



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

NQIP Training Programmes - Update

Foundation Programme

Our 1 day Introduction to QI Foundations is an interactive day delivering an overview of the QI Methodology in bitesize chunks. The day includes lots of discussion, as well as fun activities.

The next training day is on **28th November 2018** at CEME.

Facilitator Programme

Our 6 full day training programmes delivered over 6 months, covering QI Methodology more in depth, with an allocated 1-2-1 mentor to support & guide you through your improvement project.

Well done to **Cohort 7** who graduated in September!
There was a large attendance at the graduation ceremony and feedback from the day highlighted the positive atmosphere within the room. The presentations and the improvement projects were inspirational and of high quality!

Cohort 8 – started on the 19th September.

Some of the projects now under way focus on improving patient and staff satisfaction, reducing waiting times, improving business continuity planning across the trust and looking at pain assessments for patients.

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

Cohort 9 - We are pleased to announce that applications are now open for our next Facilitators course starting in December. If you have identified an area of practice that could be improved within your team or do you have any inefficiencies within the system that you work in that are frustrating you, then this is the course for you! Please see further information below on how to apply.... Closing date for applications is 23rd November, however once the course is full then it will be closed, so be quick with that application form!



NQIP Facilitator
cohort 9 - application



NQIP Facilitators -
cohort 9- FINAL.pdf

Mentor Programme

This is a 5 day course over 6 months (1 full day and 4 half days) and is aimed at staff who have completed the NQIP facilitators (or equivalent) programme.

Cohort 1 - Many congratulations to our first cohort of mentors who graduated on the 12th September. It has been a privilege to support you all on this next step of your QI development! Thank you for sharing your journeys and reflections with us on graduation day. We look forward to your on-going support with mentoring our future facilitators with their QI projects.

Pictured below are our new mentors alongside the QI Team: (back row) Sammy Rokoszynski, Clare Linger, Julie Atkins, Meera Kapadia, Nneoma Agbasi, Graham Blowes, Chrissie Francis, Trish Reynolds, Laura Stuart-Neil; (front row) Anne Jeffery, Khurshid Tabassum, Jeremy Marcantel, Patrick Onyema and Roisin McGuill



Cohort 2 - We are pleased to announce that our mentor cohort 2 will start on Wednesday 10th October. The closing date has been extended to the 28th September. Further information can be found in the attached flyer. Contact the QI team for further information.



NQIP Mentor
training flyer (FINAL)



NQIP Mentor
application form FIN/

QI support

QI Clinic

This is an opportunity for you to speak to the QI team about how to get involved in QI. 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.

Wednesday 3rd October, Time TBC, Gifford House, 11am-2pm Agile working space, Thurrock Community Hospital, Long Lane, Grays RM16 2PX

Wednesday 17th October, 10.00am – 12.00pm, main seating area in CEME (drop-in only)

Tuesday 6th November, 10.00am – 12.00pm, main seating area in CEME (drop-in only)

Monday 12th November, 11.00am – 1.00pm, meeting room 2, Seven Kings, Aldborough Road, Newbury Park, Ilford, Essex IG2 7SR

See below on how to book...

Innovation Cave



Applications for this year's innovation cave have now closed. We have had a lot of interest for bids and we are in the process of working through these. Watch this space for further information on the amazing innovative ideas that you have generated. Regular updates on the innovation cave projects will be shared here!

QI Monthly Blog

Each month, we hear from one of the Quality Improvement Team as they share with us, a day in the life of...

Nneoma Agbasi, QI Practitioner



Hi everyone, this month I am sharing with you a typical day. We tend to have our fortnightly meetings at Phoenix house. I arrive at work for 8.30am and go through my diary and emails to check anything that might need attending before our team meeting starts. Our team meeting starts at 9.30am and in attendance are all the team. Members may join the meeting in person or via telephone as we work as an agile team.

The team discuss all the current work streams including areas that I lead on, before setting agendas for future work.

The meetings are usually intensive and business like in structure. I find it best to prepare my work streams prior to the meeting, this allows me to hand over and be ready for any questions. A meeting typically lasts for 2 hours and everyone is encouraged to bring ideas to the meetings.

As I lead Cohort 7 of the Quality Improvement Facilitators course, I have meetings for the planning of the next Cohort 7 day. On this occasion it would be the Graduation Day. This is another intensive meeting, where everything is planned to the letter. Tasks are allocated but as the lead, I take on most of the planning and responsibility to ensure the smooth running of the cohort.

I simply love QI, not only does it enhance my role within our Trust, it continually develops me as a person. De Bono's creative thinking - puts me in the right frame of mind for those creative moments.

A Special Mention to...



After 34 dedicated years in the NHS, September saw the retirement of Trish Reynolds, a very much loved and respected member of the QI team! She has made a huge difference to patients, carers and staff and of course QI and its team. The good news is that Trish will be returning to us in October, on a part time basis, as we just couldn't let her go for good!

I'm sure we would all like to thank Trish for her years of contribution as an RMN, PEF and QI Mentor within NELFT and the NHS and until her return we wish her a well-earned break in service!

For further information or for application forms on any of the above please contact the QI team via:



QI@nelft.nhs.uk or <http://nelftintranet/quality-improvement.htm>

And follow us on: Twitter



@nelftqip