Re-designed Service Delivery in the NHS for *error free* healthcare

Heath and Care Act 2022

↓

Service Specifications
(NHS England, NICE, GIRFT)

↓

Service Design

Predominately 'Back Office' functions using Key Professionals, MDTs and Patient review/ feedback

See:
https://www-edc.eng.cam.ac.uk/research/healthcaredesign/

Patient Safety
(a priority theme throughout)

The NHS Patient Safety Strategy - Safer culture, safer systems, safer Patients. July 2019

National patient safety syllabus 2.0.
The Academy of Medical Royal Colleges

Quality Management

Work Design
(process visualisation)

↓

Elimination of distractions, questions, missing information, missing items, etc. from day to day work activities – that often contribute to error

Staff Training
(CPD credits)

'ZERO – Eliminating unnecessary deaths in a post-pandemic NHS' by Jeremy Hunt. Published by Swift Press
ISBN:9781800751224

↓

Continuous Improvement for error free healthcare delivery
(by Front Line Staff)

Tom Rose 19 July 2022