

## Course Details

We have 3 intakes which begin in **January**, **May** and **September** every year.



Participants are expected to attend 3 half day workshops. You can choose to attend these over 3 consecutive months or a longer period of time to fit in with your working lives.

The workshops are held at each of the 4 Trust sites, and you can pick and choose where you attend.

In between workshops there are 1 to 1 coaching sessions to support you during the Programme to enable you to keep on track with your improvement idea.



At the end of each year we hold a Sharing Event at one of the Trust sites. You will produce a poster to showcase the great work you have done towards your improvement.



There will be a presentation of Certificates to each participant by a member of the Executive Team.



For your future development following completion of the QI Programme, there will be opportunities to apply for the QSIR (Quality, Service Improvement and Redesign) course.

Register your interest now to reserve your place and take the next steps in your quality improvement journey

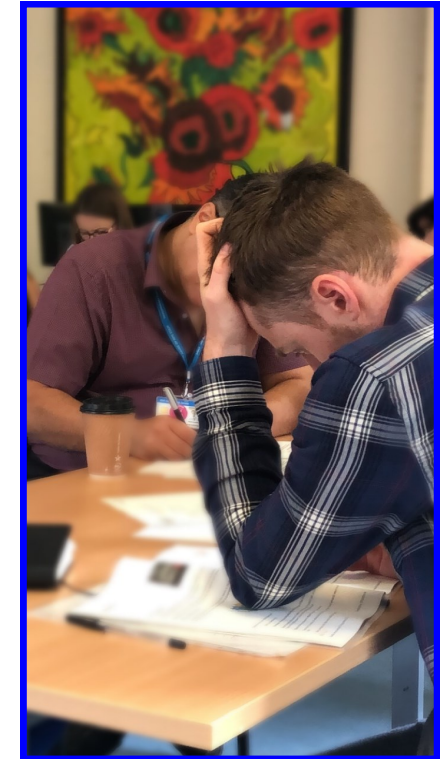
*KP - "Exceeded expectations. I would definitely recommend this programme."*

*JS - "Very thought provoking."*

We have also provided bespoke workshops for departments. Please contact us with your requirements if you are interested in a tailored Programme to meet the needs of your service



Quality Improvement Programme  
Delivering excellence



For further information:

Email: [2021.QualityImprovementProgramme@NHS.uk](mailto:2021.QualityImprovementProgramme@NHS.uk)

We are on the intranet:

<http://ulhintranet/quality-improvement-programme>

Follow us on Twitter!



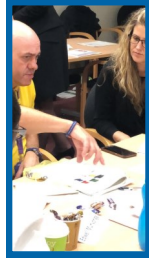
@ULHT\_QIP

Excellence in rural healthcare

# Welcome to the 2021 Quality Improvement Programme

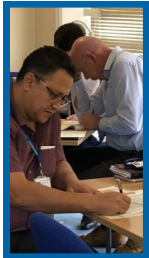
## Are you:

- A volunteer, in a healthcare support role or an administrative role?
- A clinician or manager?



## Do you have an idea that will:

- Improve your services
- Save time
- Enhance patient experience
- Increase staff morale
- Save money
- Reduce waste



Don't know where to start?  
We can help!

This programme is not limited to any specific job title, role or band. The sole requirement for participants is to be keen to learn new tools and techniques to work on their quality improvement idea!

Interested? Take a look at the content of each workshop and the sharing event



## Workshop One

Creating your vision

SMART Objectives

PDSA Cycle

Thinking Creatively

Edward de Bono's Mental Valleys

Ideas Funnel

Stakeholders involvement

Benefits realisation

Sustainability



## Workshop Two

Measurement for improvement

Seven steps

Managing variation

Performance management

Identifying problems

Cause and effect - fishbone diagram

Root cause analysis

The 5 'whys'

Six thinking hats

**“It doesn't have to be a big improvement project - small changes make a big difference”**

## Workshop Three

Model for Improvement

Human Factors

Driver Diagrams

Process mapping - conventional  
- value added

Supporting people through change

Model of personal change

Sustaining momentum



## Sharing Event

Welcome: Executive Team and Head of 2021

Presentation of certificates

Show casing of participants' Quality Improvement Project posters

Afternoon drop in session: all Trust staff

Quality Improvement Programme Delivering Excellence		Name: Speciality: September 2018 Cohort
Project title		
Aims and objectives	Measures	What I have done
Next steps	Results	Tools used

**“This is about doing your day job differently to benefit your service, colleagues, patients”**