



# The Q Community

West of England

2018

# Life before Q...

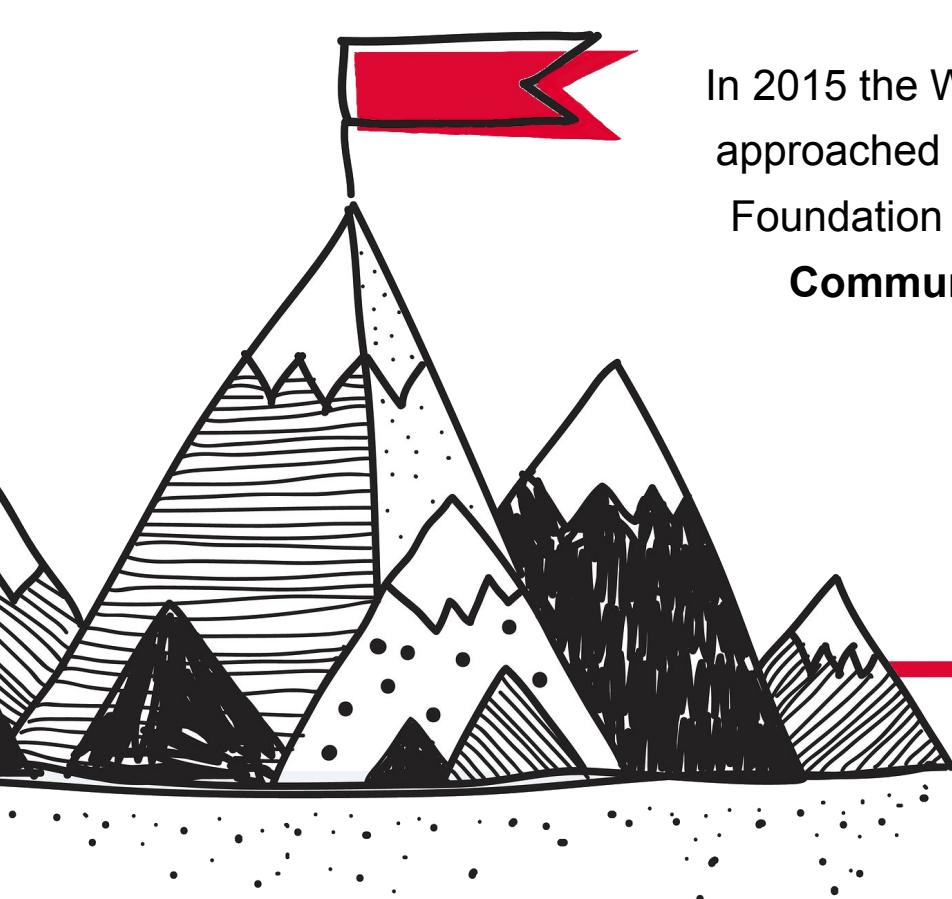
The West of England Academic Health Science Network (AHSN) was set up in 2013 along with 14 others around the UK.

The Quality Improvement team developed the **Improvement Journey** – a free online walk-through to support QI projects.

The QI and Patient Safety teams were trained up to spread **QI awareness and capability** across our partner organisations with programmes such as Preventing Cerebral Palsy in Preterm Labour (**PReCePT**).

The **Improvement Coach Programme** was launched and 51 coaches were recruited and trained in coaching for improvement.

Funded by the Health Foundation, the West of England AHSN supported the **Flow Coaching** programme at Royal United Hospitals Bath to help improve patient flow through a healthcare system.



In 2015 the West of England AHSN were approached by the Health Foundation to pilot the **Q Community**.

# Along came Q!

Over the course of three years, we recruited the founding members to Q.

Our community grew quickly, providing a network for staff and users of the NHS to share learning, gain Quality Improvement skills and collaborate on projects.

2017  
127 members

2016  
18 members

2015  
10 members



# Our inaugural event...

## Welcome To Q

March 2017

We invited all the members of our community to the inaugural event at Ashton Gate. Over **100** Qs attended!

**Keynote speeches from;**  
Penny Pereira (The Health Foundation)  
Suzie Bailey (NHS Improvement)

**Mini masterclasses;**  
Personal Impact  
Will it Work? Does it Work?  
Creative Thinking For Healthcare  
The Differences Between PPI and  
Participation and Co-Production  
 $1+1=3$ , Really  
Innovating in to Healthcare



*"Q gave me the confidence to challenge myself more and push myself out of my comfort zone. I recently undertook deaf awareness training and carried out voluntary work in a care home for the deaf – this is something that I actually would have been very unlikely to have done previously" - Senior Project Manager*

# And so it began...

The Q Community posed fantastic opportunities for us to begin building our network of Quality Improvement enthusiasts.

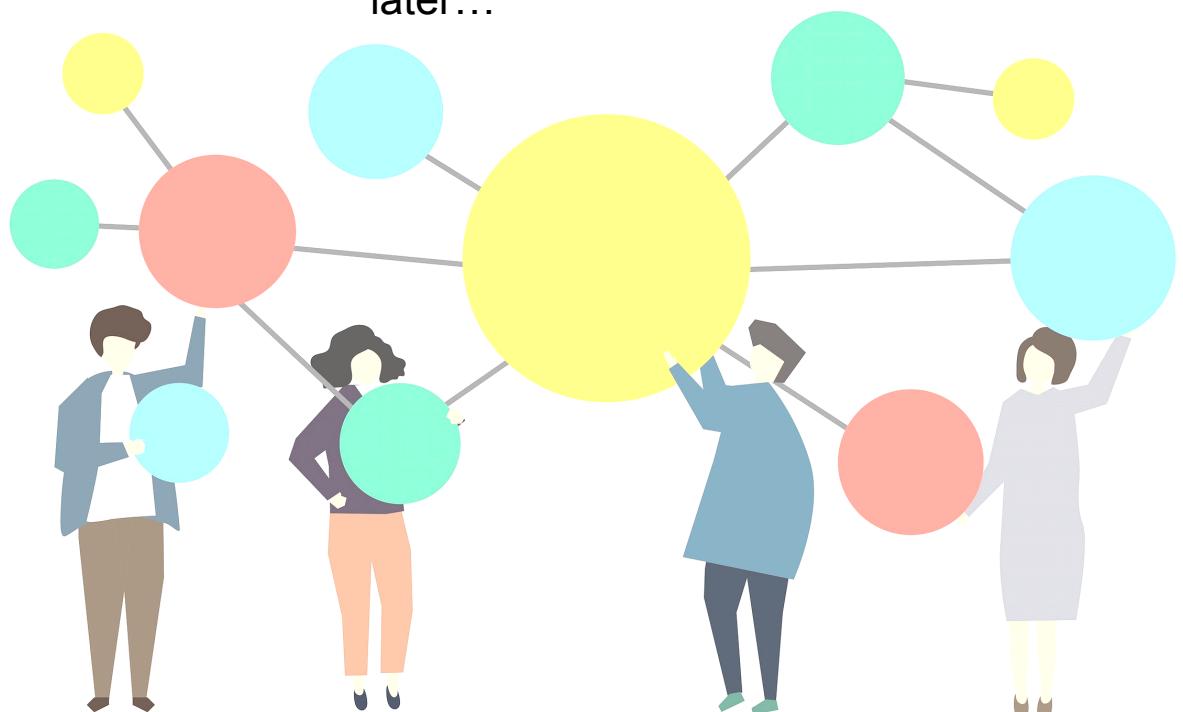
With funding from The Health Foundation, we were able to...

...expand the **Improvement Coach** network

...host a number of **masterclasses**

...send weekly **Q News** emails, not just to Qs but also to interested colleagues and NHS users!

...be the first region to recruit a **Q Convenor** (the representative of our region) and the **Commons Stewardship Group** (the steering group who help the Convenor and the AHSN make decisions). More on them later...



# Masterclasses began in earnest...

## The Habits of an Improver

with Professor Bill Lucas



The masterclass was based on the publication, *The Habits of an Improver* facilitated by the co-author, Bill Lucas.

# Personal Impact

with actor Jem Wall

## Personal Impact Masterclass

with Jem Wall



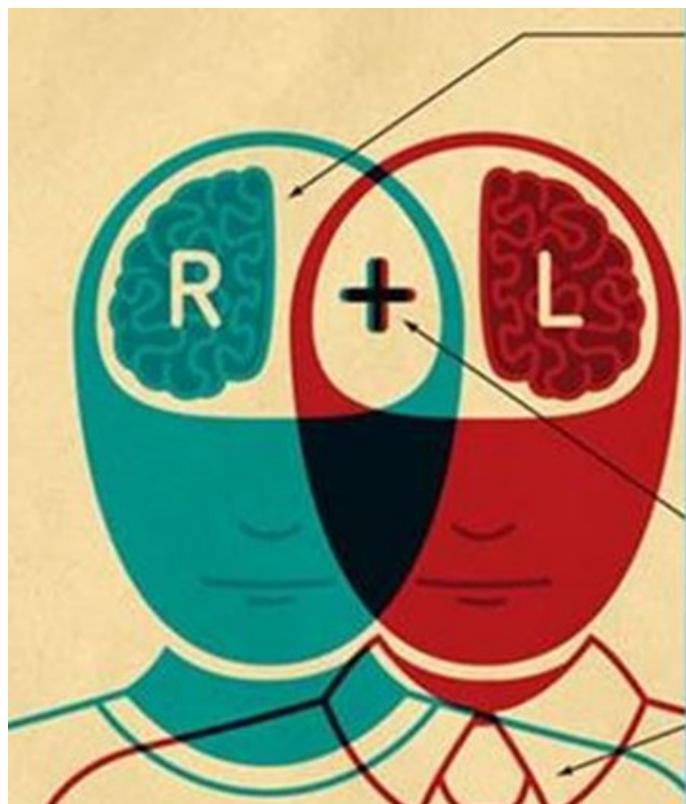
The delegates learned how to improve their impact when giving presentations including how to make the most of the dreaded pre-show nerves!

Using a simple pack of cards, Jem demonstrated a method to tailor performance styles according to the audience and purpose of presentation.

*"Attending Jem's session allowed me to reflect on my presenting skills and get honest feedback from others in the room which felt safe, nurturing and fun."* - Quality and Safety Improvement Lead

# HITs and Qs

This was a fantastic opportunity for Qs and non-Qs to come together and help solve QI challenges within their own projects, across our region.



**HITs and Qs Masterclass**

A collaboration between the Bristol Health Partner's Health Integration Teams and the Q Community

Featuring the Flow Coaches, this masterclass is a day of sharing projects and QI tools

*"We had the chance to review and offer feedback and ideas to some of the amazing Health Integration Teams.*

*The best part of the event was meeting the people who are coming up with such great ways to improve either existing or new ways of working, and to hear about concrete methods to measure and evidence the quality improvement."* - Senior Project Manager

# Making Best Use of Data



Samantha Riley and Richard Wilson from NHS Improvement showed us how to use **Statistical Process Control** (SPC) tools and methodologies to improve the efficacy of reporting.

An organisation's performance is not necessarily explained in detail when **Red, Amber, Green** is used and this was demonstrated when the delegate's own organisational data was entered in to an SPC chart.

The day ended with a lesson in how to influence change in their own organisations.

# **And not forgetting...**

## **The Improvement Coach Programme**

**with Sue Mellor**

Facilitated by Sue, this interactive series of coaching skills workshops throughout the year helped almost 30 Qs become coaches who specialise in...

**Team Coaching  
Managing Conflict  
Developing Resilience, Coaching Effectively**



# **Q Convenor**

*and the*

# **Commons Stewardship Group**



**Seema Srivastava  
MBE**

Associate Medical  
Director for Safe  
Care

North Bristol Trust



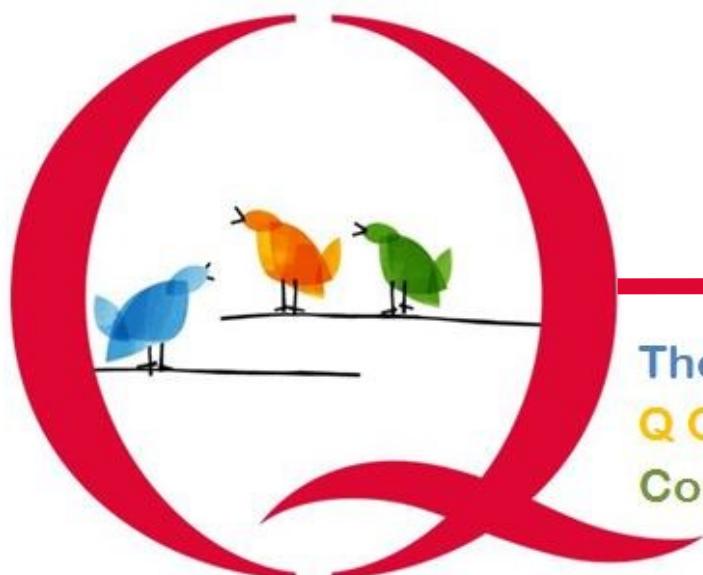
**Julian Simcox**

Patient Leader  
  
West of England  
AHSN



**Andrew Seaton**

Director of Safety  
  
Gloucestershire  
Hospitals  
Foundation Trust



The West of England  
**Q Community**  
Commons Stewardship Group



**Anne Reader**  
Head of Quality  
(Patient Safety)

University Hospitals  
Bristol Foundation  
Trust



**Hein Le Roux**  
GP and Q  
Convenor

West of England  
AHSN



**Mark Juniper**  
Consultant in  
Respiratory and  
Intensive Medicine

Great Western  
Hospitals Foundation  
Trust



**Lesley Jordan**  
Consultant Anaesthetist  
and Patient Safety/QI  
Lead

Royal United Hospitals  
Bath Foundation Trust



**Kay Haughton**  
Director of Service and  
Transformation

West of England AHSN



**Kathryn Hall**  
Associate Director of  
Service Redesign

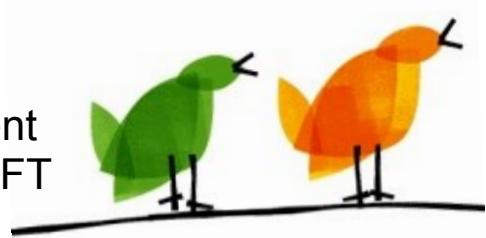
Gloucestershire CCG



**Anna Burhouse**  
Consultant Child and Adolescent Psychotherapist  
2gether NHS FT

And

Director of Quality Development  
Northumbria Healthcare NHS FT



# Getting to know the Qs...

There are a few ways that we have communicated with our community this year. Using PDSA trials, we've landed on a couple of really effective methods...

...Monthly **Twitter Hours** - reaching over 1000 Twitter users

...Weekly **Q News** and **Q Events** emails - 160 on distribution list

...**Special Interest Groups (SIG)** - over 80 contributors

Sketchnote SIG

Evaluation SIG



*“Your Q emails are genius – keep ‘em coming!!”* - Project Manager  
Pathways Effectiveness UK

*“I love your newsletters – format / content / sharing – it all works well for me.”* - Project Manager Digital Workstream

# What do the Qs think?...

## Arabella Tresilian - Improvement Coaching

Becoming part of the Q Community has been like coming home. It's wonderful to be among practitioners who share the common denominators of boundless curiosity, a longing for collaboration, passion for people and a delight in innovation.

I've been so fortunate to undertake the fantastic Q Improvement Coach training. It has given me **powerful models** to use in helping colleagues in QI step into their best vision of themselves, but with the practice sessions and the community of learners supporting each other, it's given me the confidence to undertake coaching conversations when the opportunity arises.

I work as an independent health and social care mediator and the Improvement Coach training has added perfectly to my portfolio of skills. I love the **generosity of spirit** within

the Q Community. I feel proud and privileged to have the opportunity to work alongside and learn from such talented and experienced health and social care quality improvers.

## Excerpt by Fran Draper – Masterclasses

I've been to two Q events and have found them to be really useful for **networking and making contacts** with people from other settings.

The **Personal Impact** Course...was so interesting. It was full of practical tips and exercises to help make presenting less daunting for the presenter and more interesting for the audience. As a direct result of this I offered to take a slot in the Digital Transformation team meeting...and I gave a condensed 30 minute demonstration of the course. Much hilarity ensued, and I had really positive feedback on both the content and the style of the presentation.

The second event was the **HITs and Qs masterclass** to review and offer feedback and ideas to some of the amazing Health Integration Teams, set up by Bristol Health Partners. The best part of the event was meeting the people who are coming up with such great ways to improve either existing or new ways of working, and to hear about concrete methods to measure and evidence the quality improvement.

**I think that one of the major benefits of a Q event is time out of the office, away from your usual place of work or team and the opportunity to give and receive different, diverse input from people with a wealth of different experience and the HIT presenters certainly got a lot of input.**

Particularly useful was a visit (following the HITs and Qs event) to liaison psychiatry at University Hospitals Bristol...I was able to outline the work that is going on in our programme around getting a personal health record set up, so that individuals can begin to have more control and input into their own health and social care records.

These sessions are also important to **join the dots** and **prevent duplication of effort** and wasting of our precious resources – in addition to harnessing the immense brain power that is already here in our wonderful staff.



## **Excerpt by Hildegard Dumper - Q Labs Peer Support**

I am always on the lookout for different ways of involving and engaging with patients and the public...

***'What would it take for peer support to be available to everyone who wants it to help manage their long-term health and well-being needs?'***

The aim of the Q Lab is to understand the needs more deeply, generate ideas and test solutions that will ultimately make a difference to patients. The term **Lab** made it sound like we could explore and grow something special, like a hothouse for plants or examining bacteria in a petri dish and making something wonderful grow from that. I jumped at the chance of reflecting more deeply on a topic I knew little about.

The evidence of the benefits of peer support is strong; people who are supported to manage their condition, take their medication, change unhealthy behaviours, are more likely to achieve their health aims.

The labs took place through two events - a two day symposium in London and then a follow-up six months later in Birmingham... The follow-up in Birmingham was part of the developing and testing stage of the Lab. It provided a space for people involved in peer support to share their learning, as well as to launch specific pieces of work designed to progress the peer support challenge.

The day was structured to address three questions,

- 1. How can we improve the routine offering and promotion of peer support in primary care settings?**
- 2. How can we generate sources of evidence that capture the holistic impact that peer support can have on people's lives?**
- 3. How can we support the sharing of knowledge, experience and evidence of what does and does not work in peer support?**

I really enjoyed being part of the Q Lab. It was **rewarding being with like-minded people** committed to making a difference and the feeling you were part of a wider network makes you feel more confident in promoting the idea of peer support.

It is helping to inform how I approach my public involvement work as it provides an alternative framework for encouraging patients and the public to get involved in the wider health economy.

## **James Rooney - Masterclass**

As a Project Manager within a Commissioning Support Unit, **being a member of Q has been immensely helpful** in my work, as well as my professional and personal development through providing access to a range of resources and support as well as the ability to network with other individuals involved in quality improvement work both locally and nationally.

A really good example of this was the **Personal Impact** masterclass which I attended in November 2017. The aim of the event was to help participants gain a better understanding of how to make a positive impact in public speaking (and in interactions more generally).

**It was a very practical and hands on session and as a massive introvert who struggles a lot with public speaking and confidence more generally this was something that was way outside my comfort zone!!!**

However, it turned out to be a really fun and positive day which both challenged me and provided really helpful insight and tools for developing confidence which I could practice in a safe environment.

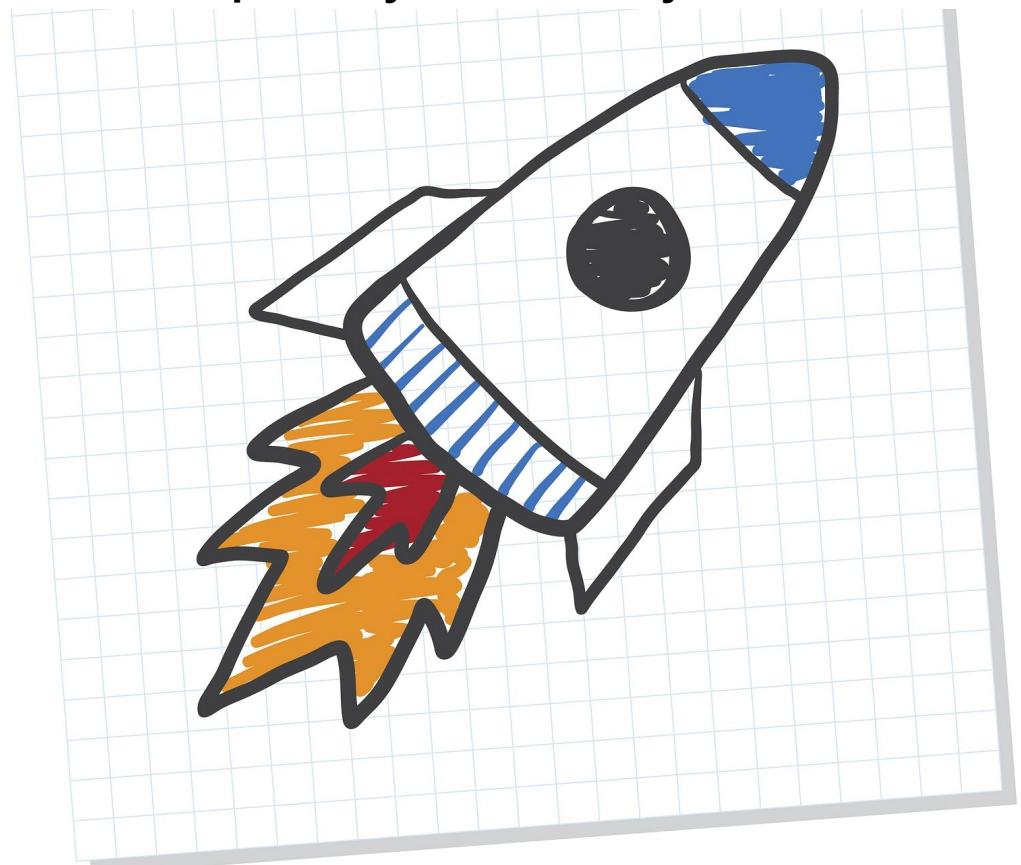
One of the key positive takeaways for me was the feedback that I perform better in public speaking and appear more confident than I think I do. However, I do struggle with eye contact which detracts from what I am saying...

I was challenged to make eye contact with an individual in the audience for each point that I was making (this was reinforced by having to throw a sachet of sugar to the audience member after each point – which was certainly a memorable experience!).

This has been something that I have really tried to build on in my work since the event. Whilst public speaking is still not my favourite thing (and likely never will), I feel I have a better understanding (and some tools) to help build and project confidence).

In particular I have learnt that silence/quietness can actually be really powerful and that when combined with making eye contact when I do speak can make a big impact! This has helped me immeasurably when I had to present at and facilitate a workshop earlier this year and in challenging some senior colleagues when I was working with them on bidding for some work recently.

**On a personal level it has also given me the confidence to challenge myself more and push myself out of my comfort zone.**



## Lorraine Motuel - masterclass

I have to present as part of my role and often wondered how I come across.

Attending Personal Impact allowed me to reflect on my presenting skills and get honest feedback from others.



***It's not about you as the presenter, but about the participants. You need to ensure they get the most out of what you are trying to convey.***

I was asked to share a personal story and I chose one about the death of my nephew 10 years ago and when a member of my team I managed at the time supported my family through organ donation. It was surreal talking about a personal story during a working day. I felt it was **overwhelmingly powerful** and hardly a dry eye in the house!

As a facilitator of Schwartz rounds ([pointofcarefoundation.org.uk](http://pointofcarefoundation.org.uk)) at North Bristol Trust, I am used to hearing panellists telling stories and seeing the positive impact it has on my colleagues, but it wasn't until I told my story that I realised the benefit of this communication. The **cathartic effect humanises you and allows you to communicate on a deeper level.**

# What will the next year bring?...

Our community will continue to grow as of 14 June 2018!

For more information and to apply to the Q Community,  
please go to

**[www.q.health.org.uk/join-q](http://www.q.health.org.uk/join-q)**



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