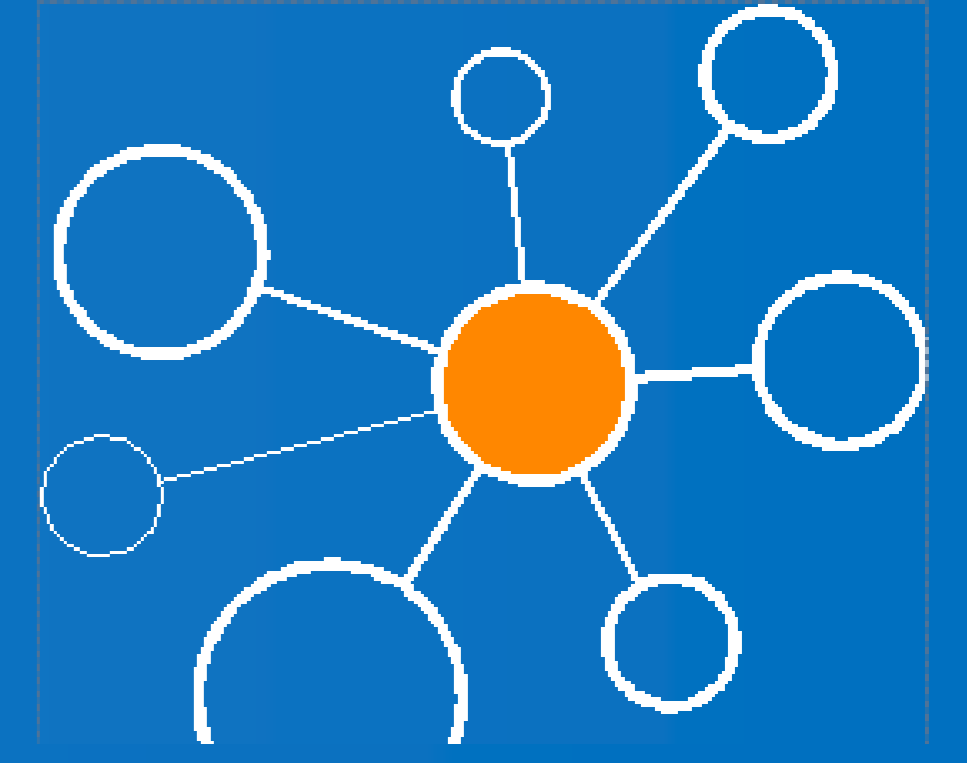


# Improving Paediatric Safeguarding in the Emergency Department

Karen Stone, Natasha Davy, Charlotte Kohn, Clare Freebrey, Paige Wallace-Donnelly  
Emergency Department GRH



## Background

All staff who come into contact with children and young people have a responsibility to safeguard and promote their welfare and should know what to do if they have concerns about safeguarding and child protection issues.

Paediatric safeguarding in the Emergency Department has been on the risk register at GRH and the need for a GSQIA Quality Improvement Project to focus on increasing compliance with the safeguarding screening questions was well recognised.

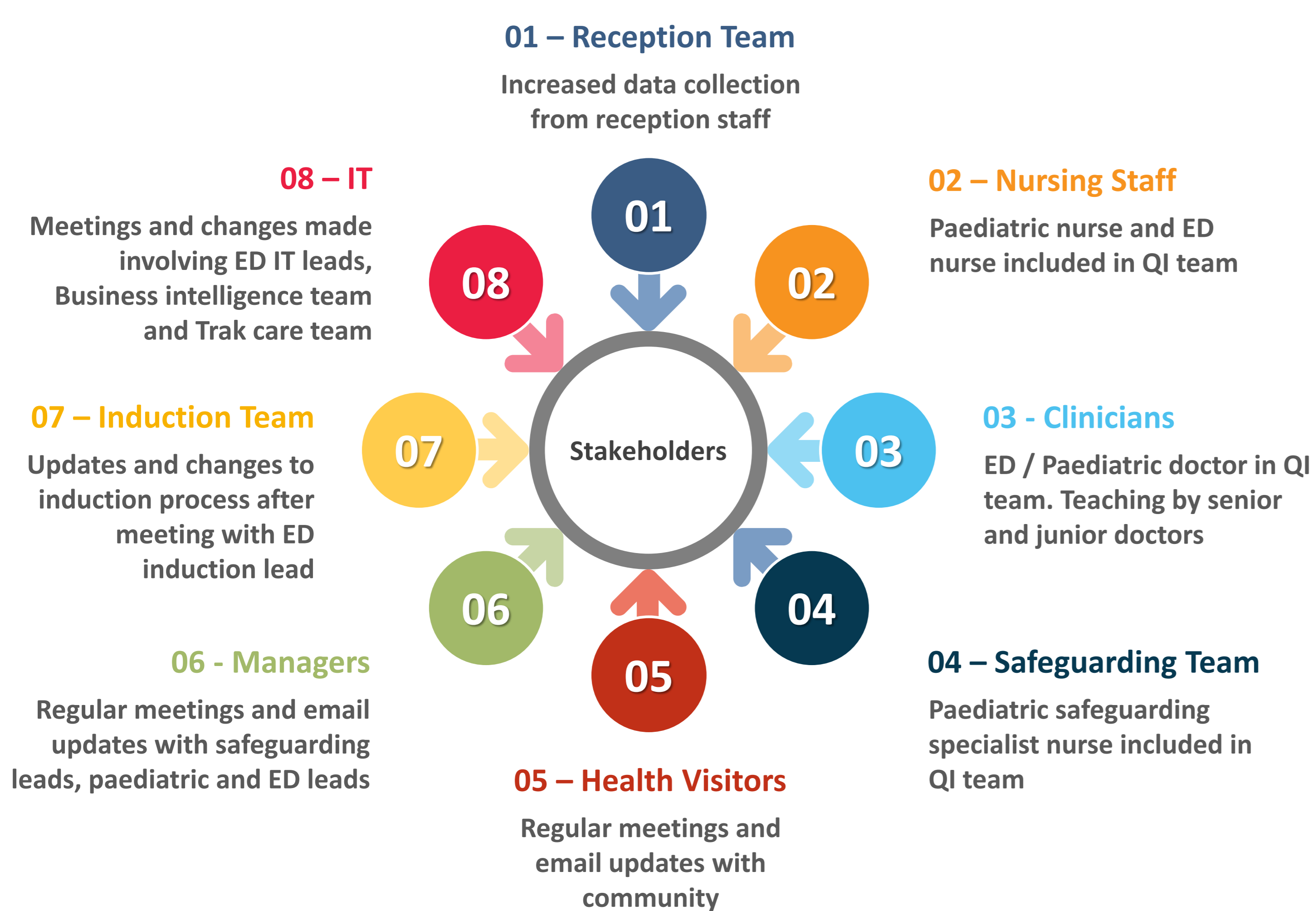
## Aim

To correctly identify and appropriately action safeguarding concerns in paediatric patients presenting to the ED in >90% cases within 1 year.

## Outcome Measure:

Increase the rate of completion of safeguarding screening questions to >90% from a baseline median clinician completion rate of 38%

## Stakeholder Involvement



## Driver Diagram

Aim	Primary Drivers	Secondary Drivers	Change Ideas	
Correctly identify and appropriately action safeguarding concerns in paediatric patients presenting to the ED in >90% cases within 1 year	IT	Forced Completion of E-records	Compulsory health visitor forms for all children who leave before being seen ★ Reception inputting school and next of kin data on arrival	
		Patient safety alerts	Improve access to alerts Revision of number of safeguarding alerts	
		Continuity and visibility of patient information	Access to OOH GP notes	
	Paperwork	Design and layout	★ Re-design ED clerking paperwork ★ Re-design health visitor form ★ Create HEADSS assessment paperwork	
		Awareness of paperwork	★ Triage nurse to hand out HEADSS form for completion prior to seeing clinician ★ Example of how to complete a MARF form available to use as template on the guidelines page	
	Knowledge	Education and training	★ Review and revise induction package for junior doctors ★ Increase numbers completing Level 3 safeguarding training	
			★ Triage nurse training ★ Junior doctor teaching session by safeguarding nurse ★ Handover educational session led by safeguarding nurse	
		Awareness	★ Developmental milestones displayed in dept. and online as reference Utilise departmental message of the week for safeguarding topic Update paediatric notice board in staffroom Paediatric section of ED newsletter ★ Name and shame for repeat offenders and rewards for top completers ★ Increase presence of safeguarding nurse in ED	
			Audit/checks	Real time ★ EPIC consultant/DCC consultant to review all notes for children who leave before being seen
				Ongoing weekly compliance ★ Weekly audit of completion rate of safeguarding screening questions

\* Identified through completion rate of safeguarding screening questions

★ Change idea tested

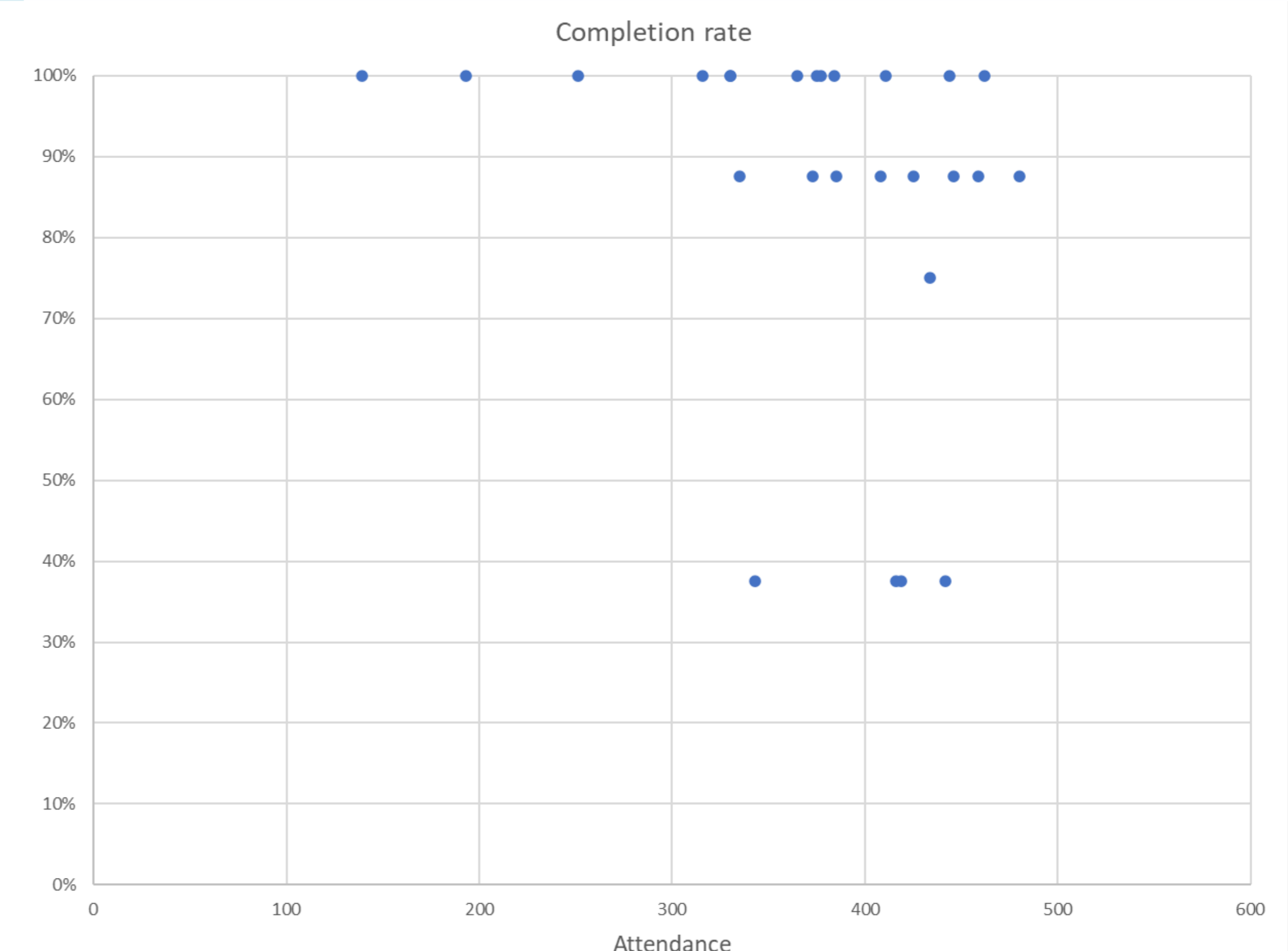
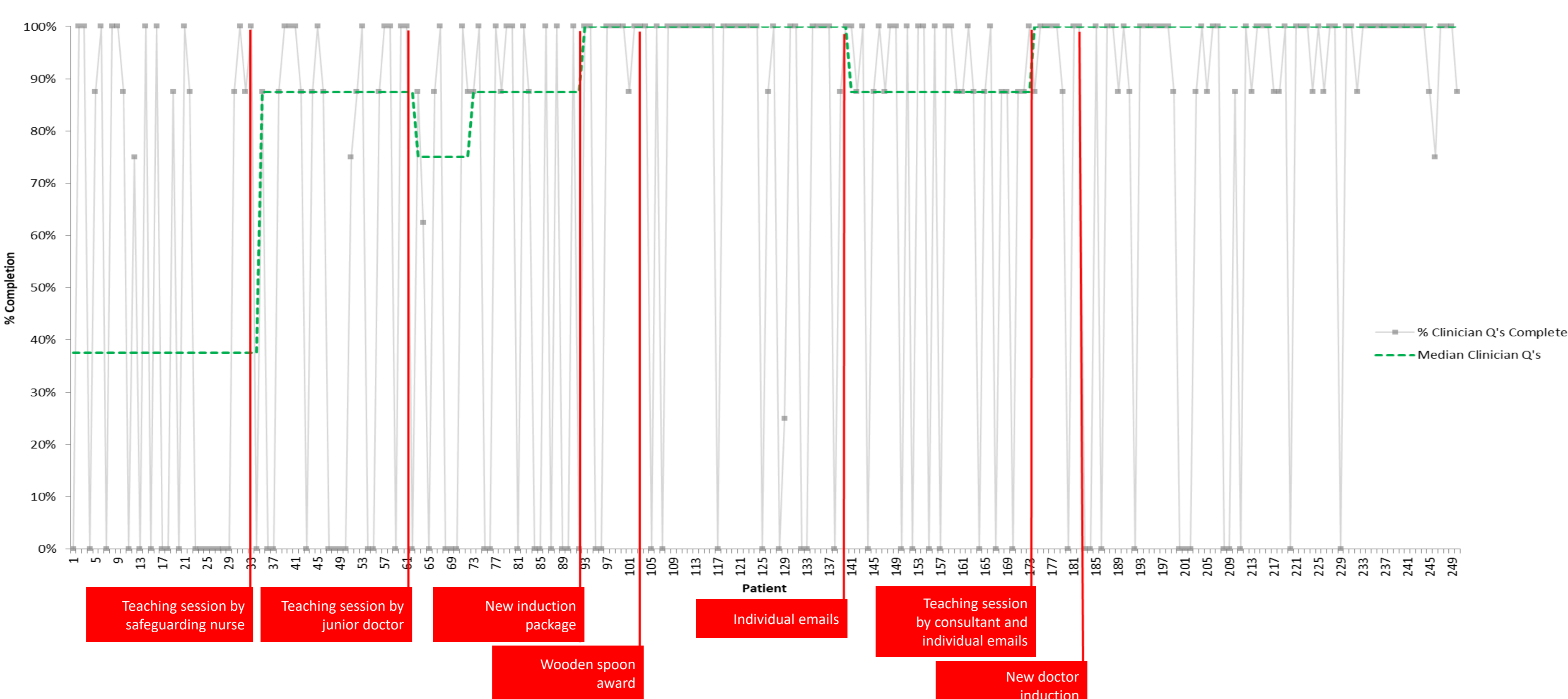
## PDSA Cycles

- Teaching sessions – run by various staff members -ED junior, ED senior, Safeguarding specialist nurse
- Feedback to staff – group emails, public wooden spoon awards, personal emails
- New paperwork – Various amendments made from feedback from ED consultants, juniors, ENP's and nurses



## Data

Safeguarding Form: Clinician Completion Rates



## Results:

Outcome Measure: Rate of completion of safeguarding screening questions increased to 100% from a baseline median clinician completion rate of 38%

Balancing Measure: No clear change in completion rates when matched to busy periods in the ED

## Next Steps

- Pilot new ED clerking paperwork
- Run 2<sup>nd</sup> PDSA cycle/second pilot of HEADSS paperwork
- Continue spot audits with personalised feedback to ensure ongoing compliance
- Share learning to increase compliance in Paediatric Assessment Unit
- Ensure safeguarding elements are built into future IT systems being introduced