The Productive Series
Improve efficiency and enhance the patient experience

The Productive Series is a set of programmes, developed by the NHS Institute for Innovation and Improvement, to help achieve improvements in the quality and cost of healthcare.

The programmes support healthcare teams to redesign the way they work, eliminating waste and releasing staff and resource capacity to invest in patient care. Teams are able to maximise quality, reduce harm, have fewer front-line problems, and ensure that patients feel safe and well cared for.

“[The Productive Ward is probably one of the best quality initiatives I think I have ever seen.”
Park Crozatane, Chief Nursing Officer, William Harvey Hospital, Centre for Healthcare Quality Improvement - Chief Whitley

The Productive Series brings:
• Quality benefits – better patient experience, more direct patient facing time, reduced harm events, reduced infection rates.
• Productivity benefits – released capacity, streamlined discharge processes, reduced length of stay and excess bed days, increasing the volume of activity.
• Financial benefits – better utilisation of resources, improved stock control, reduced agency and bank staff usage, reduced cost from harmful events, reduced readmissions.
• Staff benefits – improved motivation and satisfaction, development of leadership capacity and new skills, reduced sickness absence.

The patient experience

Staff teams drive forward improvements

Evidence of impact on quality and safety

Evidence of impact on productivity and costs

“For me, the understanding I gained from this project changed my approach to my professional life.”
Airedale NHS Foundation Trust

“The Productive Ward has given our staff a real voice, a real focus was the ‘war on C. difficile’ and we have achieved a $177,300 saving to the avoidance of MRSA and $98,100 to the reduction in the number of pressure ulcers in 12 months.
Sue Silvester, Matron, Portsmouth Hospitals NHS Trust

“Patients and staff tell us that Productive Ward environments are calmer, more restful and staff have more time to dedicate to direct patient care.

University Hospitals of Lewes/NHS Trust reported a 23% increase in the number of non-clinical time used for clinical time and improved productivity.

One of the positive outcomes is a reduction in the incidence of falls and pressure sores. Staff reported that these problems were reduced by a third, and not as much as would be expected in many NHS domiciliary trusts.

The Productive Mental Health Ward, dropping from 14%, to as low as 1%.
Jim Easton – Director of Quality, Innovation, Productivity and Prevention, Airedale NHS Foundation Trust

“Evidence of evidence is really strong.
Cherie Warace, National Executive Director for the Productive Ward

“In April 2008 our sickness absence levels in the ward were 10.6% and in the 24 months that followed sickness absence levels fell to 5.5%.
Shortlands NHS Trust

“The Productive Mental Health Ward gave us the confidence to move ahead with implementing The Productive Mental Health Ward, and no serious untoward incidents were recorded in the 18 month period in 2010 – 11, there was no significant adverse incidents.
Sue Silvester, Matron, Portsmouth Hospitals NHS Trust

“More time to spend with patients (100%).
Rob Marchment, patient at Papworth Hospital NHS Foundation Trust

“Developing a continual stream around high quality patient care in our NHS Trust’s operating theatres, shows evidence that The Productive Ward has positively impacted:
• Improved staff satisfaction.
• Increased time available to invest in staff training and development.
• Improved the quality of patient experience.

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Sue Silvester, Matron, Portsmouth Hospitals NHS Trust

“Productive are a simple framework that allows care to happen.”
Sue Croxton Boulter
Chief Nursing Officer for England

“This was the first step to driving sustained change. Evidence of evidence is really strong.
Cherie Warace, National Executive Director for the Productive Ward

“The Productive Ward is simple, straightforward and systematic with sustainability built in; but most of all it is ultimately satisfying, as it does what it says it will do and releases time to care for patients.”

For further information about The Productive Series please visit www.institute.nhs.uk/productives or email productives@institute.nhs.uk or leave us your contact details here.
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