

Annual Report

April 2018 - March



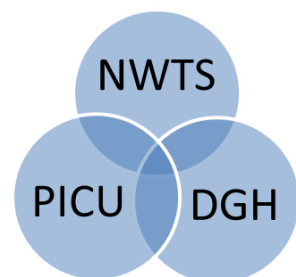
About NWTS

NWTS provide a single point of contact for advice, bed location, and a paediatric intensive care transport team for critically ill children.

Foreword

- The senior team at NWTS is pleased to present the 2018-2019 annual report.
- The service has been in operation since November 2010 and has safely transferred almost 5000 critically ill children and also provided advice and support to DGH teams during a further 6000 referrals to NWTS.
- We remain a single Paediatric Intensive Care team (PIC) with the ability to flex to additional twilight teams during the winter months.
- The team has continued to develop and progress standards with education, research and audit being the corner stone of our remit.
- A focus on the care of the family of any child we transfer is always a high priority for the team. The opportunity to participate in the DEPICT Study was welcomed by all and we look forward to reviewing the results and identifying where we can improve in the future.
- The close relationships with the regional PIC and DGH teams continue to be strengthened through open and honest communication, feedback and lessons learned. The Paediatric Critical Care Network continues to be the glue that brings all teams together.
- The team would also like to recognize how the relationship with Stoke PICU has developed over the past few years. The team at Stoke have always been accommodating and helpful when a bed is requested for a baby or child from our region.

NWTS Referral
Line:
08000 848 382



Mission Statement

NWTS aims to provide the highest quality paediatric intensive care for children and their families from the first point of contact to the final unit of destination.

The NWTS service:

- Provides easy access and service co-ordination for referring children's units
- Facilitates improvements in transport provision for critically ill children
- Co-ordinates all available regional resources to meet fluctuating demands
- Provides telephone advice and triaging facilities for all referrals
- Facilitates the delivery of the most appropriate care, in the most appropriate place, for any infant or child requiring Intensive Care in the North West/North Wales Region
- To provide annual education and outreach for the District General Hospital
- Audit and research will form an important part of the service provision

Executive Summary

In line with other NHSE Organisations, all the national PIC retrieval teams have undergone a peer review visit. This occurred in April 2018.

The review team had relevant experience in PIC transport and had during the course of the visit access to policies and guidelines, training data and activity. They had opportunities to look around the base, ambulances and also the chance to speak to all grades of staff based with the team.

The report was positive in regard to many aspects of the service such as good evidence of collaborative working, well developed teaching programmes and strong links with cardiac, trauma and neonatal networks with evidence of shared learning. The team also took guidance to where improvements could be made such as feedback from DGH and receiving PICU teams. It was also noted that the "goodwill" HDU service was not sustainable.

There have been some challenges in regard to senior staffing, especially over the winter period but we have managed to avoid any gaps in service delivery

NWTS Highlights 2018-2019

- This year the NWTS education team delivered a robust outreach education programme. The team recorded delivering an update session to over 1000 healthcare professionals who work in the regional District General Hospitals
- The team had a very positive response from the inaugural National paediatric intensive care transport peer review visit. They reported that we had good relationships with both of our regional PICU's and also that the hierarchy supported every member of the team to comment and contribute to the development of the team
- A senior member of the team undertook an evaluation of major incident planning for NWTS. This was shared with the national group (PICS-ATG) , both tertiary major incident leads and also discussed at every DGH outreach session and in-house training during 2018
- The team recorded NWTS referral and transport dataset directly onto PICANet web within 24 hours of the completion of the transfer (standard within 60 days)
- NWTS senior team encourage the membership of PICS (Paediatric Intensive Care Society) and have a good attendance at the annual conference and every Acute Transport Group meeting
- Additional administrators were employed to undertake an expanded role and responsibility by recording and disseminate paediatric bed information for the Greater Manchester Strategic Clinical Network
- NWTS received direct positive feedback when providing advice on paediatric critical care management at the quarterly Paediatric Critical Care Network meetings

2018 – 2019

Annual Objectives

- ◆ 30 minute mobilisation times (CQUiN)
 - * including when team out on another transfer - 73% achieved
 - * excluding when team out on another transfer - 81% achieved

- ◆ 95% NWTs team to child's bedside (CQUiN)
 - * including when team out on another transfer - 91.8% achieved
 - * excluding when team out on another transfer - 95.8% achieved

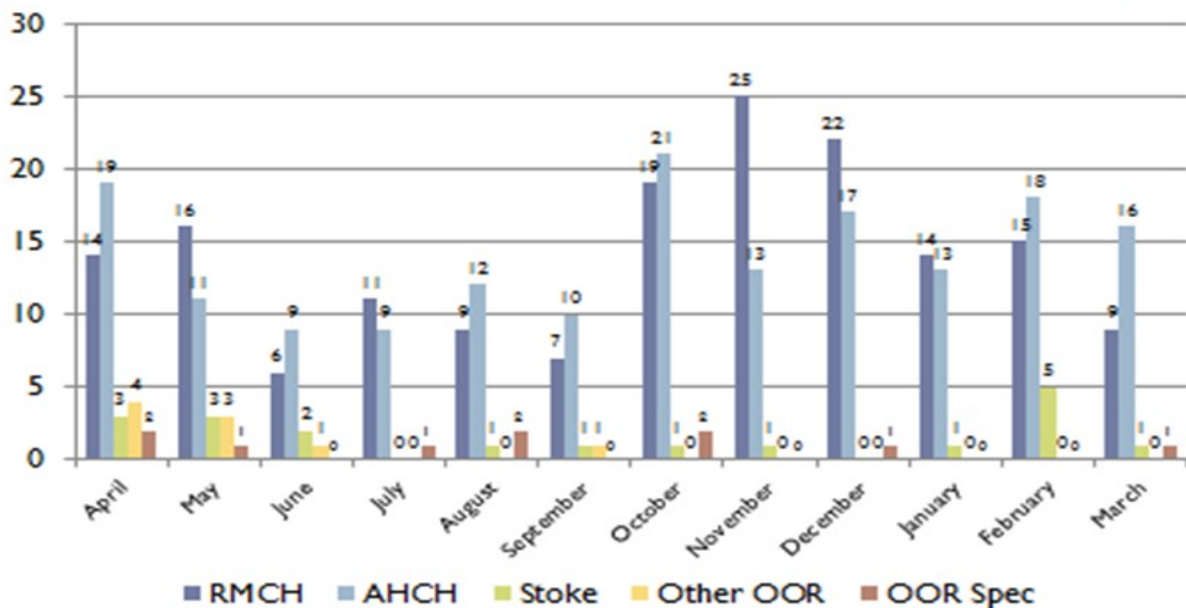
- ◆ 0% out of region transfers
 - 28 out of region transfers for primary PICU
 - 19 to Stoke and 0 to other

- ◆ PIC 13 - Transport Refusals (within remit) **Only 4 during this period**
 - Some DGH's decided to move a child themselves to the PICU when NWTs team already out and didn't want to wait for the team to arrive
 - This was not put as a refusal

Clinical Activity at NWTs

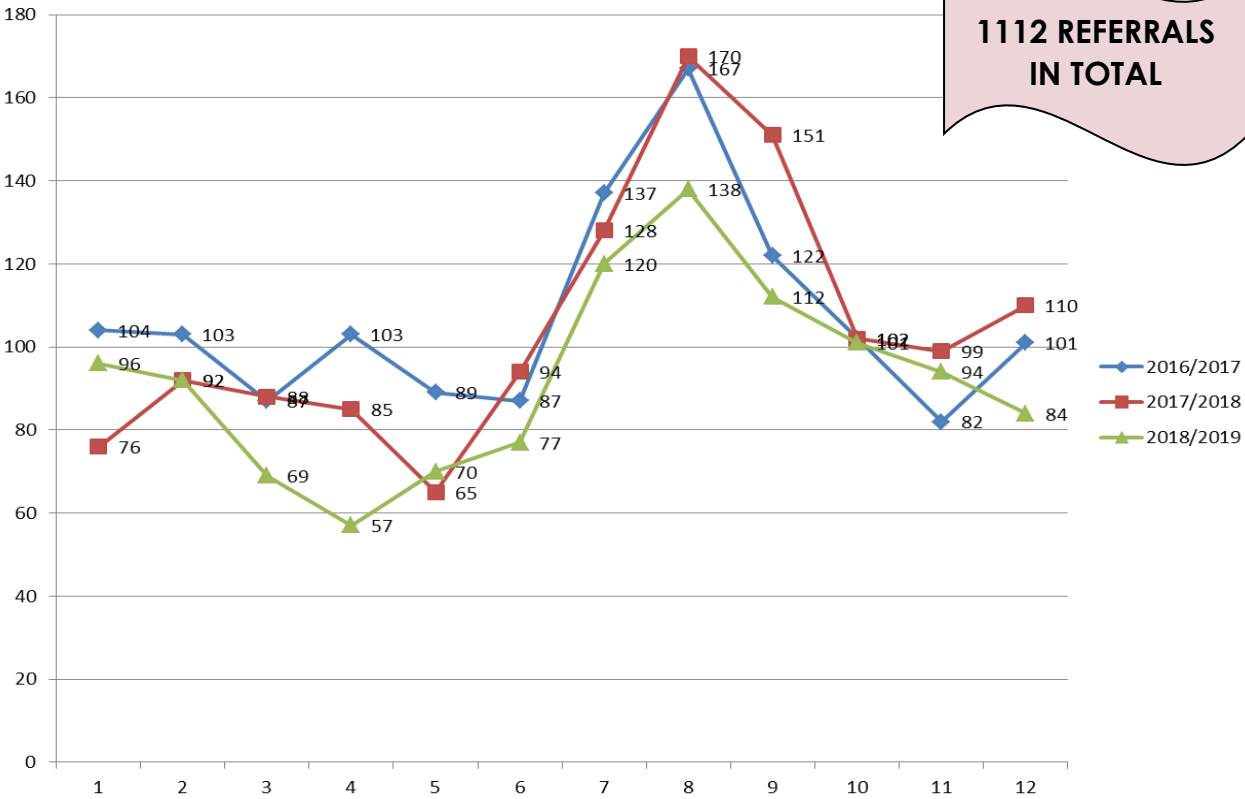
Retrievals

Receiving PICU – numbers per month

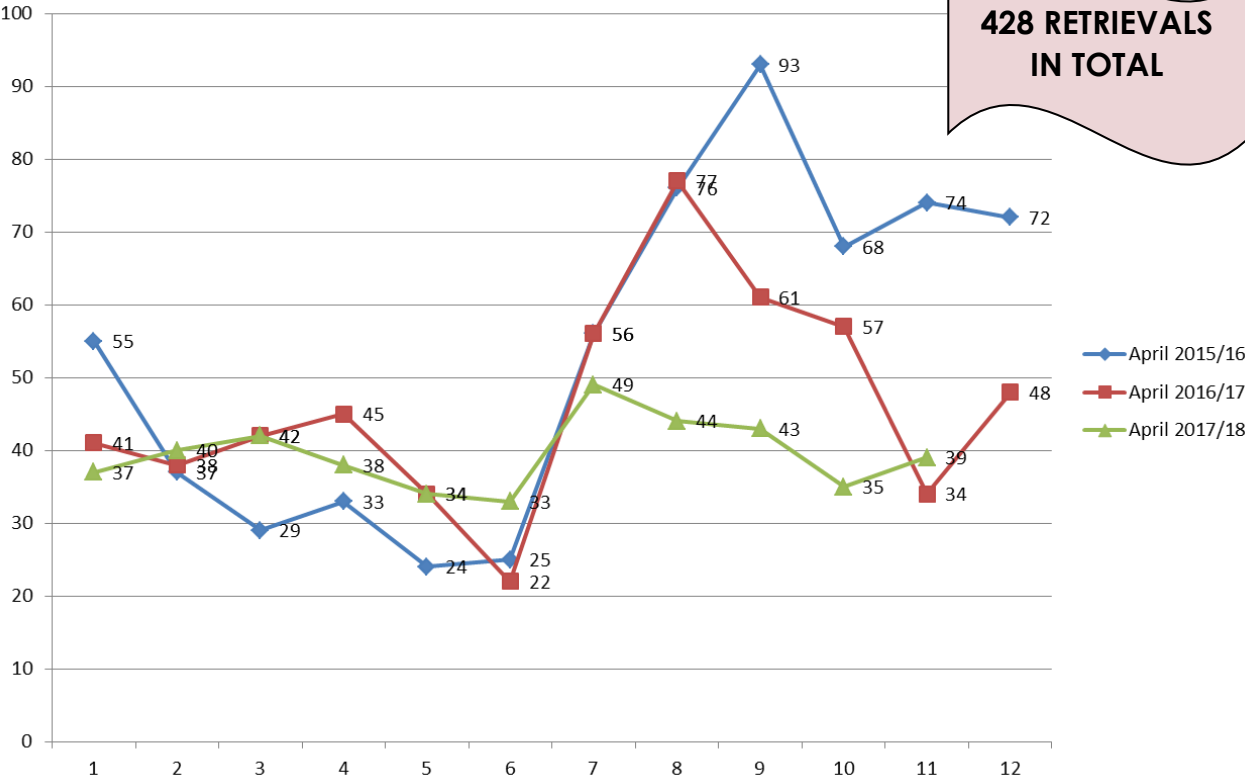


Clinical Activity at NWTs

Referrals Comparison 2018/2019



Retrievals Comparison 2018/2019



Research at NWTs

- This year the team took part in the DEPICT Study
DEPICT is a national research study of emergency intensive care transport for sick children in England and Wales
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NWTs Audits 2018-2019

- This year a new audit database was devised, recording dates and categories. This enables audits to be easily accessed and progress monitored
- A series of 'How to Guides' are available for all staff to refer to when taking on an audit at NWTs
- The clinical lead for audit will ensure that every audit is registered with our host trust
- The audit owners are encouraged to present audit work at monthly business meetings, paediatric critical care operational delivery network meetings, Trust ACE days, regional teaching and conference.

Ongoing Annual Audits

- PICANet dataset
- Adverse incident & excellence reporting
- Morbidity & Mortality
- Outreach & education activity
- Documentation
- Blue light usage & audit
- Mobilisation times
- Families travelling in the ambulance
- Missed flight opportunities

Completed Audits






NIV in Bronchiolitis	Reviews and analysis of all referrals to NWTs with bronchiolitis and the treatment modality and outcomes
Metabolic Medication	Availability of intravenous metabolic medications at DGH's within region
Asthma Management	The use of intravenous salbutamol for children with acute severe asthma who are referred to NWTs for advice or retrieval

Video Laryngoscopy	Audit to determine the numbers of times and circumstances that the CMAC was used by the NWTS team (2017 - 2019)
Matching Michigan	Audit against the standard for central venous line insertion. There were 140 insertions audited during this period
DKA Management	2 year audit into the management of DKA in the DGH's. The need for PIC transport and admission reduced to 4% in this re-audit (compared to 30% in 2014 and 35% in 2012)
Upper Airway Obstruction	This audit looked into the use and doses prescribed of dexamethasone, antibiotic usage and ENT Involvement over a 2 year period for children referred to NWTS for advice and or transfer

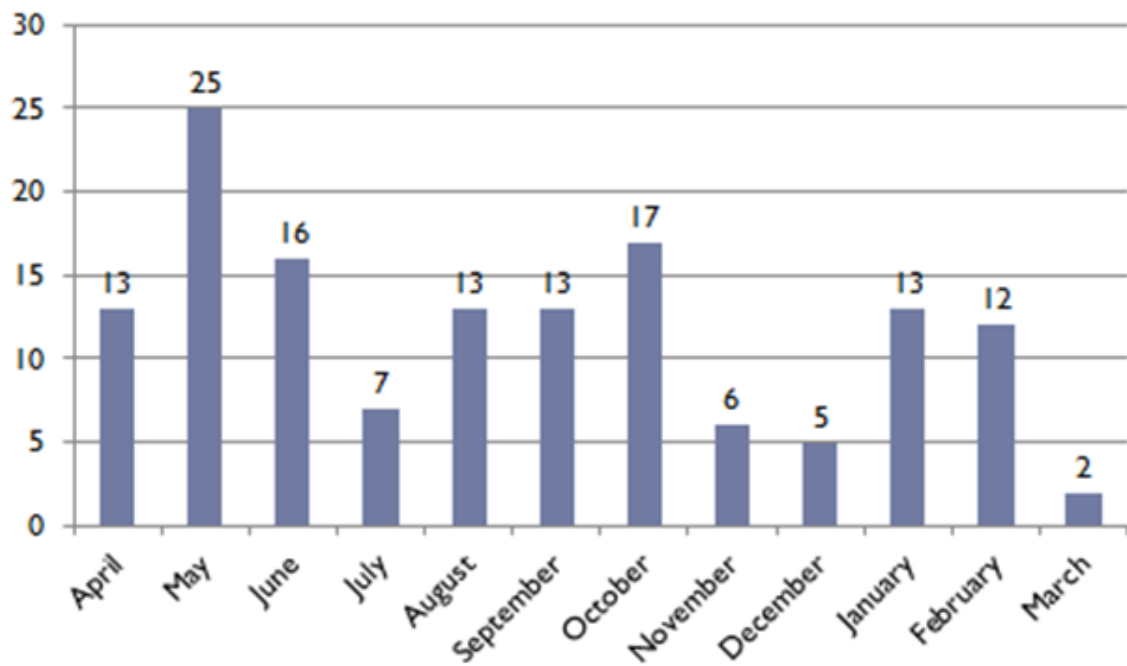
Quality and Safety at NWTS

Quality indicators (CQUiN's) are continuously monitored at NWTS and reported to both tertiary centres each month.

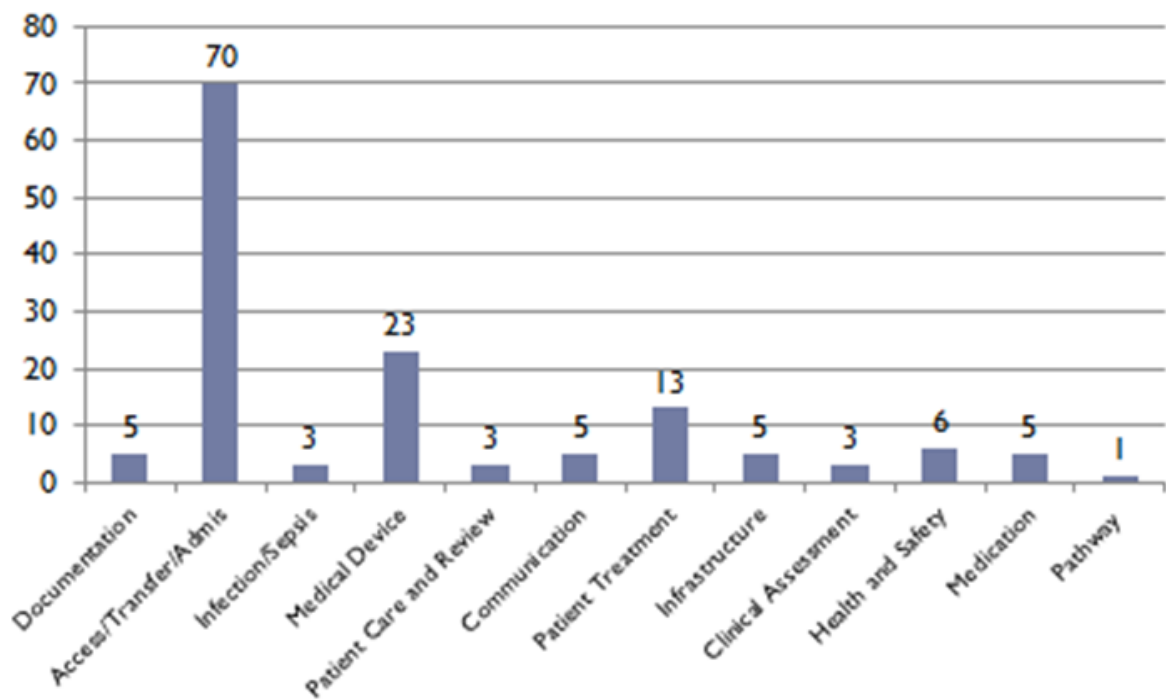
The standards for the national paediatric intensive care transport teams are:

-  Mobilisation of the transport team - less than 30 minutes from time of acceptance (team at base)
-  Time of arrival of the transport team at the bedside of the child - less than 180 minutes from acceptance (team at base)
-  The number of refusals when the transport team is unable to transfer the child requiring paediatric intensive care transport
-  How many times a baby or child has been transferred out of the region for PICU care in another unit
-  Recording and review of incidents, clinical and non-clinical. Actions and outcomes are also recorded









Incidents April 2018 – March 2019



Incident Categories



Education at NWTs

- 2 Conferences (Annual & Nursing) 
 - 4 Paediatric Critical Care Network Nursing Subgroup Meetings 
 - 4 HDU Teaching Days 
 - 8 In-house Days 
 - 8 Link Nurses shadowing NWTs shift 
 - Outreach for 75% DGH's - 79% delivered 18/24 core hospitals 
 - Outreach Database 
 - Outreach Feedback 
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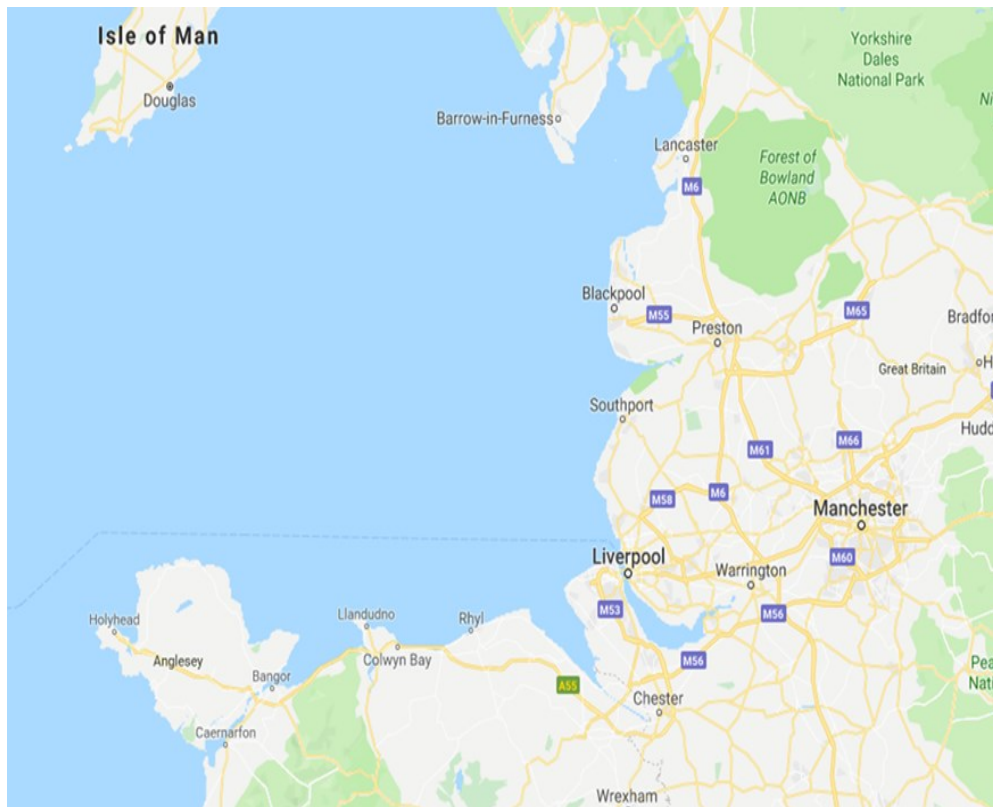
Excellence at NWTs

- ★ Rapid establishment of team roles in extended team to enable whole team to provide best care possible excellent - with feedback to NWTs lead helped to ensure that challenging scenario was managed in a calm/controlled manner
- ★ Debrief supports all team members
- ★ Difficult airway management requires specific clinicians to ensure that this is done as safely as possible - without combined MDT approach this patient may not have survived
- ★ Organisation of MDT by NWTs consultant superb
- ★ Thinking outside the box can sometimes come up with really useful solutions
- ★ Fantastic team work and brilliant communication throughout - I was unable to see the monitor whilst securing central venous access so the constant updates on the blood pressure and actions taken were invaluable

Continued . . .

- ★ There is often a fine balance between doing too much and too little when teaching and supporting colleagues - in my experience of working with them, both Katie and Mica are managing this role brilliantly
- ★ It is challenging to try and reassure and 'make a parent feel better' without offering false hope and implying the situation is not as bad as it seems
- ★ Ensuring the welfare of the whole team (NWTs and DGH) instils confidence in each other

NWTs cover a large geographical/paediatric population



Appreciation

This year's annual report would like to officially recognise the contribution and dedication that Sarah Santo gave to every aspect of her role here at NWTs and also to the PCC Network. Sarah retired in June 2018 and is now enjoying some new and exciting experiences such as volunteering and traveling the world.