



August 2018

“Quality Improvement.....Equipping you to improve”

NQIP Training Programmes - Update

Foundation Programme

The next Introduction to QI Foundation Day's will be

- At CEME on Monday 24th September 16 places
- At Gravesend in KENT on 26th September 20 places

Book yourself on to the programme to get overview of QI and learn how you can make a difference. Please email QI@nelft.nhs.uk to book a place and for further information.

Facilitator Programmes

Cohort 7- Please do not miss their presentation on their graduation day on 12th September where you will hear all about the improvement your colleagues and friends are doing in their work area. Look out for the Eventbrite link or contact us at qi@nelft.nhs.uk for more information.



The QI Team have the pleasure of inviting you to the
NELFT QI Facilitators programme Cohort 7 and Mentor programme Cohort 1 Graduation day

on 12th September 2018, to be held in the Boardroom, CEME Centre.

This is an opportunity to hear from the participants of the programme about their QI projects and experiences, as well as showing them your support and recognising all their hard work!

We have allocated staff to present into ICDs, you can therefore choose which session to attend if you are unable to make the full day.

If you would like to attend you **MUST book your ticket via Eventbrite:**

<https://www.eventbrite.co.uk/e/nqip-graduation-day-facilitators-cohort-7-mentor-cohort-1-programmes-tickets-47023561739>

There are 3 ticket options:

1. All day attendance (09:15 -16:30) this includes Lunch provided & badge/certificate presentation
2. Group 1 (09:15-13:30) - for ICDs projects: ARD, Waltham Forest, Havering, Barking & Dagenham and West Essex
3. Group 2 (12:45-16:30) for ICD projects: Corporate, Redbridge and PROVIDE

Lunch is between 12:45 -13:30 - please advise us of any dietary requirement. Presentation of Badges and Certificates and Closing is between 15:50 - 16:30hrs.

All graduates are expected to stay for the full day.

PLEASE NOTE: TIMINGS MAY VARY SLIGHTLY NEARER THE TIME; we will try to notify you if this occurs but please allow for some variation on the day.

For all other information please contact - QI@nelft.nhs.uk

Cohort 8 – The Cohort 8 facilitators programme continues to gain momentum as it gets closer to its start date on the 19th September.

Applications are still being received for the programme and spaces are now limited. The QI team are suggesting anyone who has already received an application pack ensure the application is completed signed by your managed and sent in to the QI email QI@nelft.nhs.uk as soon as possible to avoid disappointment. Closing date is the 31st August.

We are very much looking forward to an exciting 6 months with cohort 8. The quality improvement ideas so far have been truly inspirational and inspiring.

This cohort promises to be a great learning opportunity to everyone involved.



FLIER for cohort 8 -
applications.pdf

Mentor Programme

Cohort 1 – Our first NQIP mentor programme is coming to an end and the cohort will officially graduate with the facilitator cohort on the 12th September.

The training sessions have been fun, engaging and informative and the cohort have been teaching us a thing or two on measurement in QI! Watch this space for end of cohort feedback and evaluations.

Cohort 2 – If you are interested in getting involved in our mentor programme, well now is your chance! We are pleased to announce the training dates for the NQIP Mentor programme cohort 2 which starts in October. Closing date for applications is the 21st September. Please see attached flyer for further information and contact the QI team for an application form (qi@nelft.nhs.uk)



QI Accelerator Care Planning (QIAC)

What is the QIAC?

The QIAC takes a collaborative approach, using Quality Improvement (QI) methodology, to address the recommendations in the CQC report relating to care planning.

QIAC C3 – Congratulations to QIAC 3 for a memorable and enlightening graduation . very interesting care planning QI projects

Congratulations to All our new QI Facilitators below

Debbie Wyard, Fola Akinmutande, Adwoa Asamoah, Abike Ainpelu, Janet Skilleter, Anne Worboys, Rhian Bond, Helen Malique, Norayada Martinez, Denise Moth and Marie-Helen Robison.

QIAC C4 -The training is going on well. We are set for Graduation on 16 January 2019 from 12pm to 5pm with lunch.

QI support

QI Clinics

Our next QI clinic will take place on:

- Monday 13th August, 10.00am – 12.00pm, Meeting Room 2, CEME Centre, Rainham, RM13 8EU

This is an opportunity for you to speak to the QI team and to colleagues who are interested or already involved in projects. You are very welcome to simply drop-in for a cup of tea and a chat, to use the opportunity for general discussion and networking, or you can book a 121 with one of the QI team to

discuss any specific queries or issues.

Future QI Clinics will be held on:

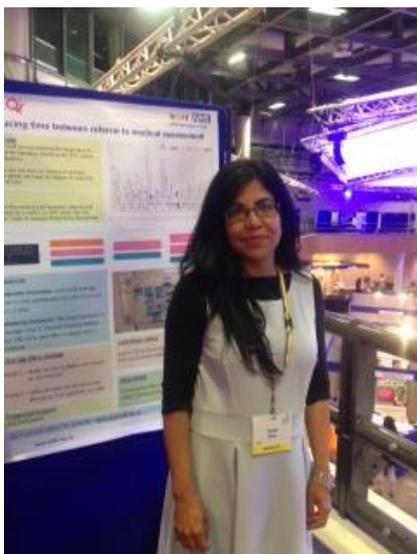
- Monday 10th September, 10.00am – 12.00pm. Board room, Thorpe Coombe Hospital, 714 Forest Road, London E17 3HP
- Wednesday 3rd October, Time TBC, Gifford House, Thurrock Community Hospital, Long Lane, Grays RM16 2PX

For further information or to book a 1-2-1 at one of these clinics, please email the team qi@nelft.nhs.uk

We are also holding drop in clinics in the main seating area at CEME. No need to book - Just turn up and find one of the team!

- Thursday 20th September, 9.30am – 12pm
- Wednesday 17th October, 9.30am – 12pm

Congratulations!



Congratulations to Dr Farah Naz who presented her QI poster on reducing the waiting time between referral and seeing a psychiatrist - Older Adults Liaison Service at Queens Hospital. Farah was on our NQIP Facilitator Cohort 3 programme, and great to see that your project has continued to move forward. Thank you for sharing your experience with us!

QI monthly blog

Sammy Rokoszynski

This month, we hear from Sammy, one of our Quality Improvement Practitioners as she shares with us a day in the life of working in the QI team!

Hi everyone, my name is Sammy, and this month I am writing the teams blog 'a day in the life of.....' and whoever came up with the quote that no two days are ever the same, was so right, more so in the world of QI and the NHS - and this has always been one of the things that I love about my job!



So let me share with you a typical day, none better than the 5th of July. What a proud day that was, both as a nurse having worked in the NHS for 19 years delivering patient care and more recently, as a patient receiving that care. I am very proud of the service and care we provide.

I started the day preparing for a QI bitesize training session on the LIFE platform. In addition to our regular NQIP training programmes, we also deliver bitesize sessions depending on the demand or requests from staff. This session was for our current NQIP mentor and facilitators programme. The LIFE system is a platform within which all the QI projects that are taking place within NELFT (and other trusts) are recorded. It's a great way of tracking your QI project and sharing your project journey with others. Like any system, the more you use it and familiarise yourself with it, the easier it becomes! The training session went very well, was interactive and engaging and I think we managed to meet everyone's learning needs. Did you know NELFT has over 200 projects registered? Why not take a look on the LIFE platform to see some of the QI projects that are taking place (<https://uk.lifeqisystem.com>)



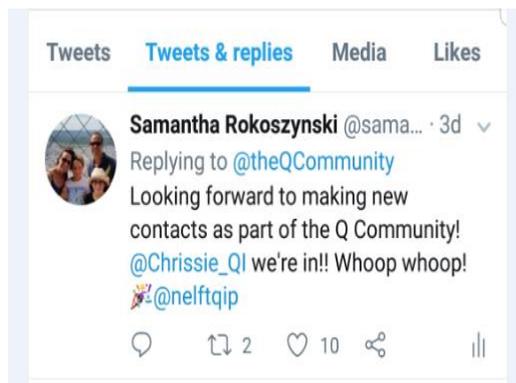
Following the training session, we enjoyed some lunch in the sun with our resident geese at CEME and reflected on our NHS years. Lovely 'trips down memory lane' and 'do you remember when'.....Happy days!

My afternoon was spent at Barking Community Hospital with one of our current NQIP facilitators having a 1-2-1. I really enjoy these 1-2-1 sessions and seeing our facilitators grow in their QI journeys. Starting out on any QI project isn't easy and it's so important to spend time understanding the system that you work in and what the problem is as opposed to jumping in and implementing a change idea to 'fix' the problem. And this can be frustrating - taking your foot off the accelerator when what you really want to do is go full steam ahead! We spent some time looking at the baseline data for this particular project on waiting times from referral to medical assessment. So much easier to understand this data when presented in a SPC chart (type of chart used in QI) as opposed to an excel spreadsheet and that's not just me saying that! And even more rewarding that my mentee could tell the story behind the data.....music to my ears.....a great day at the office, so to speak!

To finish my day, I was delighted to receive an email from the Health

Foundation to confirm that I have been accepted to join the Q Community.

Q is an initiative connecting people who have improvement expertise across the UK. There are over 2000 members and the community continues to grow. Looking forward to meeting and networking with colleagues across the UK.



So this is an example of a day in the life of the QI team- a nice mix of training in the morning, lunch with colleagues , mentoring support in the afternoon and finishing the day on a high!

For further information on any of the above please contact the team

 QI@nelft.nhs.uk

 @nelftqip

<http://nelftintranet/quality-improvement.htm>

