



# MELSSA

ANNUAL REPORT

2019/2020

## FOREWORD

2019 has been another fantastic year for medical training in the North East and North Cumbria; #1 for overall trainee satisfaction and in 17 out of 18 Quality Indicators in the 2019 GMC National Training Survey, by continuing to lead the way in innovative training in medical education and a first for the UK; the launch of a fully functional, mobile training simulation facility, in the shape of a double decker bus.

The original aim of MELISSA (Mobile Education Learning Improving Simulation and (patient) Safety Activities) was to provide equitable access to training and education for all healthcare workers, across the region, regardless of location, profession or sector. By offering training to all healthcare workers, the ambition is to improve the health and patient outcomes for our entire regional patient population.

She was also designed to support the Find Your Place campaign, providing original, innovative and diverse ways to train in the region. Where else could you train on a double decker bus?

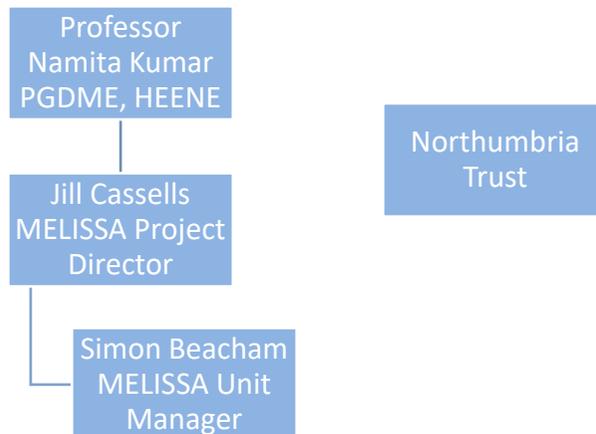
2019 has exceeded all expectations. The utilisation, the appetite and the reach of MELISSA has piqued interest across all sectors and professions, offering everyone the opportunity to think differently about how they do things.

Throughout 2019, we have been slow and steady - finding our wheels. We have learned much about managing a mobile facility, and more about the aspirations of the region to utilise her to her full potential. We look forward with great excitement to what we will achieve through 2020.

JILL CASSELLS  
MELISSA Project Director



## MEET TEAM MELISSA



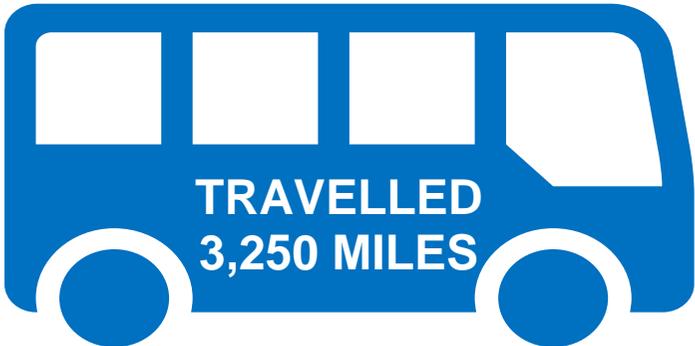
The MELISSA team's primary aim is to deliver, develop and sustain the mobile unit, for use by the regions health and education sectors. The main remit is stakeholder engagement and ensuring promotion of the facility wherever possible. Equally important is the delivery of the facility to agreed events and training.

The strategic direction is governed by Health Education England, in discussions and strategic reviews with the regional leads of the HEE Faculty of Patient Safety, Professor Kumar and Jill Cassells. Any decisions over future funding/support are discussed at the Deans Management Team meeting, as and when appropriate.

Jill Cassells attends and supports the network meeting and directorate meetings for the Faculty of Patient Safety, as well as regular review meetings with Professor Kumar.

Currently, the project team and funding are held by Northumbria Healthcare NHS Foundation Trust, and the MELISSA project team work within the policy and process guidelines of the trust in executing all duties.

## OUR 2019 JOURNEY (Jan 2019 – Dec 2019)



**TRAVELLED  
3,250 MILES**



**SUPPORTED 29  
ORGANISATIONS**



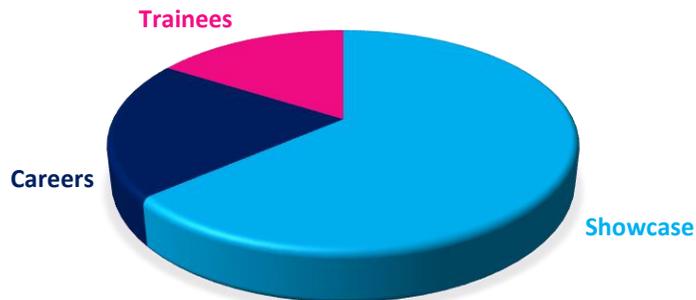
**3,650  
VISITORS**



## WHAT DID WE DO?

Attended  
59 Events

### VISITORS



From January 2019 to 31 December 2019, MELISSA attended 59 events, supporting 29 different organisations, from CCGs, Charities, private care homes and universities, as well as supporting Trusts and Primary Care.

We welcomed over 3,650 visitors on board MELISSA, with various intentions. The greatest proportion of attendees were interested in seeing the facility, and looking what MELISSA had to offer. This is not surprising in the first year of launch. We expect a significant swing towards training as we move through 2020.

We engaged 734 students, from ages 8 to 18, all given a flavour of what a career in the NHS could look like. 345 children benefited from a variety of interactive sessions on the bus, facilitated by numerous clinical and educational volunteers from organisations across the region.

During 2019, we trained 583 healthcare professionals, across a wide section of the healthcare sectors, including private sector care homes. The training was delivered on board MELISSA, at a location that allowed delegates to attend, without significant disruption to service. The majority of sessions lasted 1-2 hours, again providing an optimum opportunity for staff to take advantage of training, brought to their carpark.

Whilst it is difficult to quantify, it is suggested by both trainees and trainers, that the delivery of training was made significantly easier by the provision of a mobile facility. Certainly, it is agreed that without the use of MELISSA, training for 130 care home staff would have proved very difficult to engage and facilitate.

## TRAINING SESSIONS...

**CLINICAL  
SIMULATION**

**DELIRIUM  
DEMENTIA**

**NEWS2 / SBAR**

**SEPSIS**

**TISSUE VIABILITY**

**CATHETER /  
CENTRAL LINE**

**CANCER  
SCREENING**

**INJECTION SITE  
TRAINING**

**HUMAN  
FACTORS**

## MELISSA TRAINING OFFER

We work closely with all organisations that approach us for training, to determine training/educational requirements, whether they require any support or resources, faculty etc.

We have some of the latest simulation mannequins, such as Nursing Anne, that lends itself perfectly to community healthcare training.

We do not prescribe what training can be done onboard and advise that training opportunities we offer, is only limited by the resources we can bring together.

In order to strengthen our position as a broad based training offer, we have acquired significant resources from our partners, including various part task trainers, and have also secured resus Sim Junior and baby, which will allow us to do more in paediatrics, which has so far been limited.

As well as Simulation, we have offered MELISSA as a training facility for non-simulation based training, such as NEWS2/SBAR, and one of our notable successes in 2019 was the engagement of a selection of care homes across Sunderland.



We have also provided significant support to the Delirium/Dementia agenda throughout 2019, offering Europe's only inflatable Brainarium for educational purposes, in explaining neuro related conditions to staff, trainees and the public.

ERIIC (Educational Resource Inflatable Informative Cerebrum) is one of only 3 in the world, and we have been invited to and attended many regional and national conferences to take the exhibit.

As we are a demand led facility we rely on our marketing through social media, networking and stakeholder engagement to continue to promote the facility, ensuring that communities or professions that can make use of a mobile facility, are aware that we are available for booking and remain a free resource.

## MELISSA @ CONFERENCES/EVENTS/CAREERS

Throughout 2019, we have supported numerous conferences and events, and attended career open days at the region's universities. We have also engaged with schools to bring NHS Careers to children from 8-18, to encourage them to think about a career in the NHS in the North East and North Cumbria. With the volume of visitors attending MELISSA at such events, this has clearly been a highlight of 2019.

The success of public engagement is dependent on 2 main factors. Firstly, the publication of the event and the role of the marketing team in the host organisation. Whilst MELISSA's social media has a reasonable reach, invariably, the organisation is best placed to reach its audience. Secondly, the location of MELISSA is key. If there isn't reasonable footfall, or the doors are facing away from the public, evidence shows that we will get less engagement. These are just some of the lessons we have learned and will take forward into 2020.



Childhood Immunisation Team

Carlisle GP/MND Charity Event

Middlesbrough Council Care Home Conference

Northumbria University Open Day

International Day of the Midwife

College of Paramedics

National Centre for Remote and Rural Medicine

Valley Gardens Middle School Careers Day

Excellence Through Collaboration GP Conference

World Restart a Heart Day

Barnard Castle Teesdale Academy NHS Careers Day



## JUST SOME OF OUR FEEDBACK

it's great that it's offered locally and is easily accessible

Can you bring ERIC to Germany?

Amazing simulation mannequin

Daisy was very useful

We would have struggled without MELISSA

MELISSA is excellent for training

Loved the brain 'thingy'

Can we use the sim bus on a regular basis?

Amazing facility

The stuff about the brain was great

How do I get a MELISSA in Halifax?

Didn't realise NHS had so many careers.

MELISSA was a vision

Fantastic space. Such potential

This gives us an opportunity to get training that we wouldn't normally have

A small blue icon of a bus.

## ROLLING INTO 2020...

### ADDITIONAL EQUIPMENT AND UPSKILLING

Throughout 2020 we want to continue to enthuse the region about the possibilities that MELISSA has to offer. We have already started by adding to our Simulation inventory, allowing us to tap into training requirements that we previously weren't readily able to facilitate without borrowing kit and faculty.

We are upskilling Team MELISSA, developing our simulation technician skills, so we can be more self-sufficient, although I suspect we will still have a heavy reliance on support from the North East Simulation Network, as we move through the year.

### MELISSA RESEARCH EVALUATION

Throughout 2020, we will be working with Northumbria University to co-author a research evaluation of MELISSA. Not only from an educational perspective, as evaluations of outcomes of learning are reasonably straightforward to collate. We want to understand the true impact of MELISSA on the region. We want the empirical evidence that her existence has positively impacted on our ability to deliver equitable training across the region. Has she made a difference to the level of training across all healthcare workers, and how has this impacted on patient outcomes and patient safety? Furthermore, we need to assess the impact on public learning, using MELISSA, and whether her visibility/interactions impact on whether school leavers are less or more likely to consider a career in the NHS. The evaluation can be used for funding purposes and potentially upscaling the initiative.

### STRATEGIC LINKS WITH EMERGING SYSTEMS

It will be important for the longer-term sustainability of MELISSA to keep up to date with the strategic development of the Integrated Care Systems, CCGs and Local Authorities. In order to position MELISSA as a key facility to support future training needs, in harder to reach professions, sectors or locations, it will be critical to understand the 'direction of travel' for workforce development, regionally and nationally. We will be ensuring we attend relevant conferences/meetings and networks to not only gather information and intelligence, but continually reaffirm that MELISSA is available and can reach areas other training courses cannot.

## **DEVELOPING COLLABORATIVE APPROACH TO CARE HOME TRAINING**

We want to continue to progress the work with regional universities on developing care home training packages, specifically for use on MELISSA. Sunderland have already started to develop a package around NEWS2/Sepsis/SBAR/Hydration awareness packages. Feedback from care home staff are that they also want to train on clinical skills that could alleviate the need to rely on NHS (GP/district nurses etc). We want to develop a suite of training courses that care homes can pick from to tailor the package to meet their needs.

## **INCOME GENERATION**

Ensuring that we make MELISSA sustainable, whilst offering her free of charge to all sectors across the region, will be our biggest challenge through 2020.

In order to attempt to mitigate costs associated with MELISSA, we have implemented a Sponsorship model, and have contacted the commercial contacts in a significant number of both health and non-health related regional and national organisations. Whilst we have had little response from our broad brushstroke approach, we are looking to target more specific organisations in the first 3 months of 2020. We hope to capitalise on an organisation's underspend and generate enough interest that it may be added into budget requirements through 2020/21.

We have submitted bids for funding from HEE National Patient Safety Board, as well as had discussions with other health related organisations who have committed to a Patient Safety Agenda, who may have funding for patient safety initiatives before the financial year end.

## **INTERNATIONAL TRAVELLING ✈**

During the latter part of 2019, we submitted various abstracts relating to MELISSA, and had a poster presentation accepted for the International Forum of Quality Improvement in Copenhagen, April 2020. Discussions are ongoing about how we represent MELISSA on the international stage.