



“Quality Improvement... Equipping you to improve”

Highlights - QI training programme, Latest QI news, monthly blog, Mentor programme updates, external QI articles, Monthly QI quote, innovation cave updates.

The NELFT Quality Improvement programme (NQIP)

NQIP Training Programmes

Quality Improvement is a systematic approach that uses a specific methodology to make care Safe, Effective, Person-centred, Timely, Efficient and Equitable.

You will learn about the theory of quality improvement: planning projects, engaging and motivating others, measurement, PDSA cycles and sustaining your improvements, and apply these to a project within your work area. The teaching days will be interactive and will include both presentations from our faculty as well as group activities and discussion.

NQIP Foundation 1 day Training

Find out how you can make a positive difference in health care on this 1 day Foundation course. Our 1 day Introduction to QI Foundation 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.

Why do we always do it like that? There must be a better way!

Mentors 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.

NQIP Mentor Cohort 2

Graduations was on the 3rd April 2019 at the CEME boardroom

NQIP Mentor Cohort 3

Cohort applications are now open and starts 8 May 2019

Please see www.nelft.nhs/qi-training

Facilitators Cohort 8

The cohort has now finished and graduation was on the 3rd April. A big thank you to all the facilitators and mentors who made this such an enjoyable cohort to be a part of. Graduating photographs will be in next month's graduation special newsletter so watch this space.

Facilitators Cohort 9

Cohort 9 is now on teaching day 5 quickly moving towards graduation on Wednesday 22nd March 2019 in the Boardroom CEME centre
Save the date.

Facilitators cohort 10

Continues to go from strength to strength with training day 4 rapidly approaching on the 24th April

Applications now open

for

NQIP Facilitators Training

Cohort 11 June 2019

NELFT
Quality
Improvement
Programme



NELFT **NHS**
NHS Foundation Trust

This programme is delivered over 6 days (5 classroom teaching days and a graduation day), over a 6month period. You will learn about the theory of quality improvement: planning projects, engaging and motivating others, measurement, PDSA cycles and sustaining your improvements, and apply these to a project within your work area. The teaching days will be interactive and will include both presentations from our faculty as well as group activities and discussion.

We ask for a commitment from you and your manager in terms of the time involved completing the course. In return, you will have access to support and materials to help you complete your project. You will also be allocated a mentor for the duration of your course and we expect you to meet with your Mentor a minimum of 3 times throughout the programme.

Dates of sessions:

Days 1 and 2 – Thursday 6th and Friday 7th June – Room 172/173 CEME

Day 3 - Thursday 18th July – Room 172/173 CEME

Day 4 - Wednesday 14th August – Room 172/173 CEME

Day 5 - Wednesday 18th September - Room 173/174 CEME

Graduation Day - Tuesday 5 November – Boardroom, CEME

How do I apply?

Application packs and form are available from QI@nelft.nhs.uk. Please quote Cohort 11.

[Places are limited and will be offered on a first come first served basis.](#)

Closing date for applications – 18 May 2019

April 2019

QIAC Cohort 5
Graduation 29th may 2019
Save the date

QI Drop-In 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.

- *Thursday 11th April 2019, 10.00am – 12.00pm, CEME, Meeting Room 3*
- *Tuesday 14th May 2019, 10.00am – 12.00pm, CEME, Meeting Room 3*

To book a 1:2:1 slot during a clinic session please email the team at QI@nelft.nhs.uk

Monthly QI Blog



Nelft in Glasgow at the international Forum

NELFT Glasgow conference



For more information @nelftqip

This Month's Article

Learning from Excellence Community – 18th February 2019

Improving Joy at Work – Ideas (Appreciative Inquiry)

- Stop the gossip
- Cupcakes are the answer
- Say what is in your head (the real staff!)
- Please and thank you
- Share experiences/learning
- Actively asking “How are you”
- Prepare coffee and tea for someone
- Celebrate something every day as a team
- Bring sweets
- Don't underestimate the small things e.g. make someone tea, offer a biscuit etc
- Ask how people feel and really listen
- Talking to the person and not the job title
- Ask people how they are and listen (regardless how senior they are!)
- Say “hi” and ask a personalised question
- Saying “hi” to everyone regardless of eye contact
- Make tea for a colleague
- Help my colleague to debrief after stressful situations
- Showing vulnerability (generates trust)
- Bring in and share treats!
- Bring in treats
- Getting drinks for night team in the morning
- Asking nurses “what can I do to help”
- When composing emails say thanks/recognise past work initially where relevant
- Ensuring “outlying” people aren't “neglected” especially for going to eat

- Give positive feedback more to a wider group of colleagues
- Eat and drink with colleagues (at work and outside)
- Make colleagues a cuppa when possible
- Daily huddle
- Saying individual thank you at the end of the day to the team
- Notice distress and facilitate taking action about it, more often and across organisation
- Common courtesy ("Please/Thank you")
- Names
- Greeting people
- Food and drinks
- Saying thank you
- Using kind terms in emails/written communication

Ref: UCL Partners Academic health science partnership learning from excellence.

QI Quote of the Month

"Change is built at the speed of trust"

Stephen Covey

If something needs improving improve it.

Jeremy Marcantel

CONTACT US...

For further information or how to apply for any of the above contact the QI team via:

QI@nelft.nhs.uk

Or

www.nelft.nhs.uk/quality-improvement

And remember to follow us on Twitter: @nelftqip



