

**August 2019
Edition**

In this issue:

**Gold Applications
now open**

**CQC Board visits
Gloucestershire
Hospitals**

**Learning from
Excellence**

**Silver Graduation &
Winners**

**Best Care for
Everyone – Patient
Experience
Improvement
Collaborative**

**Conference
presentations**

**Festival of Quality
Improvement,
Research &
Innovation**

Reading Room: Useful
articles and blog posts

**Opportunities,
Training & Events**

and more....

Gold Applications are now open!

Applications for the Gold Quality Improvement Coaching programme are now open!

The Gold Improvement Coach programme is designed to develop a network of staff across the Trust with a combination of QI & coaching skills who can help to embed and support local Quality Improvement Activities. This is more than a training programme, it is a commitment to a role as a Gold QI Coach within the Trust.

Quality Improvement is about making a real difference, directly or indirectly to patient care. It's not about finding new clinical approaches (research) but about improving our own systems and processes to make them more patient focused, efficient, timely or relevant to the latest clinical guidelines.

The role of the Gold QI coach will help to support Improvers at a local level to help ensure the success of their Improvement work. The role will also work within the Specialty to ensure that the improvement efforts are focused on the areas that are most needed so that limited resource is appropriately directed.

The Gold programme will enable you to learn new skills or fine tune and use existing ones. It also provides an opportunity to become part of the wider Gloucestershire Safety & Quality Improvement Academy and be a member of the Gold Improvement Coach Network.

The programme consists of an introductory session and 8 modules. There will also be Continuing Development Sessions to support you in your role as a Gold Coach.

Sessions:

- Introductory Session
- Role of the Gold Coach
- Measurement
- Patient Experience
- Systems Thinking
- Coaching Conversations
- Coaching Toolkit
- Leading Change
- Creative Thinking & Resilience

Please read the role description on the [website](#) and ensure that you are able to attend all sessions prior to applying. Applications forms are downloadable [here](#).

Cohort 5 will run from October – May and Cohort 6 will run from November – June.

Application Deadline: 8th September

Dates will be announced in the near future for cohorts 7 and 8 of the programme.

If you have any queries, please contact Lou Waters on ghn-tr.gsqia@nhs.net with the subject line 'GOLD'



CQC Board visit the Trust

We received great feedback from the CQC Board following a recent visit to the Trust on 18th July to hear about the Quality Improvement work taking place at Gloucestershire Hospitals.

Chair, Peter Lachecki welcomed our visitors to the Trust, with opening presentations from CEO, Deborah Lee; Non-Exec Director, Claire Feehily; Quality Improvement & Safety Director, Andrew Seaton & Head of Quality, Katie Parker.

Presenting their improvement work we had Catherine Hopkins, Clinical Lead Therapist – Gallery Ward; Emma Dovey, Junior Sister – Mayhill Unit; Carol McIndoe, Patient Experience Improvement Manager – Disability Equality; John Boyes, Consultant Microbiologist; Margaret Collins, Specialist Nurse – Nutrition Support Team and Lisa Riddington, Library & Knowledge Services Manager.



Gloucestershire Hospitals Fab Ambassadors work together with the Trust Finance Team

Our Gloucestershire Hospitals Fab Ambassadors are linking closely with our Finance Team in response to a new national link between [Fab NHS Stuff](#) and [NHS Future Focused Finance](#) (NHS FFF). Future-Focused Finance is about improving NHS finance for everyone; recognising the need for strong financial skills & understanding across all professional groups to deliver good patient care and value for tax payers.

The Trust Finance Team is working towards obtaining NHS FFF [accreditation](#) and is developing a network of [Value Makers](#) as part of their [#GHFTCountMeIn](#) campaign. These are Johanna Niehues, Hayley Summers, Josh Penston, Emma Kellow, Chelsea McCaw & Rob Neal (Rob is also a Finance And Clinical Educator). A Value Maker is someone who is committed to making a difference and who is passionate about the power of finance in supporting the delivery of excellence in patient care. Finance & Clinical Educators (FACE), are a group of individuals that are committed to demystifying finance to improve clinical value. The FACE initiative is aiming to have a FACE in every organisation, supported by a network of FACEs across the country. Sharing resources and sharing best practice, the network will support individuals to demystify NHS finance within their organisations.

The 3 Fab Ambassadors at the Trust; Matthew Little, Regional Fab Coordinator; Donna Little, ACP & Lou Waters, GSQIA Trainer & Coordinator look forward to working closely with our FFF Value Makers.

Twitter: [@GHFTFinance](#) [@NHSFFF](#) [@SW_Fab](#) [@FabNHSStuff](#) [@gsqia](#)

#Improve4Patients Tweet Chats

[NHS Horizons](#) hosted 3 tweet chats with National Improvement Director Hugh McCaughey this summer with some great discussions.

The chats brought together large numbers of people across the country to discuss health and care improvement using the hashtag [#Improve4Patients](#)

20th May - 777 people joined the chat to discuss the topic “What does the National Improvement Director need to know about the improvement work that’s currently ongoing across England?” [Read the summary report here](#)

26th June - 549 people came together to discuss the topic “How can the system best support improvement capability across England?” [Read the summary report here](#)

31st July – 576 people discussed the topic “What is the potential for Quality Improvement in Health and Care in England?” Report due out soon.

Tweet chats are a great way to connect and network with others in other organisations (and countries) around topics you are interested in. If you have never participated in a tweet chat before check out this blog [Tips for Taking Part in a Tweet Chat](#) from Leigh Kendall at NHS Horizons

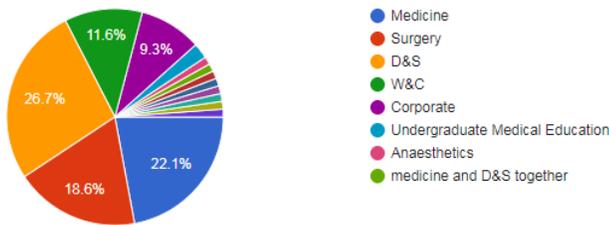
Gloucestershire Hospitals Inaugural Festival of Quality Improvement, Research & Innovation

Our first Festival of Quality Improvement, Research and Innovation will be held across both Gloucestershire Hospitals sites between 10th September and 12th September. This event aims to showcase a large number of posters in the Atrium at GRH and the café area at SEC to celebrate the astonishing work taking place within our Trust.

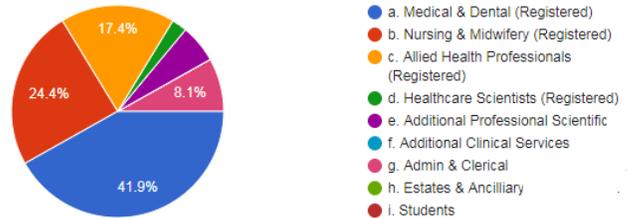
We opened a call for abstracts on 11th July and have received over 85 responses from across the Trust which is a brilliant response – thank you to everyone who has taken the time to submit an abstract.

The review panel was delighted with the wide variety of work taking place within the Trust and we are looking forward to the event which is now just one month away. We were also very pleased to see good representation from divisions and staff groups.

Abstract submissions by division:



Abstract submissions by staff group:



We are hopeful that this will become an annual event for showcasing the ongoing quality improvement, research and innovation work taking place within our hospitals.

Staff will be presenting their posters at the following times during the Festival:

- 10 Sept: 13.00-14.00 (GRH Atrium)
- 11 Sept: 13.00-14.00 (GRH Atrium)
- 12 Sept: 13.00-14.00 (GRH Atrium)
- 12 Sept: 16.30-18.00 (SEC Café area)

A programme of presenters will be available on the website in advance of the event.

If you have any questions regarding the Festival, please contact Lou Waters on gln-tr.gsqa@nhs.net with the subject line 'FESTIVAL'

Festival Hashtag: #GHTFest19

NHS
Gloucestershire Hospitals
 NHS Foundation Trust

**FESTIVAL OF QUALITY IMPROVEMENT,
 RESEARCH AND INNOVATION**
 10 – 12 September 2019

Learning from Excellence & Appreciative Inquiry

Award Winning Silver QI Project Leads, Rebecca Offord & Nicky Cantrill write about how we can Learn from Excellence at Gloucestershire Hospitals.

We introduced a positive reporting system within the Department of Critical Care in March 2017 and have subsequently made this available to staff within the wider Trust.

This is an electronic system where we can nominate individuals and teams for good/excellent work. By sharing our experiences and good work we can start to identify processes to improve the quality of care for our patients.

Appreciative inquiry (AI) is one way in which we do this; we use this method to investigate the situation more fully and identify learning points to inform safety and quality and use this to inform and share best practice and also look to make processes and systems work even better.

One such AI investigated an incident that occurred within Critical Care where the intensive care consultant was unable to 're-intubate' a patient following extubation and this rapidly became a 'can't intubate can't ventilate' scenario. The positive report identified key areas of excellent practice such as availability of equipment, team work, communication and human factors. Through the AI method, we were able to clearly identify these and introduce methods to continue to embed them, such as with training and education and on-going attention to human factors within the team dynamics.

As a result of this investigation we have continued to provide difficult airway simulation training for medical and nursing staff and introduced 'surgical front of neck boxes' on top of the difficult airway trollies. We have also introduced the 'emergency airway' addition to the 2222 call system to summon the right personnel to anywhere within the hospital for an airway emergency.

We shared this learning in various ways through meetings and posters and provided 'learning from Excellence' certificates for all of the staff involved. Whilst we were still required to investigate this incident through the usual datix incident reporting system, the LfE and AI process enabled us to recognise and learn from the aspects of this situation that went well.

Since the introduction of Learning from Excellence (LfE) within the Trust, there have been 130 LfE reports completed throughout the Trust, 59 of these from Critical Care. By recognising, celebrating and learning from what goes well, we have further embedded the safety culture whilst engaging with staff and encouraging excellence and positive role modelling in clinical practice.

More recently we have introduced 'You are appreciated' cards that can be used as recognition of good work and to say 'Thank you'.

Our hope is that Learning from Excellence will continue to gather momentum throughout the Trust. There are resources available on the [intranet](#) to support the investigating managers.

Continuing to promote a positive work culture through recognition of excellent practice and effective, collaborative and 'civil' leadership we believe is key to facilitating a happy and successful workforce.



Authors: Rebecca Offord, Matron in Critical Care & Nicky Cantrill, Senior Sister in Critical Care

View the original QI Project [here](#)

**Do you want to contribute to a future edition?
Submit your article and any images to gqn-tr.gsqia@nhs.net with the subject line
'NEWSLETTER'**

Best Care for Everyone – Patient Experience Improvement Collaborative

Following on from the success of the Sweeney Programme last year, we are running our own programme called 'Best Care for Everyone - Patient Experience Improvement Collaborative'.

The programme launched on 8 July and enables staff to step into patients' shoes and see care through their eyes. Using tried, tested and effective tools and experiential techniques, the programme helps staff get as close to experiencing the patient's journey as possible.

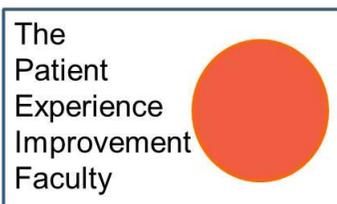
The aim of this programme is to build the capacity of staff in frontline teams to drive sustainable, bottom-up change in their services using insights into patients' experience of care and uses techniques such as emotional mapping, patient shadowing and filmed patient interviews to help staff to question their own routines and practices and see them in a new light.

What participants gain from the programme:

- Structured training in patient-centred service design techniques that staff will come back to again and again
- Collaborative learning events to create space for teams to work together and learn from others
- Tailored teaching from our Patient Experience Improvement Team
- Materials and tools to support learning
- Ongoing coaching and mentoring

The programme runs from July to November 2019. At the end of the programme, all of the teams will be submitting their projects for the PENNA awards (national patient experience awards), and we will host a celebration event to showcase their work. We will be testing the tools and approaches used throughout the programme, with the aim of embedding them as part of the GSQIA – so watch this space!

If you have any queries, please contact [Katie Parker](#), Head of Quality or [Suzie Cro](#), Deputy Director of Quality.



#QIhour Tweet Chat

The next [#QIhour](#) Tweetchat hosted by [@gsqia](#) will take place at 8pm BST on Wednesday 21st August.

We will be joined by Helen Bevan and the NHS Horizons team to talk about Change Agency at Work, and reflect back on this year's [School for Change Agents](#) and how we can put our learning on change agency into action [#S4CA](#)



Not taken part in a Tweetchat before – here are some [top tips](#) from Leigh Kendall at NHS Horizons on how to take part.

Everyone Welcome!

Registering your QI Project / Audit

Have you registered your Improvement or Audit with us? All Quality Improvement projects and Clinical Audits need to be registered.

The online form is now working again and you can access it on our website [here](#)



School for Change Agents 2019

Staff from Gloucestershire Hospitals take part in this year's School.

Each year, NHS Horizons produce and deliver the [School for Change Agents](#) via a series of online webinars. This year additional material was made available on the [FutureLearn](#) platform.

The School for Change Agents builds change agency which is the power, individually and collectively, to make a difference. It is about pushing the boundaries of what is possible, mobilising others and making change happen more quickly. This has grown into a movement of 15,000 people in the health sector building a community to create the boldest and most innovative new ideas in health and care. It is the most widely used skill-building programme for change in the NHS.

This year the following Gloucestershire Hospitals staff took part:

- Matthew Little, Matron
- Donna Little, ACP Frailty Assessment Service
- Lou Waters, GSQIA Trainer & Coordinator
- Alexandra Purcell, QI Manager
- Alexandra Heys, Avening Ward Sister
- Jo Daubeney, Professional Midwifery Advocate
- Sophie Finch-Turner, Chief Nurse Junior Fellow
- Charlotte Jakab-Hall, Chief Nurse Junior Fellow
- Paige Walter (nee Snuggs), Chief Nurse Junior Fellow
- Jossette Jones, W&C Quality & Governance Lead
- Siobhan Taylor, Clinical Scientist
- Emma Dovey, Mayhill Junior Ward Sister
- Hayley Summers, Finance PMO Programme Facilitator

Join us at the next Silver Graduation in September

Join us at the September Graduation to hear about the Silver Quality Improvement projects taking place across the Trust. Our Silver Improvers will present their project posters and graduate as Silver QI Practitioners.

Date: Monday 30th September

Time: 09.30-12.30

Venue: Lecture Hall, Redwood Education Centre



Presenters will deliver a 5 minute presentation on their project with a short time for Q&A afterwards. This is a great opportunity to share, learn and discuss opportunities for spreading improvements into other areas.

There will be an award for **'Best QI Project'** which will be awarded through a combination of an online vote and on the day voting during the event. You will be able to vote on our website **between 18th September & 8am on 30th September** in this category. Project Summaries and Posters will be available on the [website](#) on 18th September.

You will also be able to **vote on the day** for **'Best QI Project'**. Please note that you can only submit 1 vote per project.

The **judging panel will vote for 'The GSQIA Award'** on the day.

Awards will be presented to winners at the end of the event.

You are invited to drop-in and view the posters if you are unable to attend the full morning.

Come and show your support!

Winners at the Better Births Silver Graduation



Asha Dhany, Practice Development Midwife was presented with the award for **Best QI Poster** for her poster '[Maternity Postnatal Information for New Parents Animation](#)'



Annie Lester & Kate Clifford, Community Midwives and Professional Midwifery Advocates (PMAs) were presented with the award for **Best Promoted QI Project** for their project '[Introducing Hypnobirthing Courses across Gloucestershire in order to reduce anxiety of and increase preparedness for birth](#)'.



Hazel Williams, Debbie Mumford, Lisa Land & Emma Ross won the award for **Best Quality Improvement Project** for their project '[Implementation of a Continuity of Care model at Aveta Birth Unit, including Antenatal, Intrapartum and Postnatal care](#)'.

Winners at the June Silver Graduation



Elizabeth Tenn-Stewart (Betty) B6 Neonatal Nurse & S.H.E.D Founder won the award for **Best QI poster** for her poster '[S.H.E.D:- To improve the support offered to dads in the first 24 hours from delivery by 50% in six \(6\) months](#)'.



Betty also won the award for **Best QI poster** for her poster '[S.H.E.D:- To improve the support offered to dads in the first 24 hours from delivery by 50% in six \(6\) months](#)'.



Liz Brice & Sally Pugh, Renal Dieticians won the award for **Best Quality Improvement Project** for their project '[The introduction of dietetic supplementary prescribing in the renal dialysis population in the management of Chronic Kidney Disease-Mineral Bone Disorder \(CKD-MBD\)](#)' **7**

Take a deep breath and click SUBMIT.....

Margaret Collins, Specialist Nurse in the Nutrition Support Team and ‘commended’ at the 2019 NHS Elect QI Awards, writes about her experience of presenting her Quality Improvement at a national conference in Glasgow.



One of the great benefits of undertaking and completing a Silver level quality improvement project through our GSQIA is that by the end of the project you can summarise your project journey; you know where you started, what your destination (or goal) was, and by the end you know how you got there and what you achieved. Summarising the project like this produces an abstract of your work.

Each year there are many national and international health-related conferences inviting us to submit abstracts for consideration for a poster or an oral presentation. Back in February I submitted an abstract of my QI project to the British Society of Gastroenterology for their annual meeting. It was accepted and in June I attended their Glasgow conference and gave a presentation about how in our Trust we have reduced our bloodstream infection rates in patient receiving parenteral nutrition by 55%.

There was a lot of interest in the project with many questions from the audience and from individuals afterwards. One person who spoke with me after my presentation was a consultant in the north of England who has some specific challenges relating to infection rates. She was very keen to discuss ways we have reduced our infection rates and to hear more about how we overcame challenges to introducing the changes we made which lead to improvements.

It is easy to think that our improvement projects are relevant only to where we work when in fact many other hospitals are faced with similar challenges to us. If you have never thought of submitting an abstract to a conference why not have a go? You could present your project as a poster which is often just chatting about your work to one or two people at a time and far less daunting than presenting to a room full of people. See what conferences are coming up and get your abstract submission in; share the challenges you have experienced and also the great results which your hard work has achieved. Don't be afraid of presenting your results; remember that you are the expert on your project!

Example of an abstract shown below based on Margaret's project "An appetite for improvement: Reducing the incidence of bloodstream infections in patients receiving parenteral nutrition via a central venous catheter" which you can view online [here](#).

Problem

A bloodstream infection is a recognised risk associated with Parenteral Nutrition administered via a central venous catheter. It can be life-threatening, leads to an extended hospital stay and, for patients reliant on PN, it can mean 7-14 days without nutrition. NICE estimate that the cost of each catheter-related BSI is £9,000.

Method

A Root Cause Analysis tool (RCA) was developed to investigate each infection and findings were reported to the relevant ward manager to highlight areas which could be improved.

The most commonly occurring factors from the RCAs showed us where improvement ideas should be focused.

Pop-up ward based teaching sessions for nursing staff were used to highlight the risk factors for patients developing a BSI and clarify best practice for management of CVC and PN.

We worked with the Vascular Access team to change the type of central venous catheter used for PN to one which reduces the risk of infection.

In a small number of patients who required PN for more than 28 days, we trailed the use of a protective cleaning cap on the CVC.

Results

55% reduction in infection rates

Our journey from a Silver QI Project to presenting at a National Conference

Liz Brice & Sally Pugh, Renal Dietitians & winners of the Best Quality Improvement Project at the June Silver Graduation write about presenting their work at a National Conference.

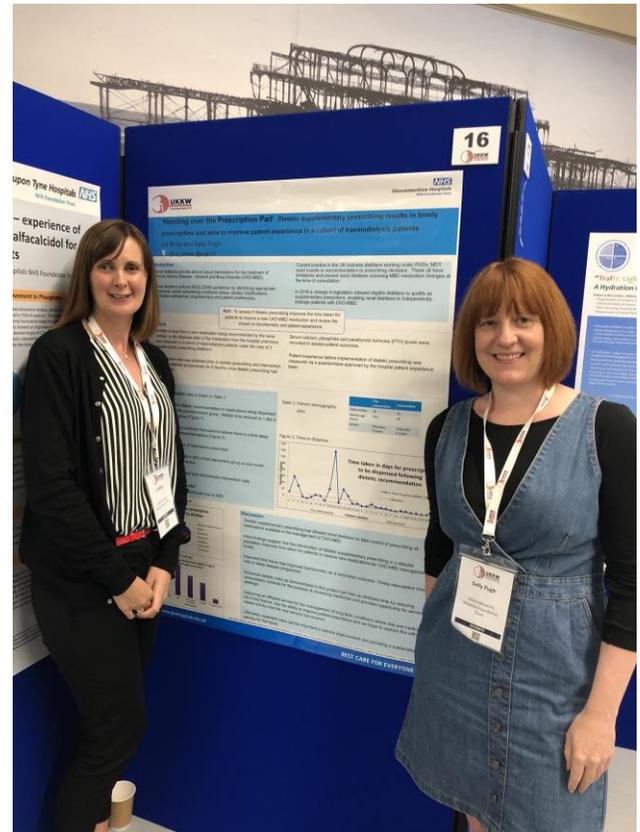
Sally and I have both worked within the renal dietetic team for over 10 years. When legislation changed in 2016 to allow dietitians to become supplementary prescribers, Sally and I leapt at the chance to complete the training and start prescribing within our clinical areas. As renal dietitians we have the knowledge and expertise to recommend on certain medications for patients but until recently, have not been able to complete the advice by providing the prescription. An inability to prescribe these medications often results in delay and frustration by all involved, so being able to finally provide these prescriptions was welcomed by us, the renal consultant team and the patients.

Sally and I always felt the introduction of dietetic prescribing in the renal service would result in improvement in care and patient experience, but we were keen to measure this improvement. It seemed very clear that following the introduction of a service change, it was important to measure the impact the change has had. So a silver QI project seemed the obvious place to start.

The silver QI programme was particularly helpful in turning a big idea into something measurable, and the training gave us the skills and confidence to measure our outcomes, capture the data and report this in a meaningful and clear way.

The data identified a service improvement better than we had hoped for, so this led us onto wanting to share our data and improvements. Every year, all professions in the renal service come together for a few days to meet at UK Kidney Week, so this seemed the obvious choice. The data and skills we had learnt gave us the confidence to write a robust abstract, demonstrating method, results and conclusion. The run chart we created during our QI sessions was a particularly powerful way of displaying this information.

The abstract was accepted under quality improvement, so we set about producing a poster to present during the conference. Again, it was useful to use the information that we had already put together in preparation for the graduation and change this into a conference poster.



Presenting our work at UK Kidney Week was a great experience, being able to share our work and experiences with all members of the multidisciplinary team. Dietetic supplementary prescribing is a relatively new practice and generated a lot of interest and discussion from all professionals during our poster presentation.

Undertaking the QI process has been essential in showing an improvement in service change. Having a feeling that something will be better and then actually being able to demonstrate the positive change has been so rewarding. We are very fortunate to have the full support of the renal consultant team, who can also see the benefits of having dietetic supplementary prescribers as part of their MDT. We now hope to train more members of the renal dietetic team to become supplementary prescribers with the aim of having a bigger impact. We intend to continue to capture data and hope to continue to prove quality improvement.

Authors: Liz Brice & Sally Pugh, Renal Dietitians

View the project [here](#)

Do you need support writing an abstract for a QI submission? GSQIA can help!

Presenting at an International Conference

Dr John Boyes, Consultant Microbiologist and Award Winner at the 2019 NHS Elect QI Awards presents his Quality Improvement at the European Society for Paediatric Infectious Diseases Conference in Slovenia earlier this year.

Following on from the local success, including a national NHS Elect winner award, of the Influenza point of care test (POCT) trial I completed as part of my Silver QI award I was invited to talk about our successes at the European Society for Paediatric Infectious Diseases (ESPID) conference. It took place in the beautiful city of Ljubljana, Slovenia in May this year and allowed me to present our work to an international field of experts in infection management.

I was fortunate to be part of the opening presentation for the conference along with some very esteemed colleagues from elsewhere in the UK. The presentation went well (with no IT issues either amazingly!) with great audience participation and lots of discussions at the coffee break afterwards.

There have been quite a few subsequent expressions of interest in Gloucestershire's experience with Influenza POCT, both within the UK and further afield. I have also been invited to present our work at two further events this year - the Infection Prevention Society conference in Liverpool in September and the Middle East Expert Champions' Club in Greece in October.

Locally our use of POCT for rapid diagnostics during our influenza season will continue at the Trust and this year I am hopeful that Paediatrics will be able to get a machine in their Department too.

View John's Silver QI project [here](#)



QI Publications

Congratulations to Michelle Sterry, Lead Midwife & Professional Midwifery Advocate (PMA) on the publication of two Quality Improvement articles. This is a great achievement!

Michelle had her first article published in 2018: '[How can professional midwifery advocates use restorative clinical supervision to positively influence staff cultures in midwifery?](#)' in MIDIRS Midwifery Digest, vol 28, no 2, June 2018, pp 157-160.

Additionally, Michelle has had the '[MIDWIVES MATTER - Developing a positive staff culture using Restorative Clinical Supervision](#)' Silver QI Project published in MIDIRS Midwifery Digest, Vol. 29, no. 2, June 2019, pp162-166

You can view the Silver QI project on the GSQIA website [here](#).

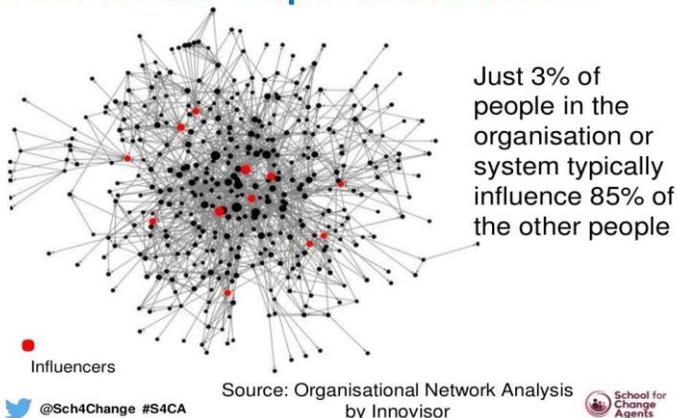
*MIDIRS – Midwives Information and Resource Service (UK)



The Three Percent Rule

Article: [How to Rethink Change with the Three Percent Rule](#) by Richard Lalleman, Innovisor

Find the 3% “super-connectors”!



Interested in publishing?

Would you like to publish your work? Need some advice?

Contact our excellent [Library service](#) You can also keep an eye out for ‘Writing for Publication’ courses, which are offered twice a year by [ARC West \(previously known as CLAHRC West\)](#)

You may also find this [webinar recording](#) useful where Helen Crisp, Editor-in-Chief of BMJ Open Quality, considers the key questions around publishing improvement work: Why publish QI findings? Where to publish? How to write for publication? And a look at wider approaches to dissemination of improvement work.

QI Bookclub

On Twitter? Enjoy reading? Check out [@QI_Bookclub](#) where you can share your favourite books / articles / Ted talks on improvement, culture & leadership. A great place to discuss, share and learn [#QIbookclub](#)

Finding Evidence: The Library

Do you need evidence to support your case for an improvement project? Did you know that our library can carry out a literature search for you?

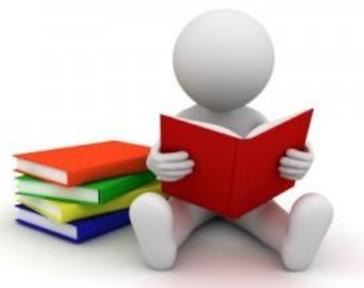
We are lucky to have a fantastic library service that is here to support you and requesting a literature search is a piece of cake. You can either complete this [form](#) on the intranet, [email](#) or call 0300 422 6495

They also run training in:

- Finding Evidence – tailored to your requirements
- Understanding Evidence – an introduction to Critical Appraisal
- Referencing

Reading Room

- The Health Foundation: [“The Improvement Journey”](#) Learning Report, May 2019
- IHI White Paper: [“Psychology of Change Framework”](#)
- NHSE/I: [“Sustainable Improvement Impact Framework”](#) May 2019
- NHS Horizons Blog: [“The Power of Connections as a Force for Change”](#) by Ian Baines
- NHS Horizons Blog: [“Enabling Change and Change Leaders”](#) by Helen Bevan
- NHS Horizons Blog: [“Looking at Spread – Three Helpful Lenses”](#) by Diane Ketley
- NHS Horizons Blog: [“Spread and Complexity in the NHS”](#) by Diane Ketley
- BMJ Article: [“Spreading & Scaling up Innovation & Improvement”](#) by Professor Trisha Greenhalgh



Opportunities & Training

OPPORTUNITIES

Sir Peter Carr Partnership Award 2019

We are looking for applicants who are working collaboratively on a shared improvement initiative in support of the NHS Long Term Plan for the benefit of local people.

The winning partnership will receive £30,000 to share and invest in their professional development to support the delivery of their improvement initiative. **Application deadline:** midnight, Monday 30th September. Click for [further information](#).

Apply to become a Health Foundation Q Community member

Q is an initiative connecting people with improvement expertise across the UK, led by the Health Foundation and supported and co-funded by NHS Improvement. Q's mission is to foster continuous and sustainable improvement in health and care. We're creating opportunities for people to come together as an improvement community – sharing ideas, enhancing skills and collaborating to make health and care better. Click for [further information](#).

EVENTS

Innovating for Improvement Conference

Date: 26th September | 0900-1700

Location: Cheltenham

Organised by West of England Academic Health Science Network (WEAHSN)

[Further information & book](#)

National Fab Change Day 2019

Date: 16th October | all day

Location: [Online](#) including Fab Change Day [#Qlhour](#) Tweet Chat at 8pm hosted by @gsqia

GHT Fab Change Day 2019

Date: 18th October 2019

Location: GRH Atrium

For further information, contact [Matt Little](#)

National Q Community Event

Date: 13th November | 0900-1830

Location: London

Organised by the Q Community

[Further information & book](#)

Making data count!

Making Data Count – getting started

In our first guide, we encourage analysts and decision-makers to work together to ensure the most relevant data is presented in the most effective way.

Our collection of resources will empower you to build your knowledge to be able to construct and interpret statistical process control (SPC) charts. You can practise doing this by using our guide to work through the scenarios and exercise.

'Measurement approaches popular in the NHS such as red, amber, green (RAG) tables have many limitations for good decision-making. You will learn that better decisions are made when data plotted over time is considered and the benefits of doing this by creating SPC charts.' – NHS Improvement.

['Making Data Count - getting started'](#)

The sequel is now here

Making Data Count – strengthening your decisions

This second guide will strengthen your confidence in using SPC for analysis and effective decision-making — helping you to make the very best use of your data.

You can hear from people working in the NHS about the benefits of moving to SPC and test out your new knowledge by working through the scenarios and exercises.

['Making Data Count – strengthening your decisions'](#)

TRAINING

Quality Improvement in Healthcare: the Case for Change

Online course via University of Bath on [Future Learn](#)

Improvement Fundamentals

Course 101 – QI Theory

Course 201 – QI Tools

Course 301 – Measurement for Improvement

Course 401 – Spreading Improvement Gains

Online modules via [NHS England Sustainable Improvement](#) #Qlhikers

Networks – Connecting with others

Fab NHS Staff

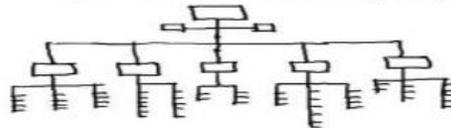
Fab NHS Staff is a social movement for sharing great work, and learning from others. Learning from each other and building relationships on a wider scale is all part of developing your social network. Visit the [website](#) and start sharing.



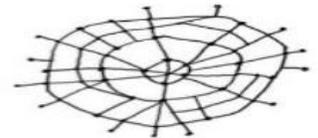
The Power of Networks



- As a change agent, my **centrality in the informal network** is more important than my position in the formal hierarchy
- If you want to create **small scale change**, work through a **cohesive network**
- If you want to create **big change**, create **bridge networks** between disconnected groups



Designed for **DIVISIONS**



Designed for **CONNECTIONS**

@Sch4Change #S4CA

The Q Community

The Q Community is an initiative connecting people with health & care improvement expertise. It is led by The Health Foundation and NHS Improvement. You can apply to become a member throughout 2018. For more information visit their [website](#).



Source4Networks

Source4Networks is an online community created by NHS England. It consists of discussion forums on a range of topics as well as having a resources section. To find out more visit the [website](#).



Twitter

[Twitter](#) is a great way of growing your social network. Follow people with similar interests, connect with those who can help make a difference and keep up to date with the latest ideas #J20

Contact us

For a list of upcoming events, visit our Academy [News & Events](#) page on the Trust intranet.



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