

Management Bulletin

October 2022

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Equality & Diversity

Black History Month

[October is Black History Month, find out what events are taking place across the NHS and access race equality related resources.](#)

Black History Month honours the achievements, culture and history of black people. NHS organisations across the country are celebrating the month with face-to-face and virtual events.

The theme for the month is '**Time for change: Action not words**'.

Racism has no place in the NHS.

Responding to findings within the [State of Black Britain Report](#) by the Black Equity Organisation, the interim deputy chief executive of NHS Providers, Miriam Deakin said:

"Racism has no place in the NHS.

"These important findings are the latest in a long line of evidence highlighting unacceptable structural racism within society and within our health and care system.

NHS Providers, September 26th 2022

Finances

Rising living costs: The impact on NHS, staff and patients

Inflation is eroding the NHS funding settlement, creating cost pressures for trusts, particularly for fuel, energy and consumables. However this briefing, based on a survey of trust leaders, focuses deliberately on the impact of the rising cost of living on NHS staff, and the patients and communities they support.

NHS Providers, September 2022



Guidance: Information & Governance

[Prevent and the Channel process in the NHS: information sharing and governance](#)

Guidance for healthcare professionals about how to share information to safeguard individuals from radicalisation.

DHSC, September 27th 2022

Health & Wellbeing

[Menopause and the workplace](#)

Information on how menopause can affect people at work and practical guidance for employers on how to improve workplace environments for them.

NHS Employers, October 19th 2022

Organisational Development

[The genesis of organisation development in the NHS: part two—present challenges](#)

In this second article of a two-part series, John Edmonstone discusses developments in organisation development since the late 1980s, and suggests how practitioners can re-focus this discipline towards its original philosophy.

British Journal of Healthcare Management Vol. 28, No. 10 pp. 1-4

Patient Safety

[ACP-supported redeployment in response to the COVID-19 pandemic: a service evaluation of staff experience](#)

During the COVID-19 pandemic, healthcare organisations around the world had to optimise resources and redeploy staff to meet unprecedented demands on services. This service evaluation aims to establish the experiences of nurses redeployed to a COVID-negative Nightingale ward during the first wave of the pandemic in the UK.

British Journal of Nursing Vol. 31, No. 18 pp. 940-946

Quality Management

[Literature Review:](#)

[The role of total quality management in improving patient experiences and outcomes](#)

Total quality management has been used in the healthcare sector since the late 1980s. This study explores the impact of total quality management on patient experiences and outcomes, considering the different dimensions of total quality management: customer focus, total employee involvement, integrated systems, continual improvement, fact-based decision making and communication.

British Journal of Healthcare Management Vol. 28, No. 10 pp. 1-8



Staff Engagement

Staff perspectives of a near-real time feedback intervention to improve patient experiences

Following several major reports of poor quality care in the NHS, including the Francis report, a multi-centre study was undertaken by to improve patient-centred care by implementing near-real time patient feedback. This article follows on from this and explores the experiences of staff from one hospital involved in the multi-centre study, including the learning from the intervention and how it affected their practice.

British Journal of Healthcare Management Vol. 28, No. 9 pp. 242-252

Workforce

Bullying, incivility and disrespect

The NHS Long Term Plan acknowledged that levels of bullying and harassment have to be reduced if the NHS is to reach its goal of being an employer of excellence.

British Journal of Healthcare Assistants Vol. 16, No. 9 pp. 392-396

NHS staff tattoo policies in England: time for an update?

Stephen Bilham and Carol Barron review organisational policy on tattoos for NHS staff in England, explaining how these dress codes reflect views of tattoos that may be out of touch with today's society

British Journal of Healthcare Management Vol. 28, No. 10 pp. 1-5

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