



**South West Burn Care  
Operational Delivery Network**

# Annual Report

1 April 2019 to 31 March 2020

**South West Burn Care  
Operational Delivery Network**

Hosted by:  
North Bristol NHS Trust  
Southmead Hospital  
Bristol BS10 5NB

# Audience

**This document is intended as an information resource for Chief Executives, Medical Directors, Senior Managers and Clinicians in the following NHS organisations within the South West Burn Care Operational Delivery Network (SW Burn Care ODN) area:**

- NHS England and NHS Improvement (NHSEI) Specialised Commissioning (SW)
- NHSEI Acute Trusts and NHS Wales Health Boards providing specialised burn care
- North Bristol NHS Trust (host of the SW Burn Care ODN)
- Members of the SWUK ODN specialised burn services
- Major Trauma Operational Delivery Networks
- Critical Care Operational Delivery Networks
- Ambulance Services in SW England and Wales
- Helicopter Emergency Services (HEMs) in SW England and Wales
- Clinical Commissioning Groups / Sustainability & Transformation Partnerships

**Additionally, the document is intended for:**

- Other Specialised Burns Operational Delivery Networks in England
- Specialised Burn Care In Scotland (COBIS)
- NHSEI Major Trauma Clinical Reference Group

**This document will also provide an information resource for the following non-NHS organisations:**

- The British Burn Association (BBA)
- Changing Faces
- Dan's Fund for Burns
- Katie Piper Foundation
- Child Accident Prevention Trust
- The Scar Free Foundation

# Contents

Message from SW Burn Care Operational Delivery Network Clinical Directors	1
What is the SW Burn Care Operational Delivery Network?	2
Statement from NHS England Specialised Commissioning South (Host Commissioner)	3
Statement from North Bristol NHS Trust (Host organisation)	3
Meet the SW Burn Care ODN Management Team	4
Network Key Challenges and Successes in 2019-20	5
Regional Morbidity & Mortality Audit 2019-20	8
Our Network in Numbers	9
Service & Quality Improvements from:	
• Senior Nurses Group	10
• Therapies Group	11
• Psychology Group	12
Network Priorities for 2020-21	13
Working in Partnership	15
Specialised Services Quality Dashboard (SSQD) for Burns	16
• Adult Quality Dashboard Compliance	17
• Paediatric Quality Dashboard Compliance	18
Highlights from Specialised Burn Services	
• The Welsh Burns Centre, Morriston Hospital, Swansea	19
• South West Paediatric Burn Centre, Bristol Royal Hospital for Children, Bristol	22
• Adult Burns Unit, Southmead Hospital, Bristol	25
• Paediatric & Adult Burns Unit, Salisbury District Hospital, Salisbury	28
• Paediatric & Adult Burns Facility, Derriford Hospital, Plymouth	30
Coronavirus (COVID-19) - Burns Response	32

## Message from SW Burn Care ODN Clinical Directors

This overview covers the SW Burn Care ODN activity during the period between April 2019 and April 2020, and can thus be divided neatly into a relatively normal pre-COVID period and the thoroughly abnormal period during the run-up to and start of COVID lock down across the UK. In reality, of course, these two periods merged and overlapped to a significant degree.

In 2019, in addition to our role in governance and audit, the Network Management Team (NMT) continued to pursue an agenda based on improving education and communication, both within the network and nationally.

As in previous years, June and July saw Network and National Morbidity & Mortality Audit meetings respectively, with engagement from all five specialised burn services within our Network.

In September, the SW Burn Care ODN organised and led the first National Burn Incident Response Team (BIRT) Information Day in Wolverhampton. This event featured speakers from the UK and Europe, including representatives from the NHS England Emergency Planning Resilience and Response (EPRR).

November saw two successful educational events within the Network area. Continuing the previous year's theme of preparing for a burns mass casualty incident, the 5<sup>th</sup> November Study Day ('Burns, Blasts & Biohazards') focused on the management of chemical burns and blast injuries, with speakers from both civilian and military backgrounds. This event was very well attended, with feedback indicating that 87% of attendees thought that the information provided would change their management of such injuries in the future.

On 11<sup>th</sup> November, the Network and the Salisbury Burns multi-disciplinary team (MDT) ran a Burns Study Day at the Salisbury City Hall. This proved enormously popular, with over 200 delegates attending on the day. Again, feedback was excellent with an average overall rating for presentations of 4.7/5.

Building on the success of the first such event in 2018, the Network organised another December Multi-disciplinary Team (MDT) Study Day in Chepstow. This again provided an excellent networking opportunity for MDTs from the five specialised burn services and featured presentations on issues such as the Getting it Right First Time (GIRFT) initiative and charities involvement for burn survivors.

The early part of 2020 brought a growing realisation that a Coronavirus pandemic was imminent and that the NHS faced massive challenges. The Network engaged with the efforts of the National Burn Care ODN Group (NBODNG) to coordinate a degree of protection of critical care burn beds in the face of a massive increase in COVID-related ITU admissions.

The pandemic has dramatically changed the way Burn Care Services in the Network deliver care and the way the Network functions.

We managed to complete 28 of the 38 work plan actions for 2019-20. However, the onset of the pandemic in early 2020 meant that some elements of the work plan could not be delivered. This included the production of repatriation videos in Salisbury and Swansea (children). The onset of Brexit planning prior to the coronavirus also meant that we were unable to run a second EMERGO exercise to test the National Concept of Operations for the Management of Mass Casualties—Burns Annex.

However, the pandemic has seen the NHS as a whole make major adaptations to the way we work. In specialised burns this included the further roll out of a Burns Telemedicine system to support tele-referrals; reducing inappropriate referrals and unnecessary travel for patients whose injuries could be managed locally with appropriate advice from the burns teams.

The Network also adapted quickly in order to maintain our clinical governance and compliance with the National Standards for Provision and Outcomes in Adult and Paediatric Burn Care. We were the first Burn Care ODN to hold a virtual Annual Morbidity & Mortality Audit.

No doubt there will be many challenges to face in 2020-21, but with the help of our committed colleagues within the specialised burn services, we hope to make the next year as successful as this one.



Mr Peter Drew  
Consultant Plastic  
Reconstructive & Burns  
Surgeon  
ODN Clinical Director  
The Welsh Centre for  
Plastic Surgery & Burns  
Morriston Hospital  
Swansea



Dr Joanne Bowes  
Consultant Burns  
Anaesthetist  
ODN Clinical Director  
The Welsh Centre for  
Plastic Surgery & Burns  
Morriston Hospital  
Swansea

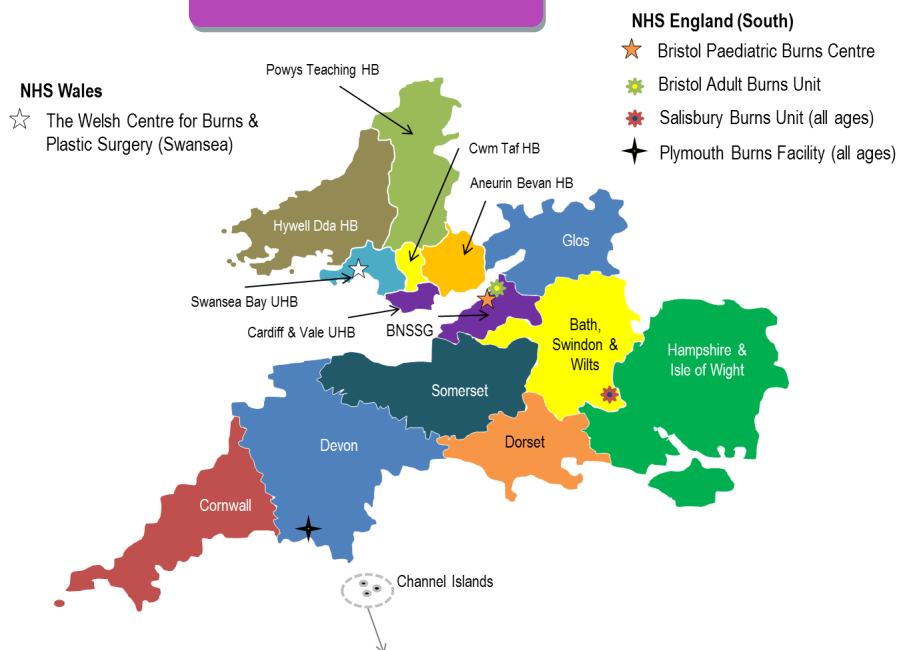
# What is the SW Burn Care Operational Delivery Network?

## Background

The SW Burn Care Operational Delivery Network (SW Burn Care ODN) is one of four national Burn Care ODNs in England and Wales. It is hosted by North Bristol NHS Trust and serves the populations of South West England (including Hampshire, Isle of Wight and the Channel Islands) and South/Mid Wales. The total population is approximately 10 million.

The Network is made up of a tiered model of specialised burn care services consisting of Centres, Units and Facilities.

## Network Footprint



## Specialised Burn Services in Network

<b>Burn Centres</b>	 Bwrdd Iechyd Prifysgol Bae Abertawe Swansea Bay University Health Board	Adults only
	 University Hospitals Bristol NHS Foundation Trust	Children only
<b>Burn Units</b>	 North Bristol NHS Trust	Adults only
	 Bwrdd Iechyd Prifysgol Bae Abertawe Swansea Bay University Health Board	All ages
	 Salisbury NHS Foundation Trust	All ages
<b>Burn Facility</b>	 University Hospitals Plymouth NHS Trust	All ages

## Network Aim

The aim of the SW Burn Care ODN is to ensure patients who suffer from a serious burn injury, within the Network area, receive optimal treatment in a timely manner at a service appropriate for the injury sustained, and that the treatment and care given to patients and their families is of the highest quality as measured by regular review of outcomes.

**Ensuring right level of burn care at the right time in the right service.**

## Network Key Objectives

- Cross-organisational multi-disciplinary clinical engagement to improve pathways of care.
- Safe transfers of patients to the most appropriate level of specialised care
- Standardised protocols for acute care and rehabilitation within specialised burn services.
- Delivery of education and training to support high standards in burn care throughout the patients treatment pathway
- Ensure patient involvement in service improvement and development planning
- Use of Clinical Governance processes to ensure clinical outcomes are audited
- Assurance that burn injured patients are seen within the correct specialised burn service
- Assessment of specialised services against national Standards for Burn Care.
- Collaboration in research and clinical audit for patient benefit.

## NHS England Specialised Commissioning (South)

I am delighted to be asked to contribute to such a fantastic report. Once again, I would like to congratulate the ODN on delivering continuous improvement and excellence in healthcare. To do this in the face of an extremely difficult 2020 is impressive. The rapidity in which the Network managed to adapt through the pandemic in not just ensuring patient care was protected, but also in how they supported their fellow Networks shows the dedication of all staff involved.



Key achievements over 2019/20 include:

- Role out of telemedicine. This innovative approach is ahead of the curve in healthcare and has certainly shown to be extremely important this year.
- Creation of a national document for the managing of mass casualty (published Sept 2020).
- The numerous educational and governance meetings to support continuous improvement. This has always been an exemplary part of this Network, but to manage this in the last 6 months again is testament to the dedication of all those involved.

NHSE/I would like to express our thanks and gratitude to North Bristol Trust for hosting the Network, to the Network staff who have supported the delivery of excellent care, and to all staff who continue to deliver the high standard of care that we have come to expect from throughout the Network.

***Dr Peter Wilson***  
***Medical Director - NHS England & NHS Improvement South West***

## SW Burn Care ODN Host—North Bristol NHS Trust

Supporting specialist services through Networks is vitally important for ensuring that high quality services are available for patients when they need them most. North Bristol NHS Trust is proud to host the SW Burn Care ODN and I am personally proud to chair an ODN Board of dedicated professionals committed to enhancing patient care. The ethos of collaboration within the ODN ensures networked patient pathways are agreed and implemented and outcomes and quality standards are improved.



This Annual Report shows progress in many areas. I'm pleased to see that nearly all the specialised burn services within the ODN have implemented a burns telemedicine system and that the remaining services will be using the system by the end of June 2020. In the current climate, this will be invaluable in ensuring patients are referred to the most appropriate burn service or allow the referrer to access specialist advice to treat patients locally and reduce any unnecessary travel.

The ODN has made good progress in working with stakeholders to improve the burn care pathway. This has been through a representative ODN Clinical Governance Group of burns multi-disciplinary teams including pre-hospital and critical care colleagues from across the South West and South/Mid Wales. Multi-professional working is fundamental to good burn care and the ODN has also successfully delivered the first year objectives of their education strategy.

I was pleased to see that the ODN was able to hold their Annual Morbidity & Mortality Audit meeting via videoconference. This identified some clear learning points and actions to take forward. I also note the compliments of the independent chairs on the good MDT working across organisations.

The ODN continues to take a lead role in a national project to ensure burn services are prepared for a burns mass casualty incident and is currently co-ordinating the development of a national training programme for Burn Incident Response Teams.

The final quarter of 2019-20 became very challenging with the onset of the Covid-19 pandemic. It is clear that all the specialised burn services within the ODN should be congratulated on how they adapted to new ways of working. I hope that these developments will continue to be embedded into to future services and strengthen the existing collaborative approach across the Network.

***Dr Chris Burton***  
***Medical Director - North Bristol NHS Trust***



# Meet the Network Management Team

**A small dedicated Network Management Team provides leadership for the SW Burn Care ODN. It consists of two Clinical Directors, a Lead Nurse and a Network Manager. Their role is to recommend key priorities and an annual work plan to the Network Board and drive forward actions to deliver those key objectives. The team works closely with the Burn Service Clinical Leads, Senior Nurses, Lead Therapists and Psychologists. The Network Management Team consists of:**

## **Mr Peter Drew - Consultant Burns Surgeon & ODN Clinical Director**

It was my great privilege to be appointed as a Clinical Director for the SW Burn Care ODN in July 2018, joining a well-established and successful Management Team. I had previously acted as Service Lead for the Swansea Burn Service, giving me some insight into how the Network functions and areas in which I felt development could be beneficial. Since joining the management team, I have tried to foster closer working relationships with colleagues in services in England and to streamline pathways for helicopter transfer of burn patients and tele-referral. I strongly believe that the Network has a key role in educating colleagues in pre-hospital and frontline roles in burn injury and its management.



## **Dr Joanne Bowes – Consultant Anaesthetist & Clinical Director**

Having been appointed to my current post as Consultant Anaesthetist with a specialist interest in burns and burns intensive care at the Welsh Centre for Burns in April 2000, I have been active within the SW Burn Care ODN for the past eleven years: Firstly as lead for adult intensive care and now as one of the two Clinical Directors, working with colleagues to ensure the ODN provides the best possible care for patients. I am co-author of the documents "Outcome Measures for Adult and Paediatric services" (British Burns Association) and "Guidance for the Provision of Anaesthetic Services (GPAS) for Burns and Plastic Surgery". In addition, I am a keen advocate of education as a means of improving burn care and co-founded the "Burns for Anaesthetists" one day course.



## **Nicola Mackey – Matron & Lead Nurse**

I am very proud of the hard work and commitment demonstrated by nurse colleagues throughout the Network, in particular to education in burn care across the patient pathway. It was a great pleasure to co-develop our Annual Regional MDT Conference with our Network Manager. This provides an opportunity for many of the nurses from across the ODN to join together and celebrate their successes over the year and learn from each other. I also had the opportunity to be a member of a Trauma & Burns Clinical Reference Group working group to review the Specialised Services Quality Dashboard Indicators. These will be published in 2020-21 and will form part of the SW Burn Care ODN's clinical governance arrangements in ensuring burn services maintain their excellent standards into the future.



## **Sharon Standen—Network Manager**

I joined the SW Burn Care ODN in September 2017 and have found working with all five burns multi-disciplinary teams to be extremely rewarding. I couldn't do my job without their co-operation and commitment to deliver improvements and provide exceptional care for burn injured patients. My overarching role is to ensure effective engagement with all stakeholders to deliver national and regional outcome ambitions in line with the National Standards for Provision and Outcomes in Paediatric and Adult Burn Services. My personal highlights for this year were to deliver a National Burn Incident Response Team (BIRT) Information Day and facilitate the start of a National BIRT Training Group and continuing to strengthen our links with other trauma ODNs and pre-hospital organisations across the South West and South Wales. The next year is going to throw up some obstacles, but I'm confident that the Network and Burns Services will rise to the challenge.

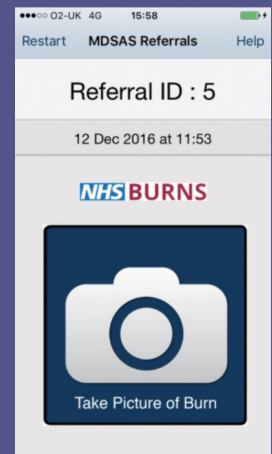


# Network Key Challenges and Successes in 2019-20

The SW Burn Care ODN Board agreed a work programme for 2019-20. The objectives set were related to **Clinical Governance, Emergency Preparedness, Resilience & Response (EPRR), Professional Education & Training, Patient & Public Engagement & Education Audit & Data, Research & Innovation and Communications**. Below is a summary of some of the key successes and challenges during 2019-20.

## Clinical Governance

- ◆ The Network approved **telemedicine system** continued to be implemented within specialised burn services. By the end of this year three services (the South West Children's Burn Centre in Bristol, the Adult Burns Unit in Bristol and the Burns Facility in Plymouth) had gone live accepting tele-referrals. Swansea and Salisbury will go live by the end of June 2020. It is envisaged that the use of telemedicine will reduce unnecessary travel to a specialised burns service. Photographs of the injury can be reviewed by a burns specialist alongside the referral information, assisting decision making on whether care can be provided locally with advice or whether the patient needs to be seen in a burn service. Outreach Nurses have been providing training to referrers on using the system. The Network will undertake a survey of referrers' experience in using the new system in 2020-21.
- ◆ All Burns Services completed their **self-assessment against the National Standards for Provision and Outcomes in Paediatric and Adult Burn Care** in March 2019 and the ODN provided a Quality Improvement Tool to each service in April 2019 to assist in monitoring actions to address areas of non-compliance.
- ◆ In collaboration with the Emergency Medical Retrieval and Transfer Service in Wales (EMRTS Wales), the Welsh Centre for Burns & Plastic Surgery, in liaison with their local Emergency Department, developed a **Burns Trauma Triage Tool for Critical Care Teams**. The aim of this tool is to insure patients in Wales with life threatening injuries reach the specialised burns centre as quickly as possible and retrieval teams can access specialist advice at scene. A similar collaboration with the South Western Ambulance Service NHS Foundation Trust (SWASFT) also began and a Burns Trauma Triage Tool for patients in the South West was received positively at the **Pre-hospital Trauma Networks Annual Stakeholder Meeting** in February 2020. We are extremely fortunate to have representatives from EMRTS Wales and SWASFT on the ODN's Clinical Governance Group.
- ◆ We also collaborated with the South West Critical Care Network with their project Lead for developing a **South West Critical Care Transfer Service** for adults. When this is completed it will provide highly trained dedicated teams to undertake critical care transfers from scene as well as transfers between hospitals. Work on this progressed rapidly during preparation for Covid-19 and **Retrieve** (<https://twitter.com/RetrieveSW>) is in the process of being set up.
- ◆ During this year we also improved our links with the **Great Western Air Ambulance Charity (GWAAC)**. The ODN Management Team attended a GWAAC Clinical Governance meeting to provide some teaching and discuss two unsurvivable burn cases.
- ◆ Unfortunately, Plymouth Burns Facility remains without a **Burns Clinical Psychologist**. This has caused delays in repatriations of patients. Therefore, we are collaborating with the Severn Major Trauma Centre to develop a business case for a Trauma and Burns Clinical Psychologist based at Derriford Hospital.





# Network Key Challenges and Successes in 2019-20

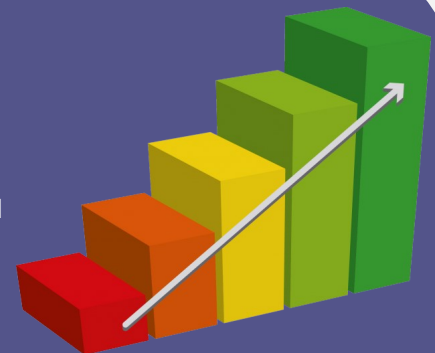
## Emergency Preparedness, Resilience & Response

- ◆ The SW Burn Care ODN continued as Lead Network for a national review of the **NHS England Concept of Operations (ConOps) for Managing Mass Casualties—Burns Annex** and the **NHS England Management of surge and escalation in critical care services: standard operating procedure for Adult and Paediatric Burn Care Services in England and Wales**. Both documents were signed off by the Trauma Clinical Reference Group (CRG) and the Emergency Preparedness, Resilience and Response (EPRR) CRG at the beginning of 2020. Unfortunately, due to pressures on national bodies in relation leaving the European Union and then the pandemic has meant that publication of these documents has not been possible during 2019-20.
- ◆ The Network planned and delivered a **National Burn Incident Response Team (BIRT) Information Day** in September 2019, to inform all burn services about the Burns Annex and the new team of burn specialists that would be part of a response to a burns mass casualty incident. All four Burns ODNs were well represented with over 90% of attendees saying they were confident in their understanding of the role they would play as part of a BIRT. 97% of attendees reported a good understanding of the national response to a burns mass casualty incident and 85% agreed they would be keen to volunteer for a BIRT.
- ◆ We organised a **National BIRT Training Group** which met in January 2020 and agreed to develop an on-line training package as well as a one day simulation study day. Work on this will continue later in 2020.
- ◆ The Network had approved funding for a bespoke **Burns Trauma Risk Management course**. Unfortunately, this could not be delivered as planned.
- ◆ Salisbury Burns Unit took part in a two day EMERGO exercise in October 2019. This provided an opportunity for the ODN to raise awareness of the Burns Annex with services and organisations.



## Research & Audit

- ◆ Our Lead Nurse, Nicola Mackey, joined a **National Specialised Services Quality Indicator (SSQI) Review Group**. This group will review the SSQIs for Burns (adult and paediatric) services.
- ◆ **Plastic Surgery & Burns—Getting It Right First Time (GIRFT)** review was due to be undertaken in early 2020. This would have involved a review of all burn services in England. There had been no agreement between NHS Wales and GIRFT, however, the Welsh Centre for Burns would be involved as much as possible.
- ◆ Unfortunately, due to staff vacancy towards the end of 2018-19, collection of iBID data in Plymouth and Swansea was affected. However, we are pleased to report that this has now been resolved and new staff and other team members have been trained. This should ensure no further gaps in data entry should the iBID administrators be off work.
- ◆ A service development project to increase **outreach services for adults** in the South West of England was approved by the ODN Board and added to NHSEI's Improving Value Programme. Work commenced to review requirements for Bristol Adult Burns Unit at Southmead Hospital, but this has since been paused. However, due to the pandemic, it has given us the opportunity to incorporate new ways of working into plans for future outreach design.
- ◆ Unfortunately, the **South West Burns Research Meeting** did not take place in December 2020. We hope to run this in December 2020.

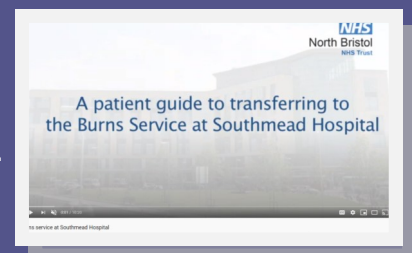


## Professional Education & Training

- ◆ We held our second **Regional Burns Multi-disciplinary Team Study Day**—to facilitate learning from each other and an opportunity for staff from across the Network to meet up with other teams. This year's theme was "Preparing for National Review". We were fortunate to have Mr Ken Dunn, Clinical Lead for Plastic Surgery and Burns GIRFT (Getting it Right First Time), come and give us an overview of the review process.
- ◆ The Network funded ten places on the Emergency **Management of Severe Burns (EMSB)** in September 2019. This supplemented additional places funded by Burns Services. A total of 24 candidates attended the training in Bristol delivered by a multi-disciplinary team from the Bristol and Swansea Faculty. 23 candidates passed.
- ◆ At the beginning of the year we received agreement from the British Burns Association that the Swansea and Bristol Faculty could run another EMSB course in Plymouth. Unfortunately, due to staffing capacity in Plymouth this was not achieved. It remains an aspiration of the Network.
- ◆ We held a virtual **Annual Regional Morbidity & Mortality Audit** meeting in June 2020. All burn services were represented and reviewed cases seen in 2019-20.
- We ran a Regional Stakeholder event titled "**Burns, Blasts & Biohazards**" in November 2019 which attracted healthcare professionals from pre-hospital, major trauma and critical care.
- The ODN supported the organisation of a **Salisbury Burns Education Day** in in November 2019 for healthcare professionals from Major Trauma Centres and Units in the Wessex Major Trauma Network.
- The SWUK ODN Therapies Group delivered a **Scar Management Study Day** for new Burns Therapists in February 2020.
- Salisbury Burns Unit had an extremely successful recruitment campaign, leading to no nursing vacancies by the end of the year. The Locum Clinical Nurse Specialist worked through **burn nursing competencies** with the new members of staff and the ODN was pleased to fund two extra places on the EMSB course.
- The South West Children's Burn Centre recruited a new Physiotherapist and Occupational Therapist. The Lead Therapists from Bristol Adult Burns Unit worked with the new therapists to identify any skills gaps and provided some training and support.
- Due to the small numbers of major burn injuries in the region and nationally, it is important for the surgical teams to maintain their skills. Therefore, the ODN facilitated **opportunities for observing major surgeries** in the Adult and Paediatric Centre. We are grateful to the respective Medical Directors for supporting this initiative.

## Patient Engagement & Education

- ◆ The Network supported development of a **repatriation video** for patients transferring to the Bristol Adult Burns Unit at Southmead Hospital. This was completed in April 2019 and can be viewed via the services web page <https://www.nbt.nhs.uk/our-services/a-z-services/burns>. So far it has had 652 views on YouTube®. Unfortunately, further videos for Salisbury and Swansea (paediatrics) were delayed due to staffing capacity. Salisbury was due to record their video in March, but this was cancelled due to the pandemic.
- ◆ A **patient representative** attends the ODN Board meetings and during 2019-20 he started to attend the ODN Clinical Governance Group meeting.
- ◆ A plan was approved by the Board for the Network to hold a **Regional Patient Peer Support Group for adults**. A programme was co-produced with two patients, a clinical psychologist and the ODN Therapies Group. It will be aimed at people who have been discharged from a burn service and might find value in meeting up with other burn survivors in their area to create local groups across the region. Links will be maintained with their nearest burn service should any education or presentations be requested by the group.
- ◆ The Welsh Centre for Burns & Plastic Surgery also started to plan a six week **'Living Well with Burns' course**.
- ◆ The South West Children's Burns Centre completed editing of a film for families with a burn-injured child.



# Regional Morbidity & Mortality Audit—2019-20

Despite the pandemic, the SW Burn Care ODN met the **National Burn Care Standards for Provision and Outcomes in Paediatric and Adult Burn Care** by holding our Annual Regional Morbidity and Mortality (M&M) Audit meeting on 9 June 2020 via MSTeams.

We were very grateful to Miss Alexandra Murray, Consultant Burns and Plastic Surgeon from Stoke Mandeville Burns Unit (London and South East Burns ODN) and Dr Jim Baird, Consultant Paediatrician at Salisbury District Hospital and Clinical Director of the Thames Valley & Wessex Paediatric Critical Care ODN, for co-chairing the meeting.

All burn services presented their cases between the period of 1 April 2019 to 31 March 2020. Thirty two participants joined the virtual meeting. Due to the forced move to a virtual meeting, we had to adapt the usual programme to better suit a videoconference delivery. Therefore, we focused on all mortalities, unexpected survivors and any SUIs/RCA. Fortunately, there had been no paediatric mortalities, so the Paediatric Burns Centre presented two interesting cases and identified a number of interesting learning points for discussion. Both these cases were submitted for discussion at the Annual National Burns M&M Audit meeting.

In total, five cases will go forward to the Annual National Burns M&M Audit meeting, including the SUI/RCA.

Due to the shortened audit meeting, transfers and repatriations were not discussed. However, all of these cases were routinely discussed in the quarterly ODN Clinical Governance Group meetings where any issues can be raised and addressed as necessary.

## Chairs' Comments

Both Chairs noted the good relationships between Bristol Adult Burns Unit at Southmead Hospital and their Care of the Elderly and Palliative Care Teams. The appropriate and timely involvement of palliative care and ICU teams would have been very beneficial to the patients and their families.

The Chairs also commended Swansea and Bristol Adult Unit for examples of cross organisation working and the involvement of both multi-disciplinary teams in decision making. They felt the inter-regional working was excellent and very positive.



## Morbidity & Mortality Audit

### ADULTS:

<b>11</b>	Mortalities
<b>7</b>	Expected mortalities
<b>4</b>	Unexpected mortalities
<b>1</b>	Unexpected Survivor
<b>1</b>	Serious Untoward Incident (SUI) / Root Cause Analysis (RCA)

### PAEDIATRIC:

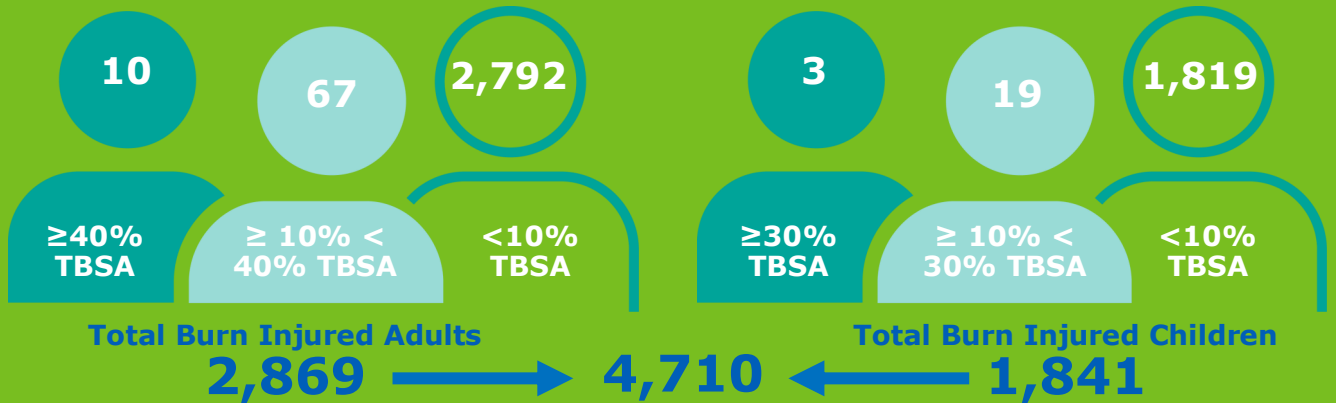
<b>0</b>	Mortalities
<b>30</b>	Requiring ventilation and/or fluid resuscitation (burns & non-burns)
<b>0</b>	Serious Untoward Incident (SUI) / Root Cause Analysis (RCA)

## Outputs of the Audit

- First aid training for general practice and nursing home staff.
- Continued training for referring services in initial management of burn injured patients.
- Build on joint MDT video conferencing when repatriating patients and for use with complex cases.
- Anecdotal evidence reported an increase in self-immolation in elderly patients, possibly related to Covid-19 isolation. This would be discussed at National Burns ODN Group.
- Burn services do not receive any data on mortalities at scene (self-immolation/fire). The South Western Ambulance NHS Foundation Trust representative agreed to obtain data if possible and we will add a section to the audit programme next year on 'out of hospital deaths'.

# Our Network in Numbers 2019-20

## New Patient Referrals (inpatients and outpatients)



### Education & Training Calendar

#### May 2019

- ◆ 10 registration fees funded by SW Burn Care ODN for nurses/AHPs to attend **British Burn Association National Congress**

#### June 2019

- ◆ 45 members of burns MDTs attended the **ODN Regional Morbidity & Morality Audit**
- ◆ 65 Delegates attended the **ODN Education Day—Preparing for a Burns Mass Casualty Incident** in Plymouth

#### September 2019

- ◆ 10 Burns Staff funded by SW Burn Care ODN to undertake the **Emergency Management of Severe Burns (EMSB)** Course in Bristol
- ◆ 107 Delegates attended the **National Burns Incident Response Team (BIRT) Information Day** in Wolverhampton

#### November 2019

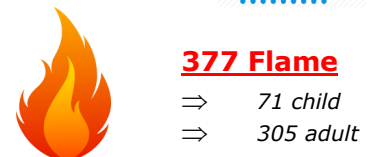
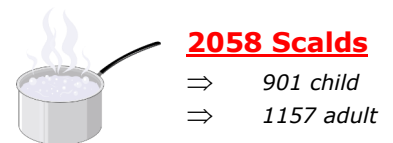
- ◆ 103 Delegates attended the **ODN Education Day—Burns, Blasts & Biohazards** in Bristol.
- ◆ 194 Delegates attended the **ODN Burns Study Day** in Salisbury.

#### December 2019

- ◆ 57 members of the burns MDTs attended the second **ODN Regional Burns MDT Study Day**

### Top 5 Injury Causations in SWUK ODN

A total of 4671 cases recorded on iBID



102—radiation  
50—cold  
40—electrical  
9—friction  
69 - not recorded

iBID — International Burn Injury Database

## Service & Quality Improvements — Senior Nurses Group

### Service Improvement

- In December 2019 the Network ran our Annual Regional MDT conference. This year we focused on "Preparing for National Review" as we were expecting a GIRFT review in Spring 2020 and an external peer review later in the year. Mr Ken Dunn, Clinical Lead for Plastic Surgery and Burns GIRFT, kindly presented on what we should expect from the review and all services were asked to present on their self-assessment against the National Standards for Provision and Outcomes in adult and Paediatric Burn Care (2018) which provided an opportunity to share ideas on quality improvement priorities.
- A Lead Nurses breakout group agreed to review the Manchester Chronic Wound Management Pathway with a view to developing a similar pathway in our Network.
- A scoping paper on the existing Outreach services across the ODN was signed off by the Network Board. This highlighted inequity of outreach services for adult patients within the ODN and work was started to scope options for developing adult outreach in the Bristol catchment area. Paediatric outreach is well funded and staffed, but ways of working may be changed to reduce high travel costs and review governance arrangements.

### Education & Training

- As you will see throughout this report, all services continue to provide Burns Study Days for their local referring community.
- The University of the West of England (UWE) Burn Care and Rehabilitation course started in February 2019. Unfortunately, the university paused the course due to Covid-19. Teaching is delivered collaboratively by burn specialists from within the network.
- The Emergency Management of Severe Burns (EMSB) course was successfully delivered in September 2019. 24 candidates undertook the course. The Network funded ten places to enable burns services to release a number of newly recruited staff to undertake the course.
- The Network also funded ten delegate fees for nursing and AHP staff to attend the British Burn Association Conference in May 2019.

### Staffing

- A number of paediatric nursing vacancies in Swansea resulted in the Children's Burns Ward having to relocate inpatients to the general paediatric ward at weekends. Qualified burn nurses continued to care for burn-injured patients.
- Nursing teams continue to work well together and continued networking over the last year ensured good collaboration between services.

### National Work

- The ODN Lead Nurse has been involved in a Trauma & Burns Clinical Reference Group working group to review the Specialised Services Quality Dashboard Indicators.
- There was good representation of nurses from the Network at the National BIRT Information Day.

### Plans for 2020-21

- The Network hopes to fund two places from each Burns Service for nursing and AHP staff to enrol on the **Emergency Management of Severe Burns (EMSB) course** in September 2020 to enable services to maintain competencies;
- We will contribute to **ODN Annual Regional MDT Conference** in December 2020.
- Reinstate Lead Burn Nurses Forum.
- Complete ODN Chronic Wound Management Pathway.



## Service & Quality Improvements – Therapies Group

### Patient Experience

The ODN Therapies Group is pleased to report that the Bristol **Repatriation video** went live in April 2019 and, at the time of writing, has been viewed 652 times. The aim of the video was to demonstrate how therapists work together across burn services to provide a seamless transfer and continuation of rehabilitation when a patient transfers to the Burns Unit at Southmead Hospital. It was co-produced with past burn-injured patients and includes them talking about their experience of being transferred to a new team and their on-going rehabilitation. The video is shown to patients prior to transferring to Southmead Hospital. Feedback has been positive, with patients reporting a reduction in anxiety around transfer.

Due to staff shortages in the Paediatric Unit at Morriston Hospital, Swansea, their repatriation video was unable to be completed this year. Staff shortages also delayed development of the Salisbury Burns Unit repatriation video. Filming was due to take place in March 2020, however, due to social distancing measures coming into effect filming was postponed. We hope to complete this before 31 March 2021.

Therapists in Swansea contributed to the design and planning of a **rehabilitation garden** in Morriston Hospital, which opened in November 2019. Facilities include a basketball hoop, a mini golf putting range, different textures and surfaces for mobility practice and a therapeutic gardening area. As well as contributing to the well-being of patients by providing an outdoor space in which to rehabilitate, the area has more recently been opened up for staff to enjoy on their breaks to help with the stresses of working within the current COVID-19 healthcare crisis.

In response to changes in service delivery due to COVID-19, services had to scale back face to face outpatient / outreach work and make use of telephone and video consultations. The Burns Therapies Interest Group (BTIG) developed an on-line tool to support patients in **self-management and exercise** to reduce attendances in hospital and enable patients to continue with their rehab progress.

### Education & Training

We delivered a number of **burn study days** for new therapists in acute and community hospitals. The **Burn Care & Rehabilitation course**, delivered in collaboration with the University of the West of England (UWE), also commenced in February 2020. Unfortunately, it had to be cancelled mid-way through due to Covid-19. The hope is that students will complete the course later in the year.

We planned and hosted a National BTIG study day on **Scar Management** in February 2020. This was open to therapists from all burn networks who were British Burn Association (BBA) members. The programme covered reasons why people scar, how different therapies work and some patient case studies. A total of 28 therapists attended; feedback was excellent. The day provided an opportunity to discuss the management of difficult cases.

Therapists in the Bristol adult and paediatric services have been collaborating in order to share knowledge and experience as new staff join the burns MDT.

### Plans for 2019-20

As part of ensuring resilience of burn services, especially during a burns mass casualty incident, we started two projects in 2019-20 but unfortunately work has been delayed due to COVID-19: Therefore, the following projects will be rolled over into to 2020-21:

- Development of **on-line training** for new therapists rotating to a burns team and community therapists. We started to prioritise the subjects with a view to obtaining feedback from the community teams.
- Development of **Major Incident Condition Cards** for ICU therapists to support a response in a burns mass casualty incident. We agreed to prioritise treatment cards, starting with respiratory care and rehabilitation. We will ensure advice reflects the national therapy standards.

## Service & Quality Improvements – Psychology Group

### Service Improvement

- We have improved the average annual percentage of inpatients screened for psychosocial morbidity compared to last year (Adults 63.1% to 74% / Child 60.2% to 64.7%). This has been achieved through the development of a basic screening questionnaire which can be completed by members of the burns multi-disciplinary team (MDT). We will be submitting business cases for the recruitment of Psychology Assistants in order to improve this overall percentage by undertaking screening and providing support in service development.
- There continues to be an absence of any Clinical Psychology assessments in our Plymouth Burns Facility. We are collaborating with Derriford Hospital's Major Trauma Centre and the SW Critical Care Network to write a business case for a Clinical Psychologist to support trauma, critical care and burns patients (all ages).
- The Bristol Paediatric Burns Centre improved the pathways for children with complex injuries involving therapies and psychology by ensuring these patients have a 'key or named worker' to support them through this pathway.
- Swansea completed six patient interviews on inpatient goal planning. This is currently being written up by a master's student for poster/journal publication and the learning from this will be shared across the Network.

### Education & Training

- Dr Helen Watkins and Dr Julia Cadogan presented at the National Burn Incident Response Team (BIRT) Information Day in September 2019 on the **Psychological Impact on Staff – Building Emotional Resilience in Teams**. The ways in which this support can be operationalised across the network were explored. To support this we were successful in obtaining funding from the ODN to run a bespoke Burns Trauma Risk Management (TRiM) course. Dates were agreed for May which unfortunately had to be postponed due to the pandemic.

### Patient Engagement

- Dr Patrick Hill, Clinical Psychologist, joined the Bristol Adult Burns Unit at Southmead Hospital in June 2019 to cover a period of maternity leave. In collaboration with two patients and the network manager, he developed an outline plan for running **peer support groups for burn injured patients** who had been discharged from a burn service. The ODN therapy leads were consulted on this and it was agreed that a regional pilot group for adults would meet in June 2020. Unfortunately, this had to be put on pause due to Covid-19. We hope to pick this up in 2021 and possibly hold a virtual group.
- In Swansea, the Outreach Team and Clinical Psychologist started to develop a project in collaboration with Education Programme for Patients (EPP Cymru). They will be running a **bespoke burns self-management 'Living well'**, a six week programme aimed at patients in the rehabilitation stage. Again, unfortunately, this has been paused at present due to Covid-19.
- As a consequence of the findings from an earlier research co-design project, '**A Road Less Travelled**', Dr Julia Cadogan and a research nurse, Karen Coy, have produced a video for parents of burn injured children and following some final evaluation this will be hosted on the University Hospitals Bristol and Weston NHS Foundation Trust's website.

### Plans for 2019-20

- We will continue to ensure plans are in place regarding the provision of appropriate psychological support for members of the BIRT and wider burn care team post major incident.
- Work with Severn Major Trauma Centre to finalise and submit a business case for a Clinical Psychologist in Plymouth.
- Take forward the patient engagement projects.

# Network Priorities for 2020-21

The SW Burn Care ODN develops a work plan every year based on regional and national priorities. Regular service reports to the ODN Board ensures areas of concern are raised and can be addressed as part of the ODN work plan. All work plan topic areas are aimed at improving standards of care, access and outcomes for patients and their families. The ODN Work Plan for 2020-21 was approved by the ODN Board and below is an overview of the ODN's objectives for 2020-21.



## ODN Governance

The ODN self—assessed against **Section G-The Burn Care Operation Delivery Network** of the National Burn Care Standards for Provision and Outcomes of Paediatric and Adult Burn Care. During 2020-21 we will address the following standards that we are not compliant with:

**G.01 - ODN Governance & Accountability:**  
G01.A - Ensure Memorandum of Understanding (MoU) / Partnership Agreement between all ODN stakeholders are completed

**G.04 - Host Accountability:**  
G.04.A - There is a Service Level Agreement (SLA) between the ODN Director/Manager and the host organisation.  
G.04.B - The SLA includes the provision of relevant accommodation, facilities and corporate services and an outline of associated costs.  
G.04.C - The contractual agreement with the host organisation outlines the responsibilities and accountability of the host organisation in line with the Operational Delivery Network service specification.

**G.05.- Network guidelines and protocols - Immediate Care should include:**  
G.05.G - Transfer policy including the resources required (equipment and staffing).  
G.05.G - Guidelines on referral to an appropriate Burn Care Service (including provision for long travel times or where long waits for an appropriate bed are anticipated).

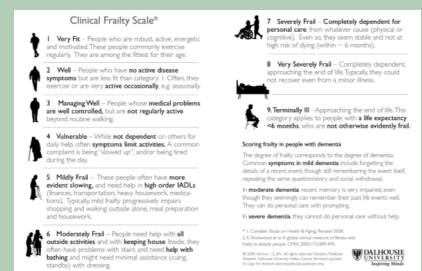
**G.07 - Network Strategies:**  
G.07.C - Workforce

**G.07 - Network Strategies:**  
G.07.E - A Network Strategic Development Plan covering the subsequent 5 to 10 years. This links with the Service Development Plans

**G.08 - Telemedicine / Tele-referral System:**  
The ODN has approved an electronic telemedicine / tele-referral system, capable of supporting referrals from referring hospitals and specialist advice to referring hospitals.

## Clinical Governance

- Ensure surgeons within the SWUK ODN Burn Services **maintain skills in managing larger burns in children and adults**. We will implement a process to enable surgeons to visit the paediatric or adult burn centres within the ODN to observe complex operations and management of patients with large burns.
- Ensure Burns Services are using the **Rockwood Clinical Frailty Scale**® in setting tailored treatment and rehabilitation pathways for all patients ≥65 years old. This will also be a Key Performance Indicator (KPI) for Burn Services and data will be collected via iBID.

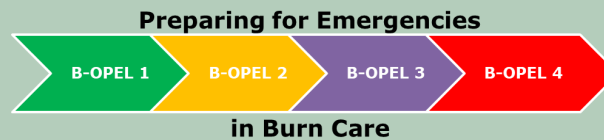


## Audit & Research

- All Burn Services to take part in the **ODN Annual Morbidity and Mortality Audit meeting** in June 2020 and identify cases to go forward to the National Annual Audit meeting in July 2020.
- All Burn Services and the ODN to undertake **second self-assessment against National Burn Care Standards for Provision and Outcomes in Paediatric and Adult Burn Care.**
- Deliver an **Annual ODN Research Meeting** for Burn Services to present research projects and updates on clinical trials.

## Emergency Planning

- Ensure the **Burns Annex of the National Concept of Operations for Managing Mass Casualties** is reflected in Trust Emergency Plans (Burns and Non-Burns) and Regional EPRR Plans in preparedness for a burns mass casualty incident within or out with the ODN (once the document has been published).
- Test the Burns Annex in collaboration with NHS England and NHS Improvement (NHSEI) EPRR and Public Health England.
- Monitor use of NHSEI **Management of surge and escalation in critical care services: standard operating procedure for Adult and Paediatric Burn Care Services in England and Wales (2020).**



## Education & Training

- Deliver 2nd year objectives of the **ODN Education and Training Strategy in Preparing for a burns mass casualty incident** by:
  - ◊ Running two Burn Study Days on Planning for a Burns Mass Casualty Incident. One in Swindon, and one in Cardiff aimed at healthcare professionals within the Severn and Welsh Major Trauma Network areas;
- Deliver a **ODN Regional Stakeholder Education Day** on “**Pre-hospital burn care**” bringing together multi-disciplinary teams involved in patient retrieval and transfer.
- **Learning from each other** by:
  - Reinstating **SWUK ODN Lead Burn Nurses Forum.**
  - Holding a **ODN Regional Burns Multi-Disciplinary Team Day** for all Specialised Burn Services.
- Ensure Burn Services are supported in delivering the **Emergency Management of Severe Burns (EMSB) course**, in September 2020, providing two ODN funded places from each of the Burn Services.
- The **ODN Therapies Group** will identify gaps in on-line training modules for community therapy teams and aim to develop these modules. They will also develop Condition Cards for therapists in Intensive Care Units for use after a burns mass casualty incident.

## Patient & Public Engagement

- Development of a **Regional Adult Peer Support Group** for people who have been discharged from the Burn Service.
- **Strengthening our links** with the Burns charitable organisations by collaborating on patient support projects.
- Following the success of the **Bristol Repatriation video**, we plan to develop similar videos for patients repatriating to Swansea (paediatrics) and Salisbury Burn services.

*Many of our plans for 2020-21 are likely to be affected by the Covid-19 pandemic. However, we hope to achieve as many as possible via new technology such as creating a education video library and making use of MSTeams*

# Working in Partnership

## National Burn Care Operational Delivery Network Group

The SW Burn Care ODN is one of four Specialised Burn Care Operational Delivery Networks covering England and Wales. The ODN Managers and ODN Clinical Directors form a National Burn Care ODN Group (NBODNG) which meets quarterly and works collaboratively to deliver national projects on behalf of NHS England and NHS Improvement and the Major Trauma Clinical Reference Group.

Key areas that have required a nationally consistent approach during 2019-20 included:

- Clinical governance and audit;
- Quality assurance, through self-assessment and peer review;
- Emergency Preparedness, Resilience and Response (EPRR);
- Management of Burns Critical Care Surge and Escalation.

### Clinical Governance & Audit

- Unfortunately, the Annual National Burns Morbidity and Mortality Audit for 2019-20 cases had to be postponed and will be held in October 2020.
- Following the publication of the revised BBA Standards, the NBODNG ensured that all services used the same audit tool developed by the LSEBN to assess compliance against the standards.
- A **Quality Assurance Toolkit** was then developed by the SW Burn Care ODN for use by all the services to address areas of non-compliance and collate evidence which will be required for two planned national reviews in 2020 ("Getting It Right First Time" (GIRFT) and Quality Surveillance Team review).

### Emergency Planning

- A major focus for the NBONG is the ability for Burn Services to respond to a burns mass casualty incident. The Burns Annex of the NHSEI [National Concept of Operations for the Management of Mass Casualties](#) was signed off by the Trauma Clinical Reference Group in November 2019 and then by the Emergency Preparedness, Resilience and Response (EPRR) Clinical Reference Group in January 2020. However, before the document could go through NHS Gateway to be published, the Covid-19 pandemic reached us. At the time of writing this report, the Burns Annex is awaiting publication.
- The SW Burn Care ODN continued to lead on this during 2019-20 and a Burn Incident Response Team Training Committee was set up and held its first meeting in February 2020. We agreed to develop some online training for BIRT Competencies and run a one day simulation exercise. Unfortunately, this work was paused due to Covid-19.
- The [Management of Surge and Escalation in Critical Care Services: Standard Operating Procedure for Burn Care Services in England and Wales](#). This document was also approved by the Trauma CRG and EPRR CRG, but has not been published as yet. However, Burn Services are working to this document now. The NHS Pathways Directory of Service was updated to reflect the new escalation levels (Burns—Operational Escalation Levels [B-OPELs]) This work led to good collaboration with NHS Digital and the National Burn Bed Bureau, which in turn facilitated additional changes to the system to support our national burns response to Covid-19.



## Specialised Services Quality Dashboard for Burns

Specialised burn services are delivered as part of the National Programme of Care for Trauma and the Major Trauma and Burns Clinical Reference Group. Each Specialised Burn Service submits data to the [Specialised Services Quality Dashboards \(SSQD\)](#) for metric definition sets for paediatric and adult quality indicators. Table 1 describes the quality indicators for 2019-20 along with the aspirational target for achieving these indicators.

### Specialised Services Quality Dashboard for paediatric and adult burn care

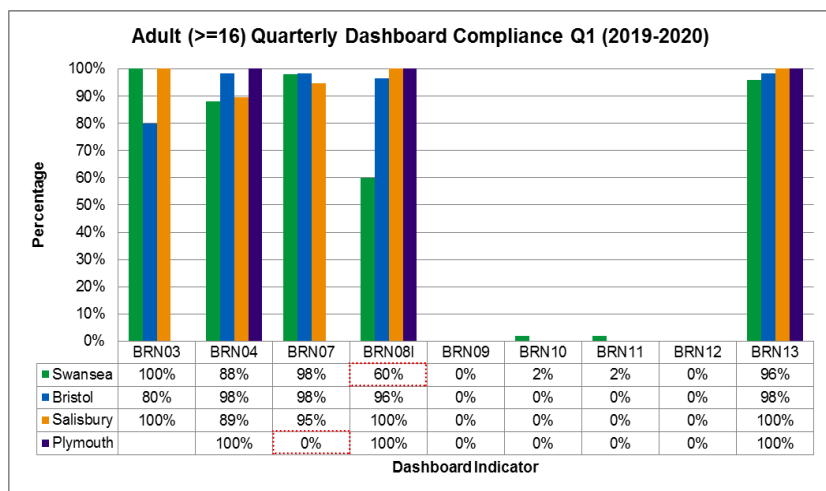
Dashboard Indicator	Name of Indicator	Aspirational Target
BRN03	% of resuscitation and/or mechanically ventilated burns (in age group) assessed by a Consultant Burns Surgeon within 12 hours of admission	75%
BRN04	% of inpatients (in age group) receiving a daily pain assessment using a validated pain assessment tool.	80%
BRN07	% of inpatients (in age group) screened for psychosocial morbidity prior to discharge from burns ward.	75%
BRN08i	% of inpatients (in age group) screened for functional morbidity within 2 working days of admission to the specialised burn service.	80%
BRN09	% of inpatients (in age group) acquiring a blood borne multi-resistant infection.	0%
BRN10	No of admissions (in age group) who died indicated as possibly unexpected deaths.	n/a
BRN11	No of admission (in age group) who survived calculated as being unexpected.	n/a
BRN12	No of inpatients (in age group) admitted to an inappropriate level of care according to the National Burn Care Referral Guidelines (2012).	0%
BRN13	% iBID Minimum dataset completed for inpatients (in age group)	80%

Each Specialised Burn Service must submit data to the SSQD via the International Burn Injury Database (iBID). This data is uploaded to the SSQD each quarter and is used by NHS England & NHS Improvement Specialised Commissioning South West to ensure quality and outcome measures are being achieved. It also enables the commissioners to make comparisons between burn service providers nationally and support improvements over time.

Overall, data entry has improved this year with the recruitment of dedicated iBID administrators. Training was also provided to new administrators and other members of the burns MDT to avoid gaps in data entry in the future.

Pages 17 and 18 provide a summary of Burn Services compliance with the SSQD indicators during 2019-20. These still indicate the requirement for service improvement in Plymouth in respect to psychosocial screening of all inpatients (paediatric and adult) and we are working with Major Trauma and Critical Care on a business case for a shared Trauma Clinical Psychologist. The Bristol Paediatric Burns Centre did not achieve any of the targets for functional morbidity screening resulting in 40 of 105 patients admitted not being screened prior to discharge. This was mainly due to staff vacancies, which were recruited to by the end of the year and were provided with training from the adult therapists, so we hope to see an improvement in this next year. The Salisbury Paediatric Burns Unit should be commended for achieving all targets throughout the year.

## Adult Specialised Services Quality Dashboard (QSSD) 2019-20



Areas highlighted   indicate service below target.

All services reported zero blood borne MDRO infections.

**Swansea** was below target for:

### BRN08i

Q1: 20 of 50 adult patients did not have a functional morbidity assessment within two working days of admission.

### BRN03

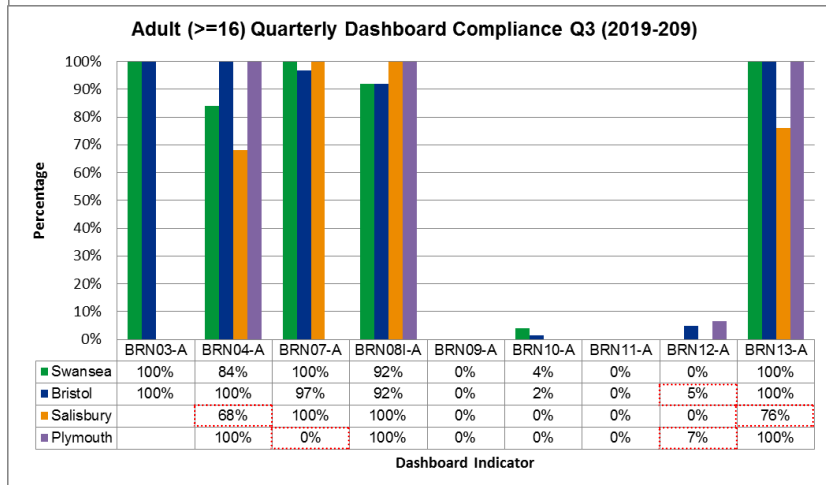
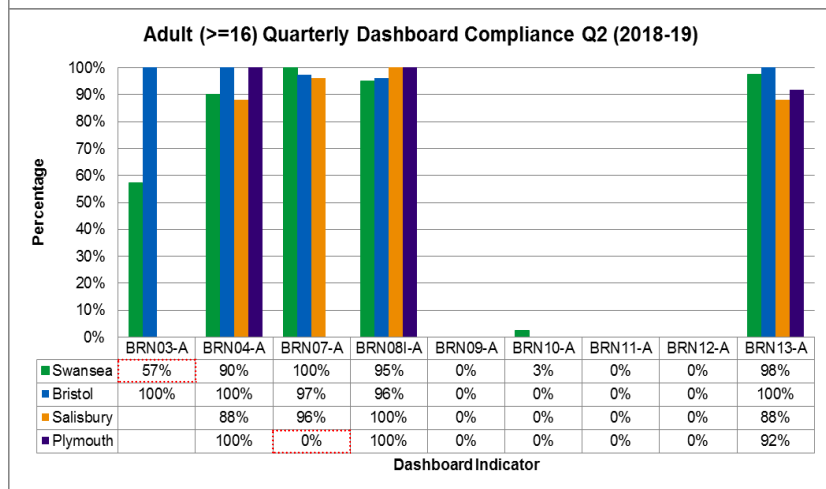
Q2: 4 of 7 &

Q4: 3 of 6 adult patients did not have a Burns Consultant review within 12 hours of admission.

**Bristol** was below target for:

### BRN12

Q3: 3 of 63 adult patients were admitted to an inappropriate level of care.



**Salisbury** was below target for:

### BRN04

Q3: 8 of 25 adult patients did not have a daily pain assessment

### BRN13

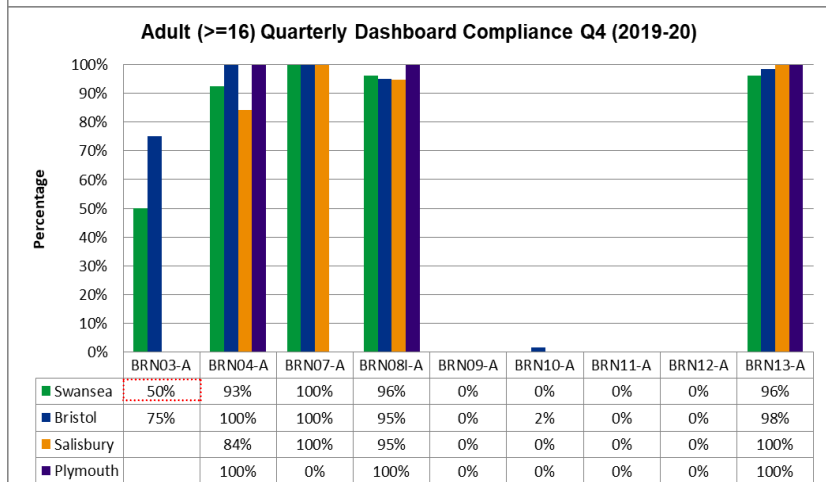
Q3: 6 minimum data sets were incomplete.

**Plymouth** was below target for:

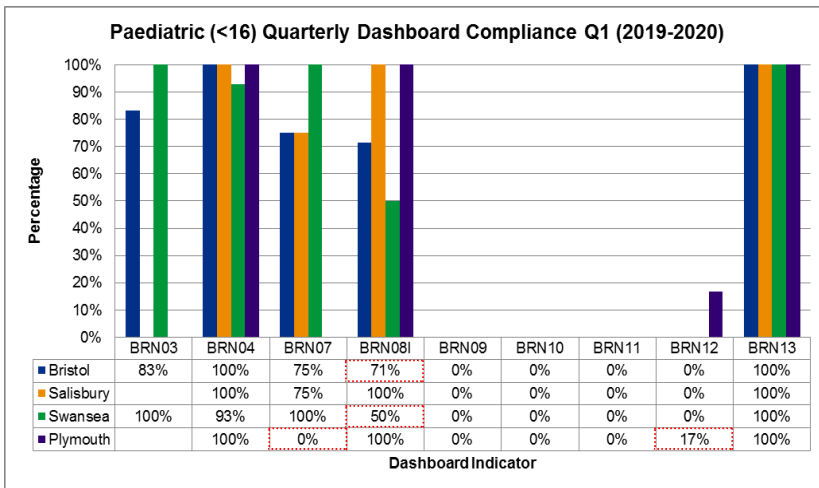
### BRN07

All quarters: A total of 34 adult patients were not screened for psychosocial morbidity.

**BRN12 (admission of inappropriate level of care)** during Q3: 1 of 15 adult patients were admitted to an inappropriate level of care.



# Paediatric Specialised Services Quality Dashboard (QSSD) 2019-20



Areas highlighted   indicate service below aspirational target.

All services reported zero blood borne MDRO infections

**Bristol** was below target for:

**BRN08i**

All quarters: 40 of 105 paediatric patients were not screened for functional morbidity.

**BRN03**

Q4: 1 of 3 paediatric patients did not have a Burns Consultant review within 12 hours of admission.

**BRN07**

Q4: 11 of 26 paediatric patients were not screen for psychosocial morbidity.

**Salisbury** achieved all quality indicators through out the year.

**Swansea** was below target for:

**BRN08i**

Q1: 7 of 14 paediatric patients were not screened for functional morbidity. Q4: 2 of 3 paediatric patients did not have a Burns Consultant review within 12 hours of admission.

**Plymouth** was below target for:

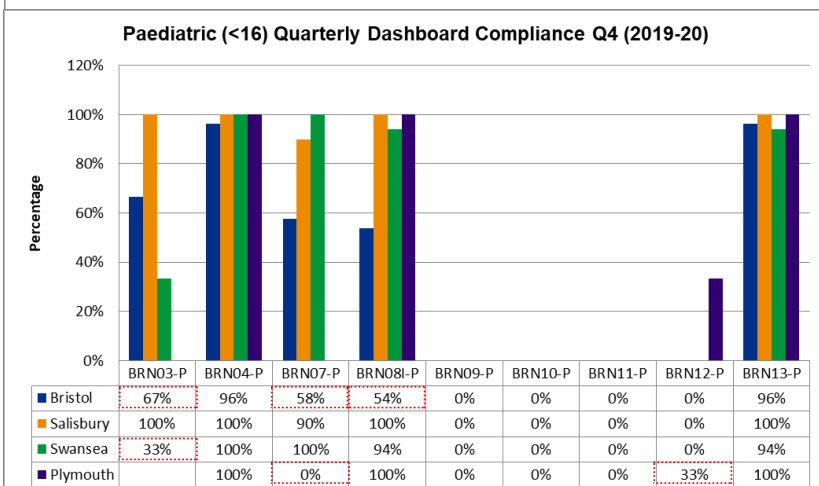
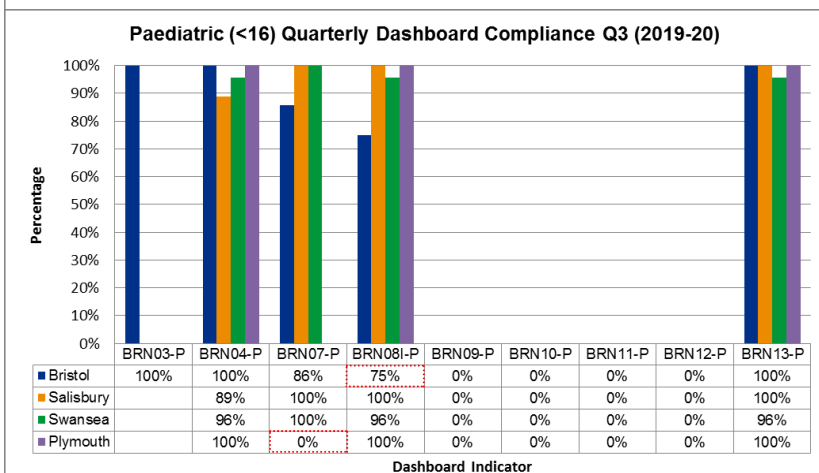
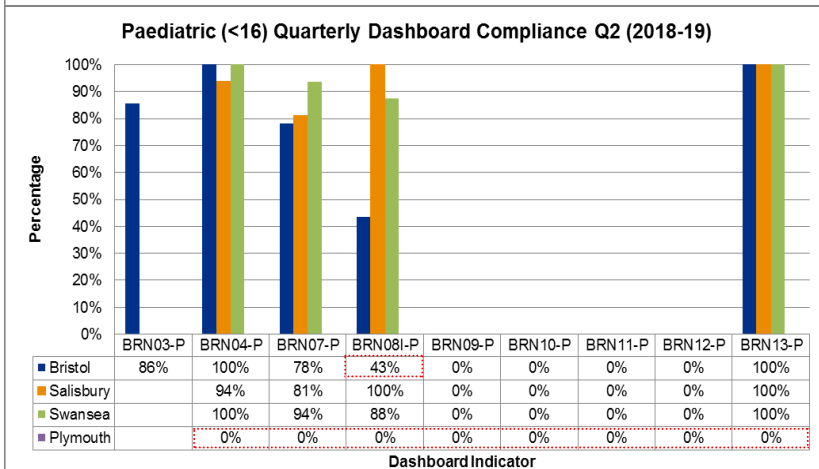
**BRN07**

All quarters: A total of 18 of 18 paediatric patients were not screened for psychosocial morbidity.

**BRN12**

Q1: 1 of 6 & Q4: 1 of 3 paediatric patients was admitted to an inappropriate care.

*Unfortunately, no data was submitted for Q2.*



## Highlights from our Burn Services

### Welsh Centre for Burns & Plastic Surgery, Morriston Hospital, Swansea

Service Clinical Lead—Mr Jeremy Yarrow, Consultant Plastic Surgeon

The Welsh Centre for Burns and Plastic Surgery is based at Morriston Hospital, Swansea and is part of Swansea Bay University Health Board. We are the only designated Adult Burns Centre for the SW Burn Care ODN, providing specialised burn care for all burn-injured adult patients from South and mid Wales and the most severely injured from the South West of England. It also provides Unit level care for children from South and mid Wales with minor to moderate burns.



#### Patient Activity

NEW IN PATIENT & OUT PATIENT ACTIVITY DURING 2019-20			
Total Adult Referrals:		Total Paediatric Referrals	
TBSA% Burn Injury <10%	552	TBSA% Burn Injury <10%	384
TBSA% ≥10% to <40%	25	TBSA% ≥10% to <30%	3
TBSA% ≥40%	6	TBSA% ≥30%	1
<b>Total Adult Cases</b>	<b>583</b>	<b>Total Paediatric Cases</b>	<b>388</b>

#### Service Development

- ◆ During 2019-20 we started a project to implement a telemedicine system enabling electronic referrals and images of injuries to be sent to us. Unfortunately, this stalled for a few months due to differing Information Governance criteria in NHS Wales. However, in February 2020, we received approval to go ahead with this implementation and plan to go live with the system by the end of June 2020. We will report on the progress of this in next year's annual report.
- ◆ Throughout the year, we also had ongoing service improvement/QI projects reviewing aspects of burn care including BASAT paediatric safeguarding use, theatre efficiency, compliance with burn referral guidelines, compliance with burn care standards. Service developments included the setting up of new burns outreach locations with improved access to post burn laser. However, much of this has now been impacted by the pandemic.

#### Clinical Governance

- ◆ There were no Serious Untoward Incidents/Root Cause Analyses during 2019-20.
- ◆ Two cases of MDRO Pseudomonas were reported.
- ◆ There was one inappropriate referral of a patient with no burn injury. This was investigated by the ODN Clinical Leads and training was undertaken in the burn service and offered to the referring organisation.
- ◆ Unfortunately, the Centre had to close for a total of 50 days (47 = Max ICU bed occupancy / 3 = critical staffing levels) during the year. This resulted in two patients being transferred out of the ODN region in December 2019.
- ◆ Outreach satellite clinics were suspended in March 2020 due to Covid-19.
- ◆ A total of nine patients were repatriated during the year.
- ◆ There were a total of five deaths, three of which were unexpected. All mortalities will be discussed fully at the 2019-20 Morbidity and Mortality Audit in June 2020.

## Specialist Staffing

### Nursing

- Staffing remained a concern at the start of the year with 14.58 WTE vacancies. However, during the year this was brought down to 7.4 WTE vacancies.
- Paediatric nursing recruitment has remained challenging, requiring the paediatric burns ward to close at the weekends. Any inpatients were transferred to the general paediatric ward with the paediatric burns nurses.
- During the last quarter of the year, burns ICU nurses were redeployed to support the Covid-19 response within the hospital. The Burns ICU was able to maintain the service apart from one patient who had to be transferred to London due to no ICU bed capacity.

### Medical

- A new substantive consultant post was created and recruited to. There were no other issues with medical staffing.
- As part of the hospital's Covid-19 response, all non-consultant anaesthetic grades and three burns anaesthetists were redeployed to the main ICU, reducing the burns anaesthetic cover to six. Junior members of the surgical team were also redeployed. Contingency plans to set up a resident consultant rota were prepared should middle grades be redeployed, but this was not required.

### Therapies

- There were no major staffing issues, however, there was some rearrangement of cover for the hospital's Covid-19 response. This may impact on the service in the future due to rehabilitation requirements of patients recovering from Covid-19.

### Psychology

- The under-resourcing of psychology continued to be an issue with the Consultant Clinical Psychologist holding a waiting list for outpatient appointments. The service is currently non-compliant with the national Burns Care Standards, 2018, H.02B & C 'Optimising Psychological well-being: Psychological risk or distress recorded in notes and type of intervention or action identified, recorded and provided' as there is no assistant psychology role to conduct adequate screening. Plans are underway to add the risks associated with this under-resourcing to the health board risk register.
- There was some rearrangement of the Consultant Clinical Psychologist's role in relation to the health board's Covid-19 response, particularly in terms of providing support to the Employee Wellbeing Service.

## Presentations, Posters & Audits

- Presentations undertaken by the Swansea MDT have included MSc teaching on Burns and Wound care, the use of Lasers in burn scar management.
- Burns Outreach team presentations have included Burns in the Older Adult, Burn prevention teaching, Burn care and Burn First Aid presentations.
- Unit quality improvement processes have included review of theatre start times, clinical audit on the management of hypernatremia in burns ICU and the appropriateness of burns referrals against national standards.

## Patient Engagement & Education

- Presentation on burns prevention and first aid for older adults at Live Well, Age Well: health & Well-being Forum (adults 60+) a rolling commitment.
- Burns prevention and first aid for babies and toddlers talks to Parent & Baby groups
- Burns prevention talks in nursing homes



The whole MDT has continued with their extensive education programme ensuring healthcare colleagues in the hospital and community are delivering the best care for burn injured patients. Below is a summary of their activities:

### **Nursing**

- Running a burns teaching week for new ICU nursing staff and delivering training on foundations in ICU.
- The Outreach Nurse provided training in burns prevention, assessment and wound management to District / Practice Nurses and nursing staff in prisons and Emergency Departments.

### **Medical**

- Emergency management of burns in Morriston's Emergency Department
- Teaching of MSc students - Burns Pathophysiology and Management
- Presentation at national burns meeting on 'Preparing for Burn Incident Response Team (BIRT) Activation and Deployment'
- Laser treatment presentation at National Burns Therapists Scar Management Study Day
- We were pleased to report that Miss Sarah-Hemington-Gorse, Consultant Surgeon, was awarded Health Education & Improvement Wales (HEIW) Best Secondary Care Trainer in Wales.

### **Therapists**

- Indications for laser in management of scarring
- BSSH/BAHT Conference Therapy management of the burnt hand
- Poster on Patient Repatriations – Reducing anxiety for burns patients stepping down to another burns service
- The role of Occupational Therapists in burn prevention and first aid in older patients. Singleton Hospital Community rehab team and ABUHB Older Adult Mental Health Occupational Therapy Service.
- Physiotherapy students on placement from Cardiff University awarded the Burns and Plastic Surgery Physiotherapy Team the runner-up award for "Best Placement Team in Wales for Physiotherapy".

### **Psychology**

- Presentation on team working and consultation in clinical settings to Doctoral course in Clinical Psychology, Cardiff University.
- Presentation at National Burns Incident Response Team (BIRT) Information Day on psychological impact of trauma and supporting colleagues.
- Ways in which staff support can be operationalised across the network were explored and funding from the SWUK ODN to run a bespoke Trauma Risk Management (TRiM) course for 16 TRiM Practitioners (4 from each service) and 6 TRiM Strategic Leads (2 from each of the centres and 1 from each of the units) was agreed. Dates were set for May 2020 which have now been postponed until 2021.

### **Multi-disciplinary Team**

- MDT Presentations on burn injuries and their management with case studies. Mid/West Wales Fire and Rescue Service
- All members of the burns MDT completed Level 3 paediatric safeguarding training

# South West Paediatric Burn Centre, Bristol

Service Clinical Lead—Mr Sankhya Sen, Consultant Plastic Reconstructive & Burns Surgeon

The Children’s Burns service is based at the Bristol Royal Hospital for Children which is part of the University Hospitals Bristol and Weston NHS Foundation Trust. We are the only designated paediatric burn centre in the SW Burn Care ODN and deal with burns of all sizes affecting a child’s total body surface area (TBSA) including those with inhalational injuries. We have had another busy year seeing well over 1000 new cases. The outcomes continue to be outstanding and the whole multi-disciplinary team (MDT) is to be congratulated for this. A brief overview of aspects of our service is below.



## Patient Activity

NEW IN PATIENT & OUT PATIENT ACTIVITY DURING 2019-20	
Total Paediatric Referrals	
TBSA% Burn Injury <10%	1,041
TBSA% ≥10% to <30%	15
TBSA% ≥30%	2
<b>Total Paediatric Cases</b>	<b>1,058</b>

## Service Improvements

- The MDSAS Burns Telemedicine Referral system was relaunched, with a good degree of success. The feedback from referring units has been very good.
- Multiple audits were undertaken, further detail is included in the Presentations, Publications, Posters and Audits section.

## Clinical Governance

- There were no Serious Untoward Incidents (SUIs) or Route Cause Analyses (RCAs) during 2019-20.
- No multi-drug resistant organism (MDRO) infections.
- No inappropriate referrals or transfers and no patients were refused care as capacity and capability has been maintained all year.
- One patient was repatriated to Salisbury Burns Unit during Q3.
- There were no mortalities during the year.
- We had 22 resuscitation sized burns, two cases required Paediatric Intensive Care (PIC) due to severe inhalation injuries. These will be discussed at the Regional Morbidity and Mortality Audit meeting in June 2020.

## Patient & Public Engagement

- On-going monthly burns awareness sessions at ‘Baby and Me’ groups.
- Involvement in the National Burns Awareness Day for the general public including BBC Points West interview: ‘Safe Tea’ campaign and First Aid advice. Information stands and Facebook messages.

The whole MDT has continued with their extensive education programme ensuring healthcare colleagues within the hospital and the wider community are delivering the best care for burn injured children. Below is a summary of some of their activities.

### **Nursing**

- Paediatric Burns Study Day [range of topics] for community, emergency department and minor injury unit nurses
- Burns sessions on Regional High Dependency Unit (HDU) and Paediatric Intensive Care (PIC) modules—Children’s Faculty of Nurse Education.
- ‘The top to toe of children’s burns’ - an induction for new starters on ward.
- Burns update and training in use of burns telemedicine for MIUs.
- Enhanced trauma nurses study day: Burns session and Simulation.
- Burns session on Regional Pain course
- Burns study days community and practice nurses

### **Medical**

- Invited visit/lecture (Enzymatic Debridement The Shriners Hospital for Children, Galveston, Texas, USA
- ED Burn care update - refresher for ED registrar teaching
- ‘Management of Acute Burns in the Mass Casualty setting’– Regional meeting (Plymouth) for healthcare providers
- Burns induction as part of Trust induction programme for ED and ST1-8
- ‘Management of acute burns’ Local teaching for departmental trainees.
- ‘Child Safeguarding in Burns’ Local teaching for departmental trainees.
- ‘Burns Reconstruction’ Local teaching for departmental trainees.
- Burns Updates and information on MDSAS telereferral system in EDs in referring hospitals
- Lecture on ‘Chemical burns’ - part of ODN conference on ‘Burns Blasts and Biohazards’ stakeholder meeting
- Reducing pain with distraction therapy and pre attendance analgesia in small acute paediatric burns - South West QI meeting

### **Therapists**

- Burns specific Occupational Therapist (acute and rehab) training for Occupational Therapist and nursing staff in the hospital.
- Burns therapy teaching as part of Occupational Therapist induction

### **Psychology**

- BIRT Training day: Psychological impact on staff. Joint presentation with Swansea Psychologist
- Parent/ Patient videos project update

## Specialist Staffing

### Nursing

- HDU rotation includes burns and new Major Trauma rotation to start Burns/Surgical HDU.
- Ten nurses attended Emergency Management of Severe Burns (EMSB) course in September 2019.
- Three passed the accredited burns course in 2018-19 plus two resits.
- Bristol Royal Hospital for Children (BRHC) x1 faculty funded place on the accredited burns course. We are hoping to also send x2 from ward, x1 therapist and x1 outpatient nurse. Delayed start to February 2020. Planning and timetabling to provide a virtual learning course later in the year are in progress.
- At the start of the pandemic nursing staff were redeployed to an alternative ward with appropriate side rooms and HDU level care, and staff sickness has had limited impact on service delivery.

### Medical

- Sixth Burns Consultant appointed in February 2020 to fixed term position. Starting July 2020.
- There were no significant changes to Burns medical staffing rotas at BRHC in spite of the pandemic.

### Therapies

- Full complement of Physiotherapist(s)
- New Band 7 Occupational Therapist started July 2019 plus B6 0.6 WTE rotational position consolidated.
- 1 WTE Rehabilitation Assistant in post.

## Presentation, Publications, Posters & Audits

- The Paediatric Burns Research Team commenced SPaCE pilot study in July 2019.
- Paediatric Burns Referral paperwork audit. To improve child safeguarding: referring hospitals now ensure copies of their departmental notes are sent with the child to facilitate corroboration and identification of inconsistencies in given histories.
- Pre-attendance analgesia advice for small acute paediatric burns in the British Isles: A National Survey. Chu H, Sen S. *Burns*. 2020 Mar 3;S0305-4179(19)30716-8. doi: 10.1016/j.burns.2020.02.006.
- Chu, H., Maklad, M., Copley, T., & Sen, S. (2020). The use of negative pressure wound therapy (NPWT), as an adjunct for primary wound healing, in deep partial-thickness paediatric foot burns: *Burns Open*, 4 (2), 60–63. doi:10.1016/j.burnso.2020.03.002
- A Road Less Travelled: using Experience Based Co-design to map children's and families' emotional journey following burn injury and identify service improvements (<https://pubmed.ncbi.nlm.nih.gov/31395461/>)

## Bristol Burns Adult Unit, Southmead Hospital, Bristol

Service Clinical Lead—Mr Sankhya Sen, Consultant Plastic Reconstructive & Burns Surgeon

The Adult Burns Service is based at Southmead Hospital which is part of North Bristol NHS Trust. We are designated as a Burns Unit which means that we deal with burns involving up to 40% of an individual's total body surface area (TBSA). However, if they have inhalational injuries, this number reduces to 25% TBSA. We have had another busy year, perhaps our busiest for several years, in terms of larger burns. The outcomes have been outstanding once again and the whole multi-disciplinary team must be given credit for this. A brief overview of aspects of our service is below.



### Patient Activity

NEW IN PATIENT & OUT PATIENT ACTIVITY DURING 2019-20	
Total Adult Referrals:	
TBSA% Burn Injury <10%	1,484
TBSA% ≥10% to <40%	20
TBSA% ≥40%	3
<b>Total Adult Cases</b>	<b>1,507</b>

### Service Improvements

- Work undertaken to implement MDSAS Burns Telemedicine referral system which is expected to go live on 1 April 2020.
- Development of a repatriation video in 2018 has successfully been used to acquaint patients with the Southmead service prior to transfer from Swansea. Patient feedback was positive.

### Clinical Governance

- We reported no Route Cause Analyses (RCAs) or Serious Untoward Incidents (SUIs) this year.
- There were no multi-drug resistant organism (MDRO) infections or inappropriate referrals.
- One referral was refused in error and transferred to Swansea. Further training in the referral criteria was undertaken in-house as well as offered to the referring organisation.
- One major burn was transferred to Swansea following initial assessment and emergency surgery at Southmead Hospital (as per protocol). We undertook six repatriations (four to Plymouth and two to Salisbury) within the Network and accepted one repatriation from Swansea.
- Between 29 July and 2 August 2019, several side rooms in the Burns and Plastic Surgery ward had to be closed due to a facilities issue. However, all referrals were seen and no patients were refused admission during this time.
- There were five mortalities. These will be discussed at the Regional Morbidity and Mortality Audit meeting in June 2020.



### Nursing

- Our Clinical Nurse Specialist (CNS) co-ordinated the Bristol/Swansea joint faculty Emergency Management of Severe Burns (EMSB) course in September 2019. Three ward and two ICU nursing staff attended from Southmead. We were grateful to the SWUK ODN for funding two places from our unit.
- Our CNS continues to ensure nursing staff maintain their Burns Clinical Competencies as per national standards.
- A joint teaching session with Bristol Children’s Outreach Service was delivered on the management of inhalation injuries, chemical and electrical burns management.
- Teaching at HMP Horfield on Adult Burns assessment, wound management & referral criteria.
- A Burns Study Day was held for community, Emergency Departments, Minor Injury Units (MIU) and General Practice staff.

### Medical

- Various lectures to year 2 Bristol University Medical Students.
- Burns and Acute Surgical management training for Therapists at North Bristol NHS Trust and University Hospitals Bristol and Weston NHS Foundation Trust.
- Presentation on acute burns surgical management as part of a burns outreach study day for Community MIU staff.
- Presentation on burns scarring at National Therapies Scar Management study day.
- EMSB Course directed and co-ordinated by Bristol surgeon and CNS.
- Presentation on chemical burns at SWUK ODN Burns, Blasts and Biohazards conference.
- ‘Management of acute burns’ Local teaching for departmental trainees.

### Therapists

- Quarterly SWUK Therapies Specialist Interest Group (SIG) meetings.
- Burns Rehabilitation – Therapists at North Bristol NHS Trust.
- Burns Scar Management for Occupational Therapists in Community Hospital.
- Delivered a National Therapists Scar Management Study Day in February 2020.

### Psychology

- Understanding pain – SWUK ODN Regional Multi-disciplinary Team (MDT) Conference.

### Multi-disciplinary Team

- IBID data input training and on-going support for new IBID Clerks and wider members of the team across the SWUK ODN.
- Several lectures on the University of the West of England (UWE) Burn Care & Rehabilitation course.

- We supported the Young Adult Burn Survivors (YABA) National Burns Camp in October 2019
- National Burns Awareness Day - Burns prevention stand, main atrium Brunel Building Southmead Hospital in collaboration with the Avon Fire and Rescue Service including social media promotion on NBT |Twitter.

## Specialist Staffing

### Nursing

- The burns ward is always covered by substantive burns trained nurses.
- The Band 7 Ward Manager vacancy was filled early in the year.

### Medical

- A sixth Burns Consultant was appointed in February 2020 to a fixed term position starting in July 2020.
- There were no significant changes to the Burns medical staffing rotas at Southmead Hospital in spite of the pandemic.

### Therapies

- Fully staffed by the end of the year.

### Psychology

- A Locum Burns Clinical Psychologist was employed to cover maternity leave and ensure psycho-social support for patients and their families was maintained.

## Presentations, Publications, Posters & Audits

- Poster presentation: British Burns Association (BBA) National Standards for Provision and Outcomes in Adult and Paediatric Burn Care Standards 2018: Are we on track for compliance across the wider nursing team?
- BBA Poster presentation: Building Confidence Through Peer Support - The Positive Impact of a Young Adult Burns Survivor's National Camp.
- BBA - Surgical Preparation of Burn Wounds – A National Survey
- Invited visit/lecture (Enzymatic Debridement in Burns) The Shriners Hospital for Children, Galveston, Texas, USA for burn care providers.
- Burns Surgery Antiseptic preparation a UK national survey , Thakkar M, Wearn C, Al-Himdani S, Sack A, Sen S, Estela C. Burns. 45 (6) 1491-2 <https://pubmed.ncbi.nlm.nih.gov/31201045/>.
- A proposed further sub-classification of burn injuries caused by electronic vaping devices. Chu, H & Sen, S. Burns, 46(1) 241-2 <https://pubmed.ncbi.nlm.nih.gov/31839500/>.
- A History of the Frenchay Hospital Plastic Surgery Unit, Bristol, United Kingdom. Davies AJ, Pleat JM, Wilson SM. [Ann Plast Surg. 83\(4\) 373-378 2019](https://doi.org/10.1055/a0834373)
- Human model of burn injury that quantifies the benefit of cooling as a first aid measure. Wright EH, Tyler M, Vojnovic B, Pleat J, Harris A, Furniss D. [Br J Surg. 106\(11\) 1142-1479 2019](https://doi.org/10.1097/BJR.0000000000000719)
- The Gallipot Method-A Point of Technique for Safe and Easy Staple Removal from Split-Thickness Skin Grafts. Ali SR, Pleat J. [Eplasty Nov 2019 epub. https://pubmed.ncbi.nlm.nih.gov/30515255/](https://doi.org/10.1097/BJR.0000000000000719)
- Pressure related injuries: A burning issue? Case report and literature review. Bednarz B, Thakkar M, Sen S. [Am J Em Med Dec 2019 epub. https://pubmed.ncbi.nlm.nih.gov/31839516/](https://doi.org/10.1097/BJR.0000000000000719)
- Use of Acetic Acid in England/Wales Burns Service (junior doctor's audit project-ongoing)
- ABLE: Determining the antibiotic level in infected burn wounds.
- PROMS: CARE Burn Scale Research study.
- SPaCE: Pilot study to investigate phospholipid vesicle technology.
- A 5-year single-centre retrospective study of potential drug interactions in burns inpatients with psychiatric comorbidities - ongoing.

## Paediatric and Adult Burns Unit, Salisbury District Hospital, Salisbury

Service Clinical Lead—Mr Eunan Tiernan, Consultant Plastic Surgeon

The Salisbury Burns Unit is based at Salisbury District Hospital which is part of Salisbury NHS Foundation Trust. We are a regional service covering a population of approximately 3.5 million within a catchment area comprising Wiltshire, Hampshire and the Isle of Wight, Dorset and the Channel Islands. The Burns Unit provides care for both adults and children with small to medium sized burns. It also provides a Paediatric Outreach service for children and their families at home.



### Patient Activity

NEW IN PATIENT & OUT PATIENT ACTIVITY DURING 2019-20			
Total Adult Referrals:		Total Paediatric Referrals	
TBSA% Burn Injury <10%	371	TBSA% Burn Injury <10%	213
TBSA% ≥10% to <40%	16	TBSA% ≥10% to <30%	1
TBSA% ≥40%	1	TBSA% ≥30%	0
<b>Total Adult Referrals</b>	<b>388</b>	<b>Total Paediatric Referrals</b>	<b>214</b>

### Service Improvements

- We were due to produce a repatriation video for patients transferring to our burns unit. Unfortunately, recording had to be cancelled in March due to the pandemic. We hope to continue this work as soon as possible.
- We completed an information governance application for approval of a new Burns Telemedicine system. This was successful and we are due to implement the system in June 2020.
- We took part in a Hampshire Hospitals NHS Foundation Trust EMERGO Exercise Ignis I&I to test our response to a burns mass casualty incident in our region. This raised awareness of the National Burns Annex and ensured hospitals include this in their local emergency plans.

### Clinical Governance

- We reported one Route Cause Analysis (RCA) / Serious Untoward Incident (SUI). The case will be discussed at the Regional Morbidity and Mortality (M&M) Audit meeting and will also be discussed at National M&M Audit meeting. As a result of this, additional education was provided to junior members of the burns unit and to the referring service.
- There were no MDRO/infections.
- We accepted a referral from outside of our region as the London & South East ODN was unable to take the patient due to bed capacity. The patient was subsequently transferred from Salisbury ICU to Swansea Burns Centre due to the size of the injury.
- The unit was closed to adult admissions on two occasions during the year, the first for one day during May due to burns bed capacity at a maximum of seven patients and the Trust was also declaring OPEL 3. The second occasion was for nine days when we had nine inpatients due to four patients being admitted in one day. During this time, no patients were refused admission.
- Sadly we had a one mortality which will be discussed at the M&M audit meeting in June.

## Education & Training

### Nursing

- Burns Assessment and Management courses delivered throughout the year by Outreach Nurse to SWAST staff across the region, nurses, SHOs and community staff and Minor Injury Units.
- Burn Education and Management, Isle of Wight Education Centre
- Salisbury Burns Study Day for ENPs, staff nurses, practice nurses and HCAs
- Ward simulation sessions.

### Medical

- Mass casualty day with ambulance service, fire service and ED doctors and nurses.
- Burns Simulation training. Regional registrars

### Therapists

- Work underway with Winchester University to deliver Burns and Plastics teaching on Physiotherapist course, but delayed due to Covid-19.

### MDT

- Salisbury Burns Education Day convened by Dr Sophie Pope Jones and Charlie Eadle in collaboration with the ODN for all referring services and disciplines.

## Specialised Staffing

### Nursing

- 0.4 WTE Clinical Nurse Specialist cover for substantive Clinical Nurse Specialist during maternity leave—reduced capacity for project work.
- Two new Band 6 nursing posts on ward.
- Two nurses completed the University of the West of England (UWE) accredited burns rehabilitation course.
- The 2019/20 UWE accredited burns rehabilitation course was delayed. Two nurses had enrolled on the course.
- Three nurses passed the Emergency Management of Severe Burns (EMSB) course.
- There were no nursing vacancies during Q2, Q3 and Q4 as a result of a successful recruitment campaign. However, as staff were quite junior we focused on ensuring they completed burn competencies training.

### Medical

- One doctor passed the EMSB course.

### Therapies

- Occupational Therapist and Physiotherapist covering senior Physiotherapist role during maternity leave. Clinical cover provided but no capacity to assist in service development.
- 1.4 WTE Physiotherapy and 1 WTE Occupational Therapist down. A full time Occupational Therapist was recruited in April 2020.

## Poster Presentations

- Poster presentation—Moisturising and massage – how do we advise patients in scar management across England? M Brewin. BBA 2019
- Poster presentation—Effecting the transfer of care for paediatric inpatients from a burns unit to a paediatric ward. M Brewin. BBA 2019

# Paediatric & Adult Burns Facility, Derriford Hospital, Plymouth

Service Clinical Lead—Ms Jolita Zakaraite, Consultant Plastic Surgeon

The Plymouth Burn Facility is based in Derriford Hospital's Plastic Surgery Department and is part of University Hospitals Plymouth NHS Trust. We treat approximately 500 patients a year with minor burns from Cornwall and Devon. The majority do not require in-hospital stay. The Facility provides services for adult and paediatric patients, with paediatric outreach support provided by South West Children's Burn Centre. Moderate and major burns are transferred to the Bristol Children's Burn Centre.



## Patient Activity

NEW IN PATIENT & OUT PATIENT ACTIVITY DURING 2019-20			
Total Adult Referrals:		Total Paediatric Referrals	
TBSA% Burn Injury <10%	385	TBSA% Burn Injury <10%	181
TBSA% ≥10% to <40%	6	TBSA% ≥10% to <30%	0
TBSA% ≥40%	0	TBSA% ≥30%	0
<b>Total Adult Referrals</b>	<b>391</b>	<b>Total Paediatric Referrals</b>	<b>181</b>

## Service Improvement

- Unfortunately, due to long term leave of our iBID Data Administrator, data submitted to the SSQD was poor. However, by the end of the year we recruited a new iBID Administrator. We were grateful to the Bristol Adult Burns Unit for releasing their Research & Audit Nurse to train our new Administrator and additional members of the team in data entry to mitigate against this lack of data entry in the future.
- We also believe that there have been inaccuracies in the coding data of burns activity. A review of this is being undertaken to ensure we have an accurate picture of our service activity related to burns.
- We were the first Burn Service in the SWUK ODN to implement the MDSAS Burns Telemedicine System. Fifty percent of all referrals came via tele-referral and this increased to 60-70% when the pandemic started. This enabled more patients to be treated in their local Minor Injury Unit with advice from the burns and plastics team. We will continue to request referrals via this route
- There remains concern about psychology provision for burn injured patients in Devon and Cornwall. This is being taken forward in collaboration with the Major Trauma Network and Critical Care Network to develop a business case for a Clinical Psychologist to cover trauma, burns and neuro patients. This lack of psychology provision remains on our local Risk Register and is part of a service improvement plan in collaboration with NHSEI service transformation team. This is also on the ODN's Risk Register as it has implications for repatriating patients to Devon and Cornwall from the Burn Centres and Units.

## Clinical Governance

- There were no multi-drug resistant organism (MDRO) infections during 2019-20 and no mortalities.
- There were three inappropriate referrals from a single incident. This was due to us being co-located with the Plymouth Major Trauma Centre. The Burns and Plastics Teams worked well with the Trauma Team to stabilise two patients with 70 to 80% TBSA burns and one with 15% TBSA burns. Once clinically stable, these patients were transferred to Swansea and Southmead respectively.
- We treated two children who were slightly above our designated threshold, but with full involvement of the South West Children's Burns Centre in Bristol,.
- We had an inappropriate referral thought to be 10% TBSA but turned out to be 11%. Following discussion with Swansea we agreed to admit the patient to Derriford ICU as toxic shock was suspected.



## Education & Training

- Unfortunately, we haven't made any progress on holding an Emergency Management of Severe Burns (EMSB) course in Plymouth and it is unlikely this will happen until 2022 at the earliest.
- We have been delivering simulation training on the assessment and management of small burns for junior doctors.
- We worked with the SWUK ODN to host and participate in an Education Day on Preparing for a Burns Mass Casualty Incident in Plymouth.
- We have held Burn Study days for doctors, nurses and practitioners from local Emergency Departments and Minor Injury Units. These have been well attended and received good feedback. We plan to hold this study day every two years.

## Specialist Staffing

- Nursing levels have remained compliant with the BBA Standards throughout the year. A business case for an Occupational Therapist within plastic surgery was approved by the Trust and we recruited to this post in August 2019 and this will ensure scar management clinics will continue.
- Despite starting the year with a number of Consultant vacancies and a 1:8 on-call rota, the year ended with no Consultant vacancies and a 1:10 on-call rota. We have a full Register rota.
- We are still without a Clinical Psychologist and continue not to achieve the target for psychosocial assessment as noted on the SSQD.

## Patient Engagement

- For the National Burns Awareness Day in October 2019 we provided a stand in the hospital along with a presentation by our team to engage with visitors to the hospital.

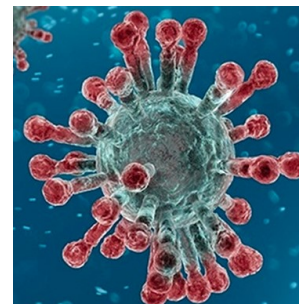
## Presentations, Posters & Publications

- There is an on-going project reviewing our use of burns telemedicine and the change in our practice. We hope to present this at the British Burn Association Congress in 2021.

# Coronavirus (COVID-19) - Burns Response

As 2019-20 ended in the grip of a pandemic, we thought we would end our Annual Report with an overview of the ODN's involvement in the national response to Covid-19 and how individual burn services did an amazing job in adapting the way they work to support burn injured patients and families and maintain their excellent standards of care throughout the lockdown.

We joined forces with the three other Burn Care Networks under the guidance of a National Director for Burns and Covid-19 and the Trauma Programme of Care Lead to form a Burns/Covid-19 Clinical Cell. We highlight below a summary of the actions and developments during the early stages of the pandemic; many of the innovations are likely to continue.



National Objective	ODN & Burn Services' Response
<ul style="list-style-type: none"> <li>• <b>To maintain links to trauma and critical care (all ages) related to planning.</b></li> </ul>	<ul style="list-style-type: none"> <li>• ODN Manager joined the SW Critical Care Clinical Cell to ensure they were kept up to date with burns ICU capacity and reported any issues to the Regional Incident Coordination Centre (ICC).</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To provide national status reporting to assess the impact on service access / availability for specialised beds, theatres and staffing.</b></li> </ul>	<ul style="list-style-type: none"> <li>• ODN capacity continued to be monitored through the NHS Pathways Directory of Service (NHS Pathways DOS), which also had an additional section to collect data on non-burns and Covid-19 cases in a burns ICU/HDU beds.</li> <li>• Burn Services ensured this was updated at least twice daily.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To maintain access and capability (burns beds and burns care staff) for acute burn care in-patient services, across England and Wales, for patients with high moderate or severe burn injury (ICU (L3) and HDU (L2)).</b></li> </ul>	<ul style="list-style-type: none"> <li>• The Bristol Royal Hospital for Children became the main receiving centre for Covid-19 paediatric patients. The Burns ward and HDU was converted to the Covid-19 isolation unit and all elective surgery was halted. Major burns continued to be seen in the Paediatric Emergency Department for resuscitation with full PPE and were then accepted onto the Paediatric Intensive Care Unit under the care of the burns team. No burn injured patients were refused.</li> <li>• Swansea Burns ICU was not changed. However, the paediatric burns ward was temporarily closed and combined with the general paediatrics ward and the adult burns ward was temporarily combined with the plastic surgery ward. A number of staff were redeployed to general ICU to support the hospital's Covid-19 response. No burn injured patients were refused.</li> <li>• Southmead Hospital also became a COVID-19 receiving centre for the South West. General ICU capacity was increased and the burns theatre was converted into a COVID-19 theatre. An alternative theatre was reconfigured for burns. A number of medical staff were redeployed to ICU and sickness had a limited impact on service delivery due to significant changes to medical staffing rotas. No burn injured patients were refused.</li> <li>• In Salisbury, the adult and paediatric wards remained open as usual and an area identified to care for burns/plastics patients with confirmed Covid-19.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To prioritise cases with life threatening and survivable injuries.</b></li> </ul>	<ul style="list-style-type: none"> <li>• The pandemic accelerated the implementation of a single telemedicine system in all the ODN Burn Services by 22 June 2020. This enabled more accurate and documented referrals, in addition to images of wounds.</li> <li>• Any patients requiring more specialist life saving care continued to be seen by the burns service.</li> <li>• All patients screened for symptoms before entering burns/plastics clinical space.</li> <li>• All services developed triage processes, for example Bristol Royal Hospital for Children and North Bristol NHS Trust developed a traffic light system to manage all referrals that came in via the new telemedicine system.</li> </ul>

National Objective	ODN & Burn Services' Response
<ul style="list-style-type: none"> <li>• <b>Provide a strategy for managing minor or moderate non-complex burn injury and optimise outpatient and outreach pathways of care.</b></li> </ul>	<ul style="list-style-type: none"> <li>• The telemedicine system, with the use of photographs, enabled more patients with minor injuries to be managed in locality with advice from a burns specialist reducing patient travel to a specialist burns service.</li> <li>• The telemedicine system also enabled patients and referrers to send follow-up photographs of injuries to be reviewed by specialists and further input from the Burns Outreach service if necessary.</li> <li>• A number of initiatives were put in place across all the burn services including telephone and video consultations. Salisbury used "Attend Anywhere" to review/follow-up patients and the Outreach Team used it to teach patients and parents/carers how to change dressings and look out for signs of wound infections. Virtual clinics were also used for at risk groups to enable other health and social care professionals to join the consultation. This greatly improved communication with community teams.</li> <li>• Southmead Hospital Burns Unit extended the Acute Burns Clinic (ABC). Staffed by two junior doctors rotating a 12 hour shift running Monday to Saturday to relieve pressure on the on-site Emergency Department.</li> <li>• Trauma and dressings clinics in Plymouth were moved to a private treatment centre to see semi-elective trauma and day cases in Covid-19 free environment.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To maintain the pathway for mutual aid across the ODN and nationally through use of the existing Management of Surge and Escalation Standard Operating Procedure for Adult and Paediatric Burn Care in England and Wales.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Burn Services held cross-organisation MDT videoconferences to facilitate repatriation of patients within the ODN.</li> <li>• The ODN is one of four Burn Care Networks and as such already had a well established process for obtaining mutual aid within England and Wales. However, the Burns/Covid-19 Clinical Cell identified "Providers of Last Resort" to maintain ICU and theatre/anaesthetic capability should all four burn networks be at full capacity for centre level patients. Swansea was designated as a second "provider of last resort" to take adult ICU cases.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To mitigate, as much as possible, for reduced capability to respond to a major incident with burn casualties.</b></li> </ul>	<ul style="list-style-type: none"> <li>• The ODN and Burn Services had already delivered a number of Burn Study Days over the last few years for non-burns healthcare professionals. These provided increased knowledge in burn care management in the first 72 hours to mitigate for delays in transferring patients to a specialised burn service.</li> <li>• We also considered the use of virtual Burn Incident Response Teams (v-BIRTs) should teams not be able to travel across the country. It is something we may consider in the future as part of the Burns Annex for managing mass casualties.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Adapt treatment protocols, and possible thresholds of care, for all levels of care providers.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Treatment protocols for wound care were adapted to be undertaken in the community where possible</li> <li>• Plymouth used follow-up photos of images sent via the telemedicine system to assess wounds for signs of breakdown or infection to avoid re-admissions.</li> <li>• Dressings were posted out to patients and parents and patients were given advice on dressing changes via Attend Anywhere.</li> <li>• Self-management and exercise resources were developed by the Burns Therapists to support patients to continue their rehabilitation and exercises at home to avoid coming to hospital.</li> </ul>

## Acknowledgements

This ODN report has been prepared by members of the SW Burn Care ODN Team.

We are grateful to all clinical and management members of the five specialised burns services for making contributions to the content of this report and for their continued collaboration as part of the ODN.

Thank you to North Bristol NHS Trust for hosting the ODN and NHS England & NHS Improvement Specialised Commissioning South West for their support.

Further information about the South West Burn Card ODN and our work is available on the our website:

[www.southwest-burncare-network.nhs.uk](http://www.southwest-burncare-network.nhs.uk)