Case Studies on Enabling Improvement No. 3

Falls Prevention in North and South Gloucester Primary Care Network

Delivery Partners: The Falls Prevention in Frail Adults Over the Age of 65 project is a collaborative effort involving a diverse team from various organisations and professions within the North and South Gloucester Primary Care Network.

Situation: The primary challenge addressed by this project is take a prevention focussed approach with frail adults at high risk of falls over the age of 65 in North and South Gloucester. The project team wanted to take an improvement approach and specifically requested support to design an evaluation method which would be effective for prevention work.

Enabling Assignment:

A system improvement coach has joined regular project team meetings, supporting conversations around project structure, workstream prioritisation, evaluation and measurement approaches, and providing in-the-moment improvement education and skills training.

Work completed so far includes designing and delivering a staff convening event to launch the project and assisting the team in the delivery of three community events to provide signposting to local support services.

Upcoming work includes devising a clinical pathway for high-risk individuals using Brave AI for stratification, standardising falls event coding, producing self-management resources, conducting personalised falls risk assessments, and trialling strength and balance classes.

Impact: For the PCN, being able to identify people at risk of falls and providing proactive support more to live well for longer. For the healthcare system, the project could lead to more efficient use of healthcare resources, and reduced variation in treatment approaches, resulting in a more equitable service for patients. For the project team, their experience of being involved in a project run through an improvement lens is highly transferrable to other projects and builds the wider ability for our workforce to do improvement.