

**NHS BLOOD AND TRANSPLANT
ORGAN DONATION AND TRANSPLANTATION DIRECTORATE**

NATIONAL ORGAN DONATION COMMITTEE

Regional Performance Deep Dive Reviews – Progress Update

BACKGROUND

September 2019 saw the introduction of Regional Deep Dive Performance Reviews across the 12 regional organ donation teams led by the National Clinical Lead for Organ Donation and Lead Nurse Service Delivery.

The initiative was initially introduced in response to the fall in deceased organ donors nationally at the beginning of 2019/20, and to support a regional approach to performance encompassing a more detailed review than can be facilitated as part of the monthly performance review calls.

Each Deep Dive Review requires attendance from local Team Managers, Regional Manager, Regional Clinical Lead(s) for Organ Donation and respective Head of Operations for the Region. The Deep Dive Review is facilitated by the Lead Nurse Service Delivery and National Clinical Lead for Organ Donation and supported by a member of the Senior Management Team at Assistant Director level.

Regions are sent a detailed slide set in advance of the meeting prepared by the Performance and Business Manager. The slides provide a snapshot of the data at a given point in time enabling an agenda for discussion.

8 key themes:

- People
- Organ Donation Committees
- Pathway Performance Summary and Areas of Focus
- Missed Opportunities
- Consent/Authorisation
- Non-proceeding Donors after Consent/Authorisation
- Length of Process
- H.M. Coroner / Procurator Fiscal Permission

Each Regional Deep Dive review concludes with a SWOT analysis and a clear outcome focussed action plan specific to the region.

PROGRESS

To date North West, London, Midlands and Eastern regions have participated in a Regional Deep Dive Review. Feedback has been positive with each region identifying outcome focused actions. Missed opportunities have been a key area of focus across all regions to date celebrating achievements whilst identifying continued key actions required to reduce the number of missed opportunities further. It has been evident from the Deep Dives Reviews that performance really is more than just the numbers therefore stepping back as a team utilising dedicated time enables focus and agreement on next steps.

Additional themes have included the importance of structured CLOD 1:1s which require to be strategic and outcome focused, the success of Regional Organ Donation Committee Chair appointments and how these individuals can be key to influencing performance within hospitals at a local level. An opportunity to discuss and review the complexities for the workforce in relation to consent/authorisation and any opportunities to better support organ donation from Black and Ethnic Minority groups and from within the wider diverse population.

The Deep Dives have presented opportunity for regional teams to showcase pieces of work they have been involved with as well as for those facilitating to share practices seen elsewhere sign posting contact to other regional teams.

To date the Deep Dives have not only resulted in key actions for the regional teams, an additional action plan has been produced for those facilitating which takes a wider approach to address any issues or themes identified. An example of this is an action in relation to organ screening resulting in a review being planned with any findings to be tabled for discussion at the appropriate advisory groups.

NEXT STEPS

SMT have committed to these regional Deep Dives being facilitated across all 12 teams. Dates have been confirmed with South West, Yorkshire and South East regions before the end of Q4. The remaining teams, Northern, Northern Ireland, Scotland, South Central and South Wales will be facilitated in Q1 2020/21.

Completion of actions will be managed by the Regional Manager for the region who will feedback on progress at Regional Manager meetings under performance discussions.

A more detailed report will be submitted to NODC following completion of the 12 regional reviews.

Jackie Brander
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