

**HOSPITAL MANAGEMENT AND PATIENT SAFETY**

&amp;

**REPRODUCTIVE MEDICINE & BIOLOGY**

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Bury NHS Trust, UK

**Patient safety in nephrology**

Health is the wealth of the nation. To create a thriving economy every nation needs healthy people to work with skills and jobs. It is the duty of each and every nation to create an excellent healthcare which is safest and the best and is affordable. NHS is a great Institution and each year 360 million patients are seen by 1.3 Million staff. Most staff work hard and most patients receive safest and the best care. However, sadly culture of bullying is common in NHS. Staff survey shows that 20 to 30% of staff report being bullied or seen someone being bullied in the NHS. Bullying culture is common not only in NHS but throughout the World in healthcare sector. There are complex reasons for the culture of bullying. When I was the Medical Director of Wrightington, Wigan and Leigh FT (2010-2016) I had to deal with culture of bullying and we transformed the culture of bullying to kind caring compassionate learning and supportive culture. We reduced harm to patients by 90% over

8 years. We empowered staff to speak up and 70 staff raised concerns with me and other Directors and this helped us to transform the culture. The Trust appointed kind caring compassionate leaders to each and every department, created good team working, implemented good governance and duty of candour. Trust received 45 awards and 450 more patients survive each year and for staff happiness Trust improved from bottom 20% in 2011 to third best by 2016. In my presentation I will be presenting as to how we transformed the culture and I will be focusing on some of the nephrology cases like Diabetes, renal surgery and acute kidney injury and how we reduced harm and how we learnt lessons. Leadership is honesty, sincerity, integrity and courage to protect patients and to support staff. Happy staff – Happy patients is the culture we created to transform the Trust.

**Biography**

Umesh Prabhu has been a Consultant Paediatrician from 1992-2010; Clinical Director of Paediatrics from 1992-1998 and Medical Director of Bury NHS Trust from 1998-2003. He is a Board Member of National Patient Safety Agency UK from 2001-2003; National Adviser for National Clinical Assessment Service from 2003-2015; National Adviser for Paediatric Complaints (CHAI – now called Care Quality Commission); Medical Director of Wrightington, Wigan and Leigh FT (2010-2017); Senior Lecturer at Edgehill University; Twice nominated as the top 50 Influential/Pioneering BME leader 2013 and 2014. In 2017, he received Life Time achievement Award for work on Patient Safety Adviser to GMC, DOH, BMA, NCAS at various stages of my career on BME issues and inclusion and diversity.

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