore how working in different ways, in new teams and across boundaries can ensure we achieve the aims of better care, better health and better value at pace.

For more information about the event visit www.nhscotlandevent.com or telephone 0131 244 2064
Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvent #nhsscot17
CALL FOR POSTER ABSTRACTS

The Poster Exhibition forms an integral part of best practice, learning and sharing at the Event. With over 500 individuals and teams submitting their projects in 2016, this is a networking opportunity not to be missed. This year’s poster exhibition will feature over 200 projects that are happening across NHSScotland and partner organisations to support our journey towards 2020 and beyond. These will represent the shortlisted entries from the poster abstracts submitted.

WHO CAN SUBMIT A POSTER ABSTRACT?

Submissions are welcome from NHSScotland employees, our voluntary and partner organisations, and other public or private sector organisations on any aspect of work they are undertaking in, with or on behalf of NHSScotland.

WHY PRESENT A POSTER?

Don’t miss this opportunity to raise awareness of your project, showcase your achievements, gain recognition, share best practice and make new contacts. Posters will be judged at the NHSScotland Event and a winner will be chosen in each poster category. There will also be a People’s Choice Poster Award. This award will be voted for by the delegates at the Event.

The Scottish Government has committed to delivering a range of improvements and reforms to modernise the way we provide care and ensure it is fit for the future. Once again this year, there will be a special award presented to the poster that is displaying work that is transforming the way care is provided in Scotland through for example, cross-boundary working, innovative approaches to managing unscheduled care, out of hours care, patient flow or delayed discharge as well as measures to tackle preventable ill health.

If you want your abstract to be considered for the Transformational Change Award, please ensure you illustrate this in your abstract (and poster if your poster is selected for display).

All winners will be presented with a trophy during the poster awards presentation in the main auditorium.

POSTER CATEGORIES

The seven poster categories are based on our priority areas for action stemming from the Quality Ambitions and the ‘triple aim’ as described in the 2020 Vision for Health and Social Care:

1. Quality of Care: Person-Centred
2. Quality of Care: Safe
3. Quality of Care: Effective
4. Quality of Care: Infrastructure
5. Health of the Population
6. Value and Sustainability
7. Integrated Care

Please ensure that your abstract is linked to at least one of these poster categories. More information about each poster category can be found on pages 7 to 10. If your abstract cuts across more than one poster category, please choose the category you think is most relevant and submit only under one poster category.

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ABSTRACT ENTRY CONTENT

All abstract entries should showcase specific examples of how your work is taking forward the priority areas identified for action in our journey towards 2020 and beyond.

In particular, your abstract should contain:

- A clear description of why the project was needed and what its aims were;
- A clear and logical presentation of the method of actions taken to address those needs in a systematic way;
- Clear articulation of how the project supports the challenges we face in our journey towards 2020 and beyond; and
- The project outcomes and/or conclusion accurately reflect the evidence presented and draw appropriate conclusions.

References: remember to acknowledge any other individuals, funders or specific programmes associated with your work.¹

Poster abstracts should make explicit reference to how you are contributing to the work being recognised within the poster category.

In addition to submitting your abstract for consideration under the relevant poster category, if you also want your abstract to be considered for the Transformational Change Award to recognise work that is transforming the way care is provided in Scotland, please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging the main poster categories will remain unchanged.

1 References should follow Vancouver Convention: Name, Title, Publication, Year, Chapter, Page No(s) and should be listed on a separate page.

SUBMITTING YOUR ABSTRACT

If you wish to submit a poster abstract via the online poster system please follow the instructions below:

- Download a copy of the poster abstract form from www.nhsscotlandevent.com
- Abstracts must not exceed 300 words excluding title, references and any diagrams.
- You may include up to two images, diagrams or tables to illustrate your work further.

QUALITY ASSURANCE ARRANGEMENTS BEFORE UPLOADING YOUR ABSTRACT

In order to ensure your poster abstract is on message and that the content portrays your work to its full potential, please follow the appropriate quality assurance process set out below.

Once you have completed the abstract form you must email a copy of this through the quality assurance arrangements as set out below. Please note that you need to do this by no later than Friday 24 February 2017.

Abstracts from NHSScotland

- For abstracts that are submitted by NHSScotland only, it is important that you discuss the content of your poster abstract with your line manager, NHS Board Quality Improvement Lead or Clinical Governance Lead prior to submission. Please also discuss and agree the content of your abstract with your designated Poster Co-ordinator. A list of the Poster Co-ordinators can be found on page 13.

Abstracts from partner organisations co-authored by NHSScotland personnel

- For abstracts submitted by a partner organisation that also includes NHSScotland staff, please ensure that as well as discussing and agreeing the content of your abstract through your own governance arrangements, you also discuss and agree the content with the designated Poster Co-ordinator for the NHSScotland staff involved.

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For each abstract submitted by one or more partner organisations with no NHSScotland input, please ensure that you discuss and agree the content of your abstract through the relevant governance arrangements – i.e. for each partner author’s employing organisation as appropriate.

Examples of shortlisted poster abstract forms from the NHSScotland Event 2016 can be found on page 11 and 12.

More information about the 2020 Vision for Health and Social Care can be found at: www.gov.scot/nhsscotlandquality

All poster abstracts will be reviewed by the Poster Co-ordinator and/or by the employing governance arrangements and constructive feedback will be provided on the content - with possibly some editorial changes suggested where appropriate.

If your abstract is selected

Please be aware that the standard of poster abstracts received are high and a shortlist of around 200 of the abstracts (45%) that are submitted will be successful.

The named author on the abstract form will be notified by email whether the abstract has been successful on 4 April 2017. The named author is responsible for sharing this information with any others involved in submitting the abstract.

If you have been successful, you will be required to design a poster which will be displayed on both days of the Event. The poster must be based on your abstract – i.e. the poster content must develop the content of the abstract submitted – it must not differ in terms of the work described in the abstract.

Poster Design

The poster design guidelines which include details of the poster dimensions and orientation can be found in the Poster Design Guide. You will be allocated a poster board at the exhibition. The Event Team will provide you with more information about your poster board allocation nearer to the event.

Please note that by submitting an abstract, you are committing to displaying your poster on both days of the Event and have given permission for the Scottish Government to publish the information on its website and/or the Event website and in other ways considered appropriate. All materials will be credited to the authors.
POSTER JUDGING AND WINNERS

All posters will be judged at the Event and a winner will be selected in each poster category, including the Transformational Change Award and the People’s Choice Poster Award. Posters will be judged on the content displayed in the poster and not with any engagement with poster authors. Therefore, poster authors are not informed of when posters are being judged or the identity of the category judges. The People’s Choice Poster Award will be voted for by delegates attending the Event. All poster winners will be announced at the Event and the judging decisions taken are final.

FACILITATED POSTER PRESENTATIONS

The Facilitated Poster Presentations will feature as part of the main Event as a programmed activity. Poster authors are asked to note that participation in the Facilitated Poster Presentations does not impact on the judging process.

2017 KEY DATES

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<th>Date</th>
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<tr>
<td>11 January</td>
<td>Call for Posters opens</td>
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<td>24 February</td>
<td>Abstract forms to be submitted to Poster Co-ordinators/ Employer Governance Lead for comment</td>
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<td>24 February – 9 March</td>
<td>Amending abstract (if required) based on comments</td>
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<td>10 March</td>
<td>Closing date for submitting poster abstracts</td>
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<td>13 March – 28 March</td>
<td>Shortlisting</td>
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<td>5 April – 11 May</td>
<td>Poster design stage</td>
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<td>12 May</td>
<td>PDF posters to be submitted to <a href="mailto:nhsscotlandevent@gov.scot">nhsscotlandevent@gov.scot</a></td>
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<tr>
<td>21 June</td>
<td>Poster winners announced at the NHSScotland Event</td>
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Further information about the Poster Exhibition is available on FAQ section of the NHSScotland Event website: www.nhsscotlandevent.com/faqs/posters-faqs

CALL FOR POSTERS

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QUALITY OF CARE: PERSON-CENTRED

There will be mutually beneficial partnerships between patients, their families and those delivering health and care services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

WHAT WE’RE LOOKING FOR:

Examples of health and care services, initiatives and activities that seek to put service users at the heart of decisions about their care and that involve people and communities in shaping how they are supported and services are delivered.

A person-centred approach puts people in the driving seat of their care, with support from professionals to achieve the outcomes that are important to them. It could also include a range of activity to encourage and listen to the voice of people using services, their families and carers, and use this to continuously improve services to meet the needs and values of people.

If you want your ‘Person-centred’ poster abstract to also be considered under the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Person-centred’ poster category remains unchanged.

QUALITY OF CARE: SAFE

There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities that seek to build on the Scottish Patient Safety Programme priority themes which are: prevention; recognition and response to deterioration; medicines; and system enablers for safety.

This approach supports the development of cultures of continuous quality improvement so that every person working in health and social care is engaged in the work of improving their day-to-day practice; and supporting the work to design systems, services and processes which enable people to receive the right support and care, in the right place, at the right time whilst also reducing harm, waste, duplication, fragmentation and inappropriate variation.

If you want your ‘Safe’ poster abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Safe’ poster category remains unchanged.
QUALITY OF CARE: EFFECTIVE

The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities that seek to ensure that appropriate and effective care are provided consistently for every person, every time. This includes the use of innovative approaches to increase efficiency in service delivery and a description of how collaborative approaches can realise economies of scale, reduction of waste and variation in the system.

We are interested in projects where there is clear and agreed evidence of clinical and cost-effectiveness, and to support the spread of these practices where appropriate to ensure that unexplained and potentially wasteful or harmful variation is reduced.

If you want your ‘Effective’ poster abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Effective’ poster category remains unchanged.

QUALITY OF CARE: INFRASTRUCTURE

Progress towards the three Quality Ambitions of person-centred, safe and effective care will be optimised if we have the right supporting services and resources in place.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities which promote early interventions and better models of holistic care built around communities and localities supporting people to live longer, healthier lives – and where our clinicians and health practitioners are able to work with others across health and social care to target interventions, and grow and develop new models of health improvement for the people who will see the greatest benefit and the most important outcomes.

If you want your ‘Infrastructure’ poster abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Infrastructure’ poster category remains unchanged.
HEALTH OF THE POPULATION

NHSScotland, local and national government, the wider public and voluntary sectors have a part to play in achieving a reduction in health inequalities.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities that have been developed through partnership working to tackle preventable, lifestyle related illnesses and support individuals to make healthier choices leading to improved outcomes with a focus on those in our most deprived communities. We will also consider initiatives that focus on improving the health of the NHS workforce as part of the Health Promoting Health Service.

We would also welcome examples involving service users to report and share accounts of their personal experience of a service as a whole, or in relation to a particular intervention – and how this rich intelligence is used to facilitate the ability for services to adapt and improve.

If you want your ‘Health of the Population’ poster abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Health of the Population’ poster category remains unchanged.

VALUE AND SUSTAINABILITY

As a publicly-funded service, NHSScotland has a duty to ensure value for money and to provide person-centred, safe, effective and efficient services to the people of Scotland.

Evidence of the human and high financial cost of poor quality, makes improvement in both quality and financial sustainability essential across NHSScotland.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities that seek to improve quality and efficiency through improving experience, reducing unwarranted variation, removing waste and eliminating harm.

We are particularly interested in clearly described examples where demonstrable benefits, in terms of quality and efficiency, have been achieved through collaboration with partners.

If you want your ‘Value and Sustainability’ abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Value and Sustainability’ poster category remains unchanged.
INTEGRATED CARE

In 2014, the Scottish Government legislated to integrate health and social care services to ensure those who use services get the right care and support, whatever their needs, at any point in the care journey.

WHAT WE’RE LOOKING FOR:

Examples of services, initiatives and activities demonstrating that by collaborative working across Health and Social Care with individuals and local communities, people accessing these services will:

- Be safe from harm and are able to look after and improve their own health and wellbeing and live in good health for longer;
- Have positive experiences of those services and have their dignity respected;
- Be able to live, as far as reasonably practicable, independently at home or in a homely setting in their community and
- Receive services which help to maintain or improve their quality of life.

We would also welcome examples which demonstrate that people who work in the delivery of integrated health and social care services:

- Feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide;
- Believe that integrated activity contributes to reducing health inequalities and
- Are utilising resources effectively and efficiently in the provision of integrated health and social care services.

If you want your ‘Integrated Care’ abstract to also be considered for the Transformational Change poster award category to recognise work that is transforming the way care is provided in Scotland please ensure you fully illustrate this in your abstract (and poster if your poster is selected for display). Do not worry if that is not the main focus of your work. The criteria for judging your abstract under the ‘Integrated Care’ poster category remains unchanged.

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SHORTLISTED ABSTRACT EXAMPLES FROM NHSSCOTLAND EVENT 2016

TITLE: The Development of a Specialist Perinatal Mental Health Service
AUTHORS: Helen Sloan, NHS Lanarkshire

DESCRIPTION
The aim was to establish a Specialist Perinatal Mental Health Service. Undetected or untreated maternal mental illness can lead to long-term adverse outcomes for the whole family, including the father. Children have been shown to have long-term psychological, social and educational difficulties as they age.

METHODOLOGY
We undertook a gap analysis of the exiting clinical practice in relation to perinatal mental health throughout NHS Lanarkshire. We identified that there was no formal pathway for communication between agencies, there was limited multidisciplinary/multiagency knowledge and experience and there was a variation in referral criteria into existing services. We developed referral criteria and processes. We established a formal perinatal MH pathway and published the Perinatal Mental Health Resource document. We offered ‘taster’ seminars. We held a Perinatal Mental Health Conference attracting national and international acclaimed field experts.

AIMS AND OBJECTIVES
As a Perinatal Mental Health Service (PMHS) we provide evidenced based interventions and management plans for women who are considered to be experiencing or at high risk of developing moderate to severe mental illness this includes offering preconception advice for women regarding maternal mental health. We have achieved a lead role in increasing the knowledge, skills and competencies of multi-agency professionals.

RESULTS AND OUTCOMES
The feedback from staff and patients evidences that the PMHS project is providing safe, person centred, effective care to women and their families affected by maternal mental illness. The increasing demand on the service illustrates that staff value the service. The data is identified that over half of the women referred into the service have had no previous contact the secondary mental health service and would not routinely receive specialist intervention regarding their mental health. We are positively influencing the knowledge and skills of our multi-agency colleagues. We are promoting engagement with families and challenging the stigma around perinatal mental illness.
TITLE: The Govan SHIP (Social & Health Integration Partnership) Project
AUTHORS: Vince McGarry, Glasgow City Health and Social Care Partnership

DESCRIPTION
Services across the health and care system are under significant pressure with increasing demands due to changes in population, increased long-term conditions and the effects of deprivation. There is a requirement to work differently to ensure that the right people are being seen by the right professionals, at the right time, and in the right setting.

The project aims to:
- Identify opportunities for a shift in existing and emerging demand across and between health and social care through anticipatory care, early intervention and developing effective alternatives
- Recognise the Inverse Care Law and target need to appropriate people
- Challenge existing and embedded silo working towards shared/integrated working as part of the care team

METHODOLOGY
- Improved patient information sharing and management through multi-disciplinary team working
- Additional general practitioner time supporting extended consultations, additional home visits, participation in case conferences
- Changing ways of working between social work, community health, acute hospitals and GP practice
- GP practices working as a cluster and learning collectively
- Development of a supporting data framework

AIMS AND OBJECTIVES
- Early identification of, and engagement with, vulnerable patients
- Avoidance or delay in hospital admission
- Increased access for patients with long term and multiple conditions
- A model for early intervention with vulnerable people and families, in good times and bad, to address their needs
- Alter demand management including addressing the inverse care

RESULTS AND OUTCOMES
- Evidence of improved care for patients. For example; inter agency support, polypharmacy reviews, active targeting
- The additional GP time has allowed for:
  - Reviews of new patients with complex issues (physical, mental health, addictions)
  - Extended consultations
  - Attendance at case conferences, compared to zero previously
  - Scheduling/co-ordinating visits with complex patients
  - Holistic visits requiring intensive input and protected case planning

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POSTER CO-ORDINATORS

For any poster abstract which has been developed in partnership with NHSScotland, please ensure that it is forwarded to the relevant Poster Co-ordinator for comment.

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<th>NHS BOARD</th>
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