



September 2018

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

## NQIP Training Programmes - Update

### Foundation Programme

The next 1 day Introduction to QI Foundation Days will be on 24<sup>th</sup> September, training room 4 at CEME.

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](mailto:QI@nelft.nhs.uk) to book a place and for further information.

### Facilitator Programmes

**Cohort 7**- The QI Team have the pleasure of inviting you to the Cohort 7 and Mentor programme Cohort 1 Graduation day on 12th September 2018, to be held in the Boardroom, CEME

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!

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>

**Cohort 8** – starts on the 19<sup>th</sup> September. Excitement is mounting towards the start of the course which has been oversubscribed and applications are now being added to the waiting list for cohort 9 starting in Dec 2018 (see below).

Please accept apology anyone who did not get a place on Cohort 8.

If anyone has completed an application for cohort 8 and had it signed, please send them in and we will add you to the waiting list for cohort 9.

The quality improvement team would like to thank everyone for the overwhelming response to cohort 8 and the fantastic improvement ideas that have been submitted to the team.

These include projects to improve patient and staff satisfaction throughout services, projects to reduce waiting times. A project to support services to go paperless, projects to improve business continuity planning across the trust. Plans to introduce a validated non-verbal pain assessment tool, plans to

improve the steps of standard operating procedures. A project to improve spiritual awareness on inpatient wards and plans to improve physical outcomes for people with mental health conditions. These are just some of the many wonderful quality improvement projects that will make up cohort 8.

They showcase that quality improvement within NELFT is designed to work for all staff and all services and that quality improvement training is available to all staff within NELF regardless of grade or the services they work in.

**Cohort 9** – we are pleased to announce that applications for cohort 9 are now open! Further information can be found in the attached flyer. Please note the closing date of *23<sup>rd</sup> November*. For further information , please email [qi@nelft.nhs.uk](mailto:qi@nelft.nhs.uk)



FLIER for cohort  
9.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 12<sup>th</sup> September. Congratulations to our first cohort – for your contributions and feedback on the programme and helping us grow our mentor capacity within NELFT.

**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 *21<sup>st</sup> September*. Please see attached flyer for further information and contact the QI team for an application form ([qi@nelft.nhs.uk](mailto:qi@nelft.nhs.uk))



NQIP Mentor  
training flyer (FINAL)

## **QI support**

### **QI Clinics**

Our next QI clinic will take place on:

- Monday 10<sup>th</sup> September, 10.00am – 12.00pm. Board room, Thorpe Coombe Hospital, 714 Forest Road, London E17 3HP

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



time evenly between my two roles – some weeks I may focus more on QI, some weeks on AHP work depending on what is happening that week, but I am confident that the time evens itself out!

It is a Monday morning...I am spending today in Phoenix House in Basildon, where I usually am on a Monday. I get into work just before 8am – I work compressed hours, working full-time hours over 4 days –I have a long commute and this helps me to beat the traffic and therefore use my time most effectively! I have about an hour to grab myself a coffee and respond to some urgent emails – these include an email from the HCPC, emails regarding our AHP plan, finalising a QI post to advertise and emails from people on our QI course who I am mentoring. I then go to our QI team meeting – the team all work agilely so it is good to have the chance to all meet together every fortnight, to check on everyone's progress and for the team to offer advice and support to each other as needed.

I then meet with Steve O'Connor, our Associate Medical Director for QI. We have a few issues and documents to catch up on...I am trying to get better at taking a proper lunch break but we decide to have a working lunch as we have some deadlines to meet!

The afternoon is spent on AHP issues. As the AHP lead I sit on the NELFT Chief Nurse Group. We update on Quality Assurance and governance issues etc. I invite my colleagues to shadow an AHP as part of the AHP day celebrations on 15<sup>th</sup> October!

I then have an hour or so to catch up and action some emails before a telephone meeting to discuss potential changes to one of our AHP services and how we can ensure that AHP views and standards are included. I then reply to some final emails, mark some as urgent for tomorrow morning, and check I have everything I need as I am working from home tomorrow (I try to work from home one day a week – the days I am in are often back to back with meetings so it is great to have a day to actually catch up on my work!) and leave the office about 6.30.

Despite being so busy, I love my job! My role combines my passions – the difference that both AHPs and Quality Improvement can make to patient care! Although my role may not be patient facing, I do feel that I make a difference to patient care by trying to empower others to suggest and implement the changes they feel will make a difference!

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



[QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk)



[@nelftqip](https://twitter.com/nelftqip)

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