



Q Participation Strategy

- Information call

30 April 2021



Q is led by the Health Foundation and supported by partners across the UK and Ireland

Welcome - Introductions



Priya Banati
Associate Director –
Community Q



Matthew Mezey
Community Manager



Charlotte Bowden
Program Coordinator

Our timeline



What we will cover today

(10 mins) What is Q?

(15 mins) Participation Strategy: Why, What, How?

(15 mins) Your Questions

Q is a community for health & care improvers.



4K+
Members

UK and
Ireland

20K+
On Twitter

Since
2015

The Q community

- Supports people in their existing improvement work: making it easier to **share** ideas, enhance and **learn** skills and knowledge and **collaborate** to make changes that benefit patients
- A connected community working together to improve health and care quality across the UK



Q offers for our members.

<p>5 minutes</p>	<p>Member directory Search through our directory of Q members. You can search by name, areas of interest, keywords and location.</p>	<p>5 minutes</p>	<p>Q-municate August 2020</p>	<p>5 minutes</p>	<p>Allied Health Professions in Quality Improvement</p>
<p>30 minutes</p>		<p>30 minutes</p>	<p>BMJ Quality Institute for Healthcare Improvement</p>	<p>30 min</p>	<p>Creative Approaches to Problem Solving</p>
<p>+ hour</p>		<p>+ hour</p>	<p>Q Visits Allied Health Professions in Quality Improvement</p>	<p>+ hour</p>	<p>Working through the personal, thinking about capabilities, motivations & opportunities (CLU)</p>

Connect

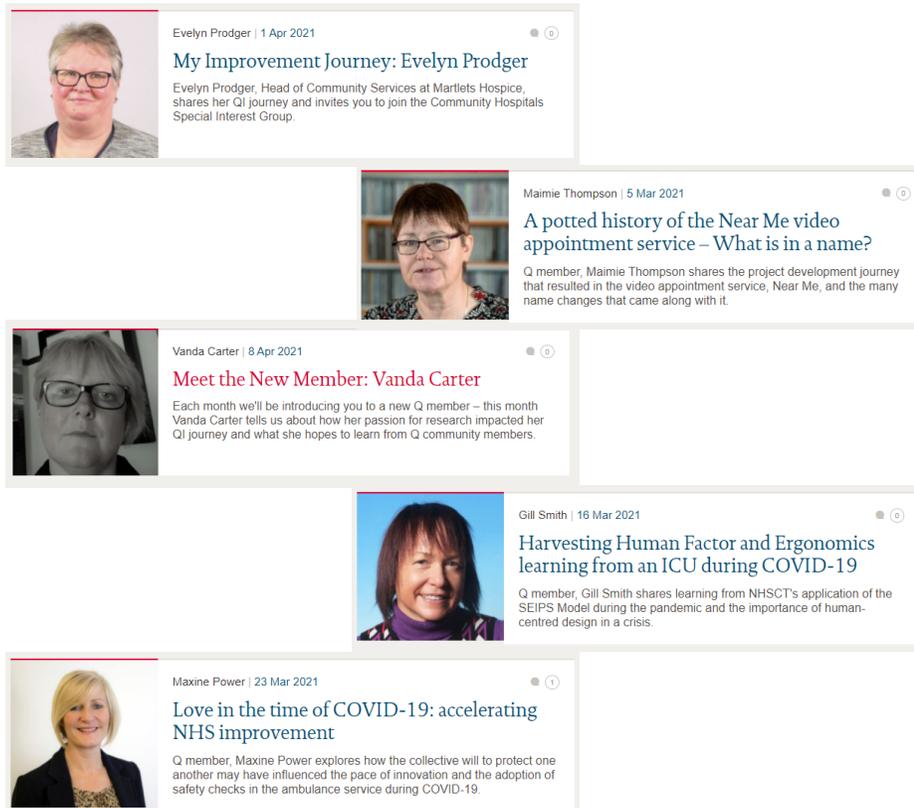
Learn

Collaborate

Spotlight: Continuous learning & sharing

We recognize our members' ability to share and learn together as a keystone habit that needs continuous nurture. Member blogs help forge connections and spread the take-up of insights gathered both across Q and beyond Q. Q groups (Special Interest Groups) enable members to test & hone their network leadership skills whilst focusing on collaborative learning.

Blogs



Evelyn Prodger | 1 Apr 2021
My Improvement Journey: Evelyn Prodger
 Evelyn Prodger, Head of Community Services at Marllets Hospice, shares her QI journey and invites you to join the Community Hospitals Special Interest Group.

Maimie Thompson | 5 Mar 2021
A potted history of the Near Me video appointment service – What is in a name?
 Q member, Maimie Thompson shares the project development journey that resulted in the video appointment service, Near Me, and the many name changes that came along with it.

Vanda Carter | 8 Apr 2021
Meet the New Member: Vanda Carter
 Each month we'll be introducing you to a new Q member – this month Vanda Carter tells us about how her passion for research impacted her QI journey and what she hopes to learn from Q community members.

Gill Smith | 16 Mar 2021
Harvesting Human Factor and Ergonomics learning from an ICU during COVID-19
 Q member, Gill Smith shares learning from NHSCT's application of the SEIPS Model during the pandemic and the importance of human-centred design in a crisis.

Maxine Power | 23 Mar 2021
Love in the time of COVID-19: accelerating NHS improvement
 Q member, Maxine Power explores how the collective will to protect one another may have influenced the pace of innovation and the adoption of safety checks in the ambulance service during COVID-19.

Special Interest Groups (SIGs)

- **The Primary Care SIG** continues its successful series of Zooms. The latest about how to 'awaken the curiosity' of GP trainees to be leaders of change for improvement in General Practice.
- **The Mindfulness for QI SIG's** continuing series' current focus is how mindfulness increases effectiveness in leaders and Project Managers.
- The **Improving Joy in Work SIG** is sharing how the joy in work framework has been used in the Emergency Department
- Newly formed Q SIGs include **Community Hospitals** and **QI Communications**.



The Q community @theQCommunity · Apr 11
 How can we prepare GP trainees to be the leaders, improvers and change makers of tomorrow's #GeneralPractice?

Join Q's Primary Care webinar with @rigelhart sharing his experience of supporting GP trainees to be leaders for improvement.

Register now: fal.cn/3eCVN

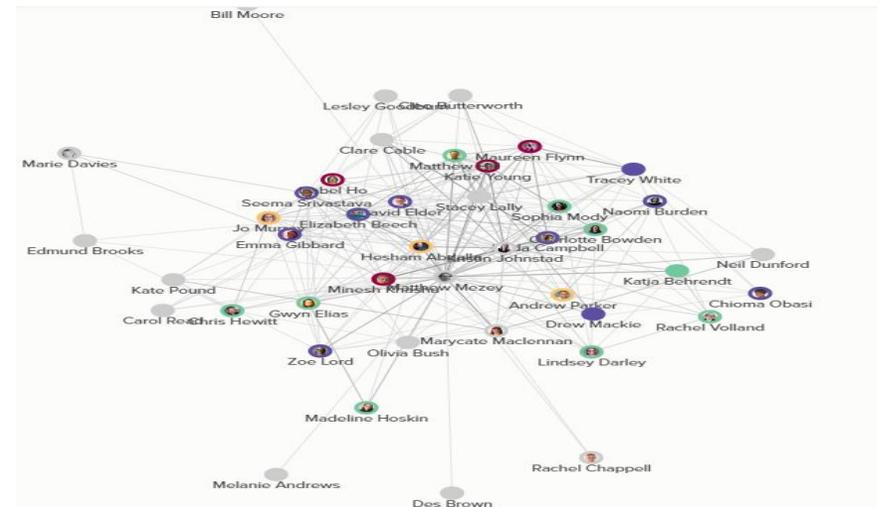
Q
EQUIP - preparing GP trainees to be the leaders, improvers and change makers of tomorrow's General Practice
 12:00 - 13:00
 Tuesday 20 April 2021
 ALT TheQCommunity #Qcommunity

Spotlight: Developing network leadership skills with Network Weaving

Network Weaving learning series participants have created a network map using Kumu. This is the first of three pilots that we will undertake with different parts of our Q community.

Each pilot aims to enable participants to build connections, network leaders to visualise assets, interests and needs of members and the Q team to understand the nature of connections / collaborations to assess the strength of our community – not just once but through a dynamic mapping process. Each pilot will also enable Q members to develop their skills to effectively map and read their network, with the intention to convene meaningful experiences through iterative learning cycles.

"Thanks so much for the work you are putting into this and for the materials, they are excellent... It also creates new virtual networking hubs, which prior to lockdown may never have happened e.g. I am in regular contact now with someone doing some work down in Dorset, since making that connection not only are we embarking on new work together, both our networks have increased significantly and have found more people with common purpose which is creating another network again..."



Spotlight: Q Exchange

Dive into Digital: Enabling Digital Inclusion
 'Digital Inclusion gives a Voice to Everyone'. Empowering staff to authentically engage with digital transformation.

Meet the team

- Rebecca Garrett** - Clinical Fellow in Digital Transformation
- Carly Sharpe** - Senior Improvement Benefits Advisor
- Matthew Tod** - 6 months, 2 weeks ago
- Andrea Gibbons** - 6 months, 3 weeks ago
- Carly Sharpe** - 6 months, 2 weeks ago

We announced we would be funding all 30 shortlisted projects in January and this was met with enthusiasm from the Q community. There is noticeable energy around this cohort of awards and we will be endeavouring to ensure project teams share delivery updates that capture project developments and encourage ongoing interaction with Q members and the wider improvement community.

We have revamped project team update pages on the Q websites to allow teams to upload multimedia posts that further facilitate the sharing of engaging updates.

Sahana Rao @dr_sahanarao · 22 Jan
 Inspired by the enthusiasm for QI & amazing projects #QExchange2020 especially during a pandemic. Thanks @theQCommunity for funding our project on digital integration at primary-secondary care interface. Congratulations to all the winners 🌟

The Q community @theQCommunity · 22 Jan
 🎉 We are pleased to announce that we will be funding 30 projects through #QExchange2020!

The projects showcase a dynamic range of improvement ideas from across the UK & Ireland, committed to tackling the challenges of #COVID19: q.health.org.uk/news-story/ann...

Hannah Little @HannahLittleRN · 23 Jan
 If you want to feel inspired, check out the winners of @theQCommunity #QExchange2020 🌟🌟🌟

The Q community @theQCommunity · 22 Jan
 🎉 We are pleased to announce that we will be funding 30 projects through #QExchange2020!

The projects showcase a dynamic range of improvement ideas from across the UK & Ireland, committed to tackling the challenges of #COVID19: q.health.org.uk/news-story/ann...

Vardeep @Vardeep_QI · 22 Jan
 Inspired by the 30 QI projects funded by the #QExchange2020 @theQCommunity many due to Covid-19, forcing us to change the way we work, deliver care & connect. Isn't it just so impressive that through these uncertain & chaotic times teams have developed new 🌟 ways to care 🌟

The Q community @theQCommunity · 22 Jan
 🎉 We are pleased to announce that we will be funding 30 projects through #QExchange2020!

The projects showcase a dynamic range of improvement ideas from across the UK & Ireland, committed to tackling the challenges of #COVID19: q.health.org.uk/news-story/ann...

Meet the Q Team

Cross-teams, matrix-style working

Openness to learning

Learning by Doing





Participation Strategy



Q is led by the Health Foundation
and supported by partners across
the UK and Ireland

The problem / opportunity for Q:

Community participation underpins everything we do in Q, but we don't have a clear understanding of what drives positive member participation nor how to focus our resources to best support this in order to meet Q's future strategy. Our focus has tended to be on the offers and activities that members have access to, rather than the overall experience of, and preferences and behaviours that drive, participation that will ultimately lead to Q meeting its aims and desired impact.

As membership grows beyond a number that can be managed in an ad hoc way, how might we build a clear understanding of and goals for members' overall participation in Q, and develop a realistic plan and practical tactics to continuously improve this experience so that we can direct our resources effectively?

Project Aims & Objectives

- **Uncover key challenges and opportunities** in the discovery phase.
- Take aligned and effective actions to **transform Q members' participation** over the short, medium, and long term – based on a shared agreement across stakeholders and realistic plans on how to support this.
- **Develop outputs collaboratively** with the Q team and a diverse group of stakeholders, identifying progress against clear milestones through this project.

Deliverables

- A strategy document that present the participatory model(s), outlining goals, approaches, and measures of success for participation for the next 3+ years.
- A deep dive into our approach to supporting micro-networks within the community, both on and offline, resulting in a target operating model that responds to stakeholder preferences and needs.
- A delivery plan, sharing the approach, tactics and resources required (both within the matrix team and from other parts of Q e.g. digital) to put the strategy into practice over its timeframe..
- A framework for evaluating and learning for when we deliver the plan.

Next Steps



Note: We expect this project to be completed by December 10, 2021.

Your questions for us?



Thank you!



Q is led by the Health Foundation
and supported by partners across
the UK and Ireland