



Quality Improvement Newsletter

August 2019 – Summertime special

 @QICNWL



274

Active QI projects on Life QI

52

Completed QI projects

1189

Staff registered on Life QI

26%

QI projects with service user/carer involvement

Getting involved in Quality Improvement

Whether you've just returned from your summer holidays (welcome back - we missed you!) or whether you're just about to take time off work, why not spend a few moments thinking how you can get involved in QI. There's a QI story below to inspire you. Whether that's volunteering to be part of a QI project (no previous experience required), finding out more by registering for Bitesize QI training, or by completing some of the excellent e-learning modules. Taking time out to do some e-learning with the IHI Open School is a great way to start your QI journey at www.qi.cnwl.nhs.uk/training-and-events/online-qi-training. There are five recommended modules (QI101-QI105) that will provide you with all the basic knowledge that you need about the Model for Improvement.

Further details of the training options are available on the [QI microsite](#)

Your QI stories



It was useful to have a session without my child first so that I could talk openly without worrying that I would upset him by what I said

PARENT FEEDBACK ON ONE OF THE CHANGE IDEAS

CNWL Children's Development Centre in Hillingdon features in our latest QI video, where Charon Chana Specialist Occupational Therapist and Jenny Drake Administrator for the Paediatric Occupational Therapy team discuss their team's QI project which focussed on reducing waiting times and increasing productivity.

See the full video on the QI microsite [here](#)

Spotted on Twitter: Start of the CNWL Central Falls Reduction Programme.



CNWL Quality Improvement @QiCnwl · 23 Jul

Yesterday marked the start of the @CNWLNHS Central Falls Reduction Programme with an Engagement Workshop to help determine our central aim and drivers.

We played bingo, but also worked very hard!

10 local ward-based project teams will be supported with structured QI learning.



8

14



CNWL have recently started two Improvement programmes, one that aims to reduce the number of falls on our inpatient units and a second programme to reduce incidents of violence on our inpatient units.

We have twenty project teams joining the Improvement Science in Action practicum to work together on projects under these programmes. We look forward to hearing from the teams as their projects progress. We will share some of their experience and learning in future newsletters.

QI Autumn learning event (September 9): Improving Safety

The theme for the learning event will be Improving Safety.

Newsflash! **We are delighted to announce our confirmed guest speakers**



Dr Bob Klaber
Consultant General Paediatrician &
Deputy Medical Director
Imperial Healthcare NHS Trust



Dr Charlotte Hopkins FRCP
Deputy Chief Medical Officer
Barts Health NHS Trust

Attending a QI learning event is a great opportunity to kick-start or boost your knowledge of QI, whilst making valuable networking connections that can help you learn and grow in your confidence to apply the methodologies in the Model for Improvement.

Highlights include:

- Presentations from external QI experts, providing a wider view of the QI community
- Interactive masterclasses using real examples of QI projects in CNWL
- World café poster displays affording you the opportunity to meet staff who have been successful in a QI project
- Play QI Bingo; an ideal way of meeting like-minded QI curious staff across CNWL
- Celebrate QI successes with video screenings and awards for QI project teams who have shown real progress in their work
- Meet your Divisional QI Lead, who will be happy to help you access help and support for your QI project.

Open to all staff, service users and carers from any divisional or corporate service.

Lunch and refreshments are provided during the Learning Event.

Booking now open on LDZ – reserve your place now!

Monday 9 September 2019, 8.30am to 5pm

Bevan 1 and 2 meeting rooms, CNWL Trust Headquarters, 1 Floor, 350 Euston Road, Regent's Place, NW1 3AX

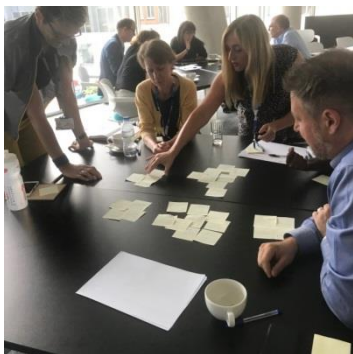
Booking for our fourth QI Learning Event now open on LDZ accessed via the QI microsite at:

<https://qi.cnwl.nhs.uk/training-and-events/training-events>

Search for 'Learning Event' to find the enrolment page.

Places are limited, so get your booking soon!

Senior Leaders came together to learn about patient and carer involvement in improvement



In July, senior leaders came together with CNWL Head of Public and Patient involvement, Lucy Palmer and Ann Smith, Chair of the CNWL Carers Council to talk about involvement in QI. Guided and supported by training from the Institute for Healthcare Improvement (IHI) they completed a force field analysis to understand the forces for and against involvement. They also heard from two QI project teams.

Emma Johnson, Diggory Divisional Head of Quality Governance, shared a project underway in Offender Care to Improve the response rate for the Friends and Family Test by 400% by the end of December 2019. An ambitious aim that they are continuing to work towards and have made significant improvement from under 40% response rate to over 200%. You can learn more about their project on [Life QI](#)

Claire Grant, Head of Arts Psychotherapy along with colleagues Lucy Wood and Shannon Cullerton shared how they have been working to increase engagement of young men aged 16 to 24 with the Grenfell Health and Wellbeing Service talking about how they have used virtual reality technology and engaging with the community.

We have information available on our [QI microsite to help you involve service users and carers in QI](#)

Second wave of CNWL QI coaches well on the way to graduating



In July 2019, 32 trainee Improvement Coaches came together for Wave 2 of the Improvement Coach Professional Development Programme.

The Improvement Coach Development Programme, delivered by the Institute for Healthcare Improvement, further develops improvement knowledge and skills in order for participants to coach improvement teams.

This interactive six month training program is designed to advance participants improvement capability and their skills in successfully coaching and facilitating improvement teams. The new Improvement Coaches will be completing their course in September 2019 and joining their colleagues from Wave 1 to coach quality improvement project teams in CNWL.

Alison Butler, Trustwide QI Programme Lead said

“The completion of our second wave of QI coaches is an exciting development for our QI journey in CNWL. The coaches will join their colleagues from Wave 1 to guide and advise individuals and teams working on QI initiatives, helping them to build their capacity and capability as they go through the steps of an improvement project.”

Call for posters for International Quality Improvement conference

The call for posters at the next major QI conference in Copenhagen is now open. If you have an improvement project that has resulted in learning or has made a difference then please consider submitting an abstract. We know that CNWL staff have really engaged with QI work and this is a fantastic way to showcase not only that work but also the CNWL QI programme nationally. No project is too small and we know there are many projects that will easily meet the standard for presentation, given the amount of good work going on within CNWL.

The deadline for entry is 5 November but now is the time to start preparing your poster. Further details [here](#) Let's get out there and showcase our great work!

If you need any advice around whether to submit and how to write an abstract then please get in contact with simon.edwards2@nhs.net.

Bitesize QI training on tour! New date added in Hillingdon this September!



All Bitesize QI training sessions can now be booked on LDZ

We have added a new date in Hillingdon in September.

The full list of dates currently available to book are:

- Wednesday 28 August 9.30am to 1pm Argo House (CR3/4)
- Monday 23 September 9.30am to 1pm Bevan rooms, 350 Euston Road
- **Monday 30 September 1.00pm to 4.00pm, Meeting room 1 and 2, Beaufort House, Uxbridge**
- Tuesday 15 October 9.30am to 1pm Milton Keynes (Fry Hall)
- Wednesday 13 November 9.30am to 1pm Argo House (CR3/4)
- Monday 2 December 9.30am to 1pm Bevan rooms, 350 Euston Road

For information on how to book onto the training go to www.qi.cnwl.nhs.uk

Life QI tip of the month: Adding new members to your project team on Life QI.



We think the question the QI team is asked most frequently is how to add new members to projects on Life QI.

Simply follow the steps below to add new members to your project team.

1. Open and access your Life QI project
2. Click on the top right hand function where you see your project team's initials

3. Once selected and opened, click on 'Invite New Member'
4. Search for the team member's you wish to invite
5. Click 'Invite' into your project.

Get to know your QI clinical leads

Here are your Divisional QI Clinical Leads. They can tell you whether or not your project is aligned with CNWL's strategic priorities, and can put you and your project team in contact with a QI Improvement Coach.



Simon Edwards is Trust-wide QI Clinical Lead and Medical Director for Diggory division.

simon.edwards2@nhs.net



Alison Butler is the Trust-wide QI Programme Lead and Corporate QI Lead as well as being Associate Director of Programme Management.

alisonbutler@nhs.net



Margo Fallon is QI Clinical Lead for Goodall Division and is Clinical Services Manager and Lead Therapist for Adults, in Hillingdon Community services.

margo.fallon@nhs.net



Michele Dowling is the QI Clinical Lead for Diggory Division. She is also Quality and Performance manager in Healthcare, at HMP Woodhill.

Michele.dowling@nhs.net



Tresa Andrews is QI Clinical Lead for Jameson Division. She is also the Dementia Care Pathway lead and Trust Lead for Older People's Psychology.

tresaandrews@nhs.net

Useful links

To sign up to receive this newsletter directly: www.qi.cnwl.nhs.uk/newsletter-signup

CNWL QI Microsite: www.qi.cnwl.nhs.uk

Life QI: www.lifeqisystem.com/

IHI Open School: www.qi.cnwl.nhs.uk/training-and-events/online-qi-training

IHI app: www.app.ihl.org/apps/