

A connected community working together to improve health and care quality across the UK

Q: connecting improvers UK wide Oxford AHSN PSC event

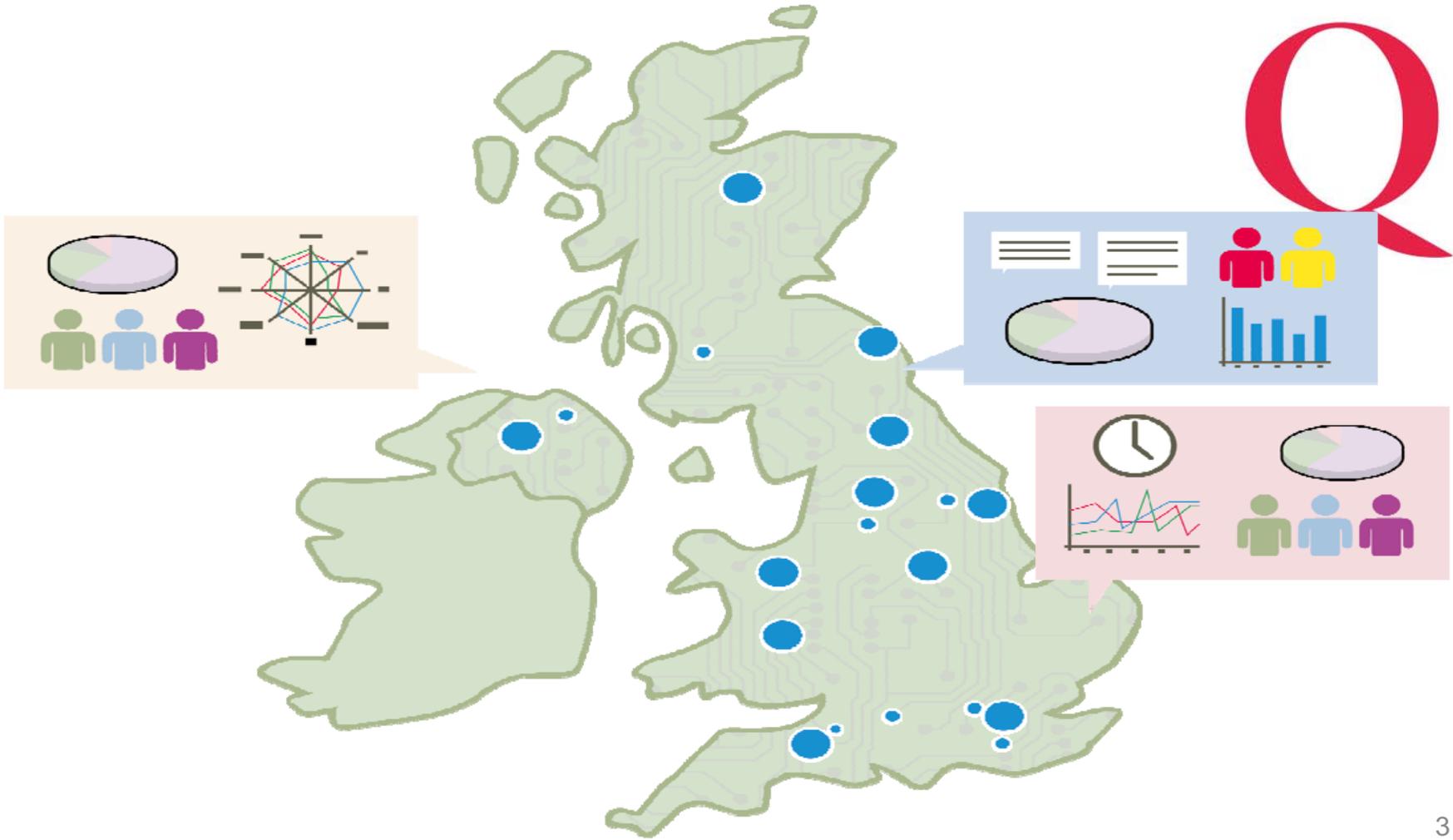
Penny Pereira

21 April 2016





Q





Q



Q

*“The single most important change in the NHS ... would be for it to become, more than ever before, a **system devoted to continual learning and improvement** of patient care, top to bottom and end to end”*



“5000 safety fellows”



A connected community working together to improve health and care quality across the UK

What is Q?



- New community with £2m initial funding from NHSE and the Health Foundation
- Connecting hundreds (ultimately thousands) of people skilled in improvement across the UK: frontline staff, researchers, managers, policy makers, patient group leaders
- Making it easier to share ideas, enhance skills and make changes that benefit patients



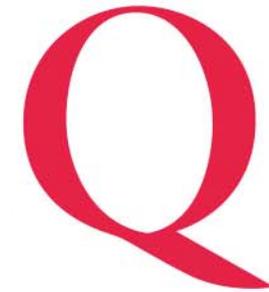
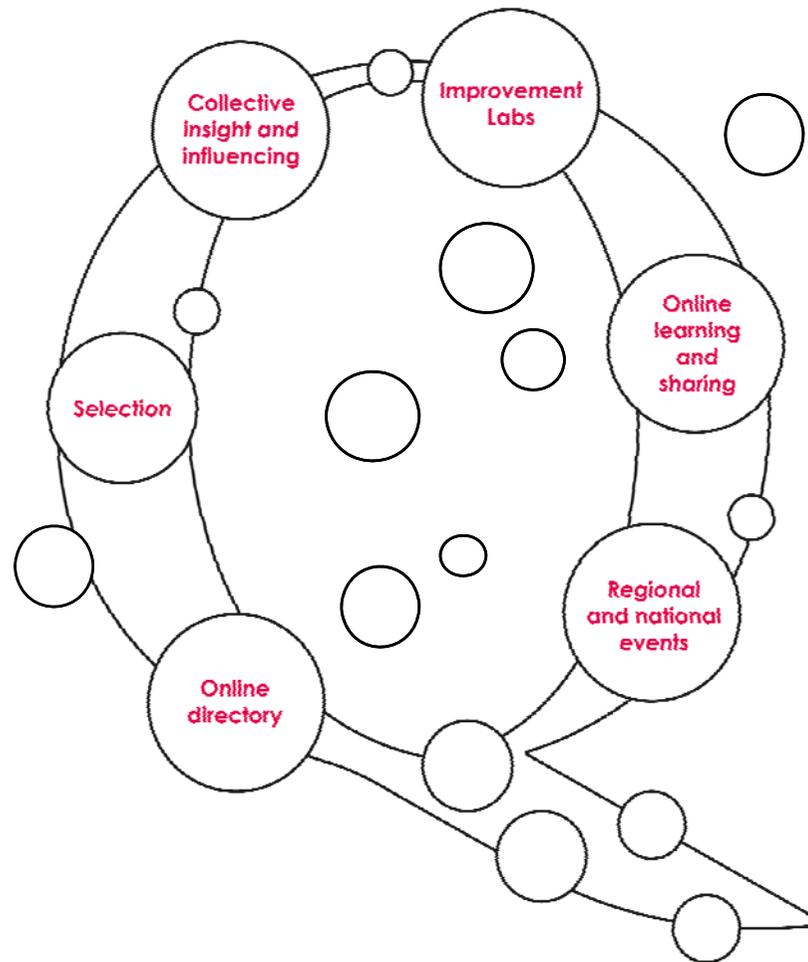
The collaborative design process

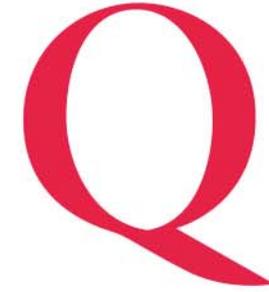
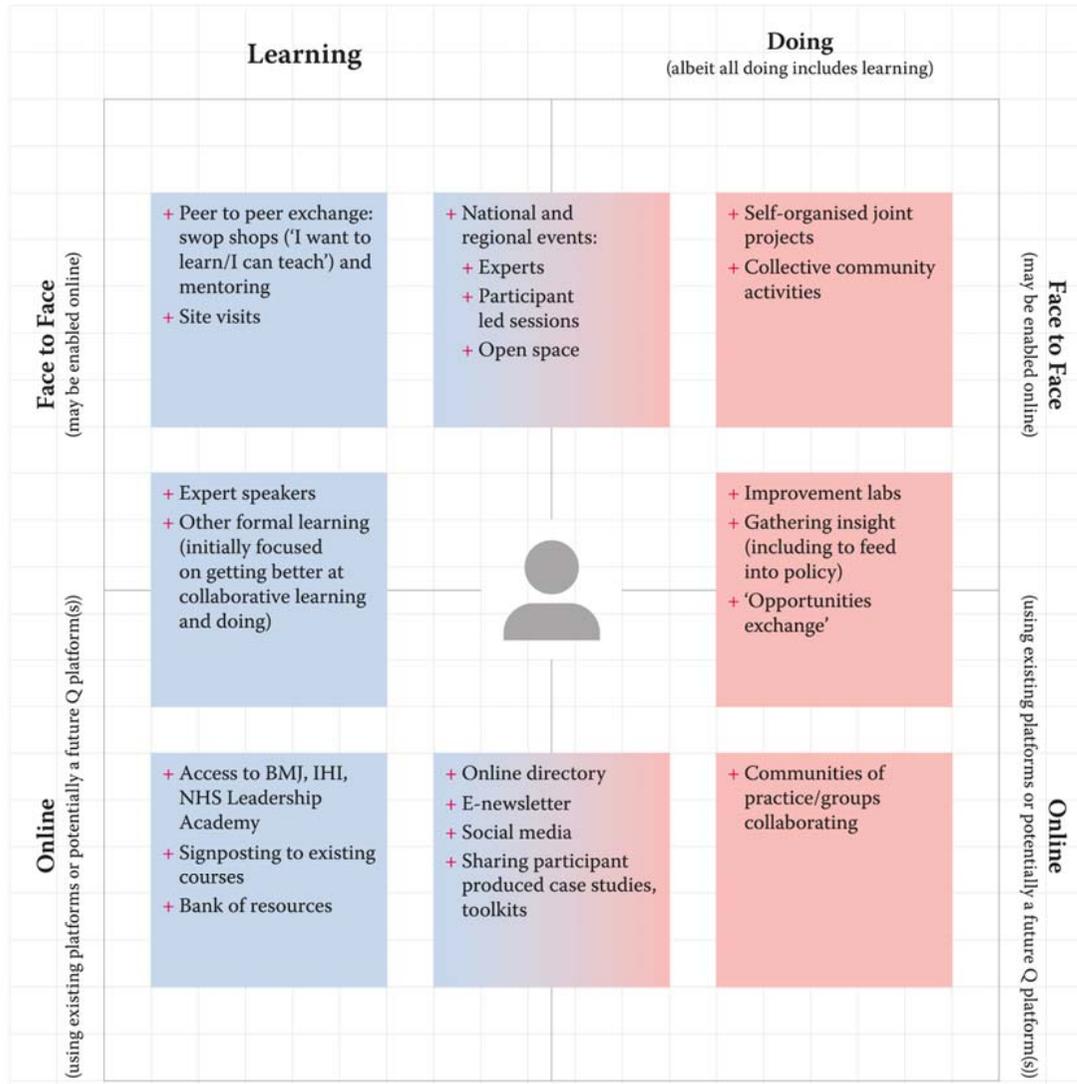
<https://vimeo.com/162809814>

What is Q?



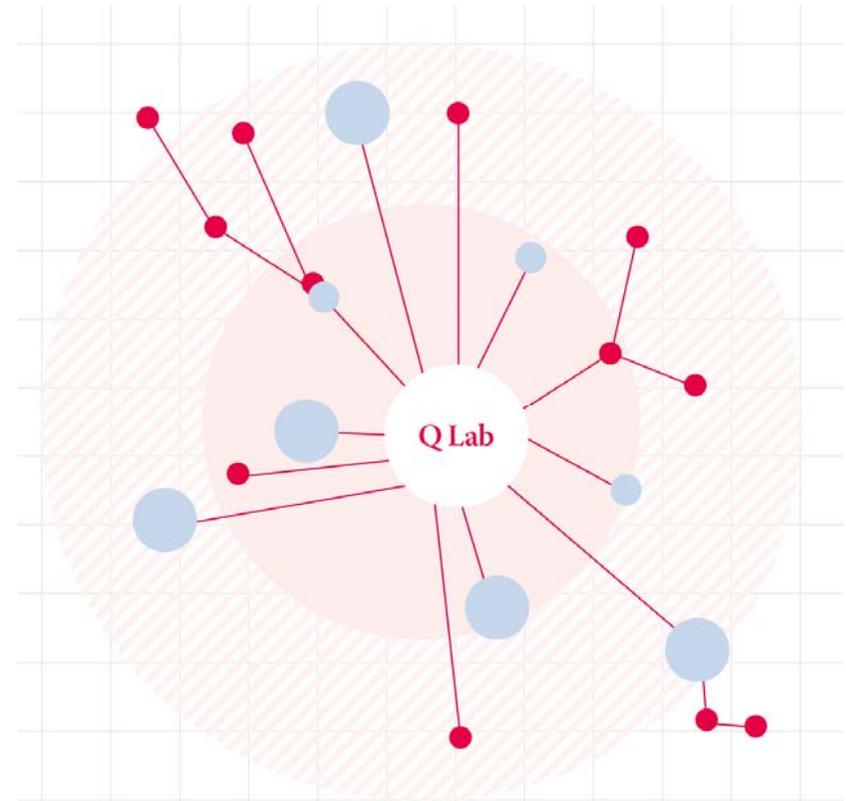
- UK wide long term 'home' connecting those doing improvement from across the UK
- Seeks to support people in their existing improvement work: making it easier to share ideas, enhance skills and make changes that benefit patients





Improvement labs

- Designing and prototyping labs this year
- Small number of facilitated spaces across the UK, pooling insight and energy to make progress on stubborn challenges





Recruitment strategy

- Stretching but accessible criteria
 - High quality first contact with Q for 1000s of people
 - Gradual growth of the community
- A red downward-pointing arrow indicating a transition or continuation of the list.
- Phased opportunity to apply
 - Open online process managed by central team
 - Partnership with key stakeholder organisations focused on engagement, decision making and shaping Q locally

Selection criteria



Proposed selection criteria

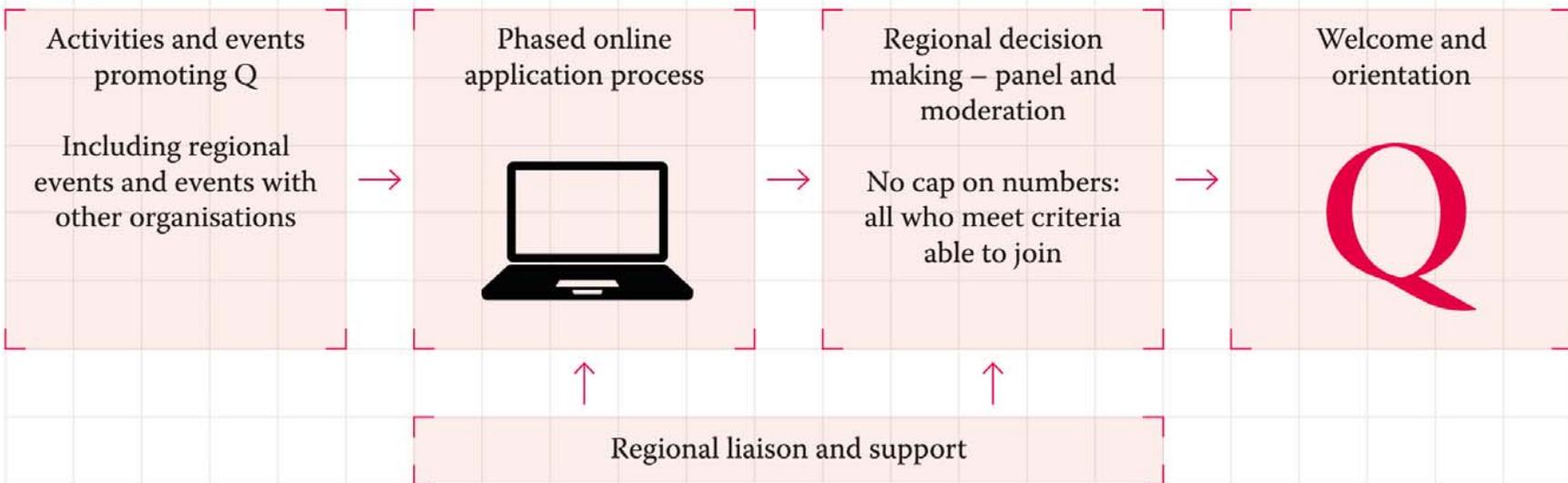
- + Considered and lived commitment to collaborative improvement. This includes commitment to the ambitions, ways of working and specific requirements of the Q community

- + Experience of playing an influential, leading role in efforts to improve quality across boundaries

- + Ability to articulate and reflect deeply on the approaches used personally and by others involved in improving quality

Recruitment process

Process



How Q complements other work



- Maintaining a directory of who's doing what in improvement
- Contributing to improvement capability building
- Providing useful resources and infrastructure: focusing on what adds value
- Making it easier to mobilise around shared challenges
- Seeking to build a more supportive environment for improvement



A connected community working together to improve health and care quality across the UK

For more information:

sign up to receive learning report

www.health.org.uk/q-initiative

q@health.org.uk



#theqinitiative

To register to receive a copy of the Q learning report visit the Health Foundation stand (stand 12) or www.health.org.uk/qlearningreport

Leading learning from collaborative design to ensure Q meets the needs of those doing improvement work, we recruited a founding cohort of 231 members to collaboratively design and test Q in 2015.

This was arguably the largest co-design undertaken in health. We will be publishing our learning from this design process in May 2015. The learning report is derived from an independent, yet embedded, evaluation conducted by RAND Europe.

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