



# *Be part of Q Lab UK*

How to get involved

Led by



In partnership with



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# Welcome

From September 2021, Q Lab UK will be working on a new project, in partnership with NHSX. Together we'll explore **how to build staff and patient trust and confidence in technology-enabled remote monitoring, so that it can be scaled across the health and care system.**

This document provides a little more information about Q Lab UK, the topic and outlines how you can get involved.



# Introducing Q Lab UK

Q Lab UK offers a bold new approach to making progress on health and care challenges. Working on a single challenge, we bring together organisations and individuals from across the UK to pool what is known about a topic, uncover new insights and develop and test ideas. Previous projects have focused on peer support, and mental health and persistent back and neck pain.

Q Lab UK is part of Q, a connected community of over 4,000 people working to improve health and care quality across the UK and Ireland.

## About NHSX

NHSX is a joint unit of NHS England and the Department of Health and Social Care, supporting local NHS and care organisations to:

- digitise their services
- connect the health and social care systems through technology
- transform the way patients' care is delivered at home, in the community and in hospital.

NHSX provides funding and support to NHS regions across England to scale projects that use technology, devices or apps to support people to monitor and manage their health or long-term conditions at home or their place of residence. These digital tools enable patients and citizens to self monitor and become partners in their care, with the aim of moving from a focus on illness to a focus on wellness.

In 2021/22 their work includes:

- Supporting patients and citizens living with long-term conditions to self monitor at home using technology (including 400k people for whom a Care Home is their home).
- Support patients to be cared for in a virtual ward should their condition exacerbate, in the knowledge their care is being monitored by clinical teams.
- Supporting annual physical health checks for people living with a severe mental illness.

**Find out more about:**

# The topic

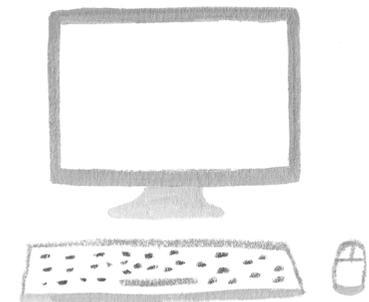
## Why are we looking at technology-enabled remote monitoring?

Even before the onset of the COVID-19 pandemic, technology and digital transformation were priorities for the health and care system. Although the pressures of the pandemic have accelerated the scale and pace of adoption of digital care in some settings, pre-existing trends and challenges have intensified. This means that care enabled by digital is a key part of the vision for improving value and access for patients, and recovery of the health and care system following the acute stage of COVID-19.

We believe that by bringing together teams with digital expertise and improvement expertise, we can create sustainable models for different settings and population needs that prioritise staff wellbeing and make progress on this vital challenge for the system.

### **What do we mean by technology-enabled remote monitoring?**

Technology-enabled remote monitoring is the use of technology, devices or apps to support patients to monitor and manage their health or long-term conditions. Technology-enabled remote monitoring enables the remote exchange of information, primarily between a patient or citizen and a health or care professional, to assist in diagnosing or monitoring health status or promoting good health.



# Ways to get involved

This project is an opportunity to collaborate across organisational and professional boundaries in the UK and Ireland. Participants will uncover insights and learning about how to build staff and patient trust and confidence in technology-enabled remote monitoring to support people at home, so that it can be scaled across the health and care system.

Everyone who participates in the Lab can expect to attend workshops to connect, collaborate and learn with others who have a shared interest in the topic. There are two main roles for Q members and others to play in this project: as a contributor or as a test team.

## Contributor

A contributor is an individual who has experience, expertise or an interest in the topic. Through the Lab process, you'll be supported to connect, collaborate and learn with others who have a shared passion in the topic. You'll contribute and gain new insights in the topic area and develop skills for collaborative change.

**Find out more about being a contributor on [page 9](#).**

## Test team

A test team consists of people who will undertake improvement work in their local areas to see what works. You'll play an active role as a participant and, in addition, Q Lab UK will support you to go beyond understanding the challenge to take practical action. You will receive upfront funding and support to follow a six-month design process to experiment and develop ideas to improve care. There will be potential for further funding for successful ideas after these six months. You will build new connections, share and develop your learning with other test teams and contributors, whilst developing the skills and capabilities to lead collaborative change.

**Find out more about being a test team on [page 11](#).**

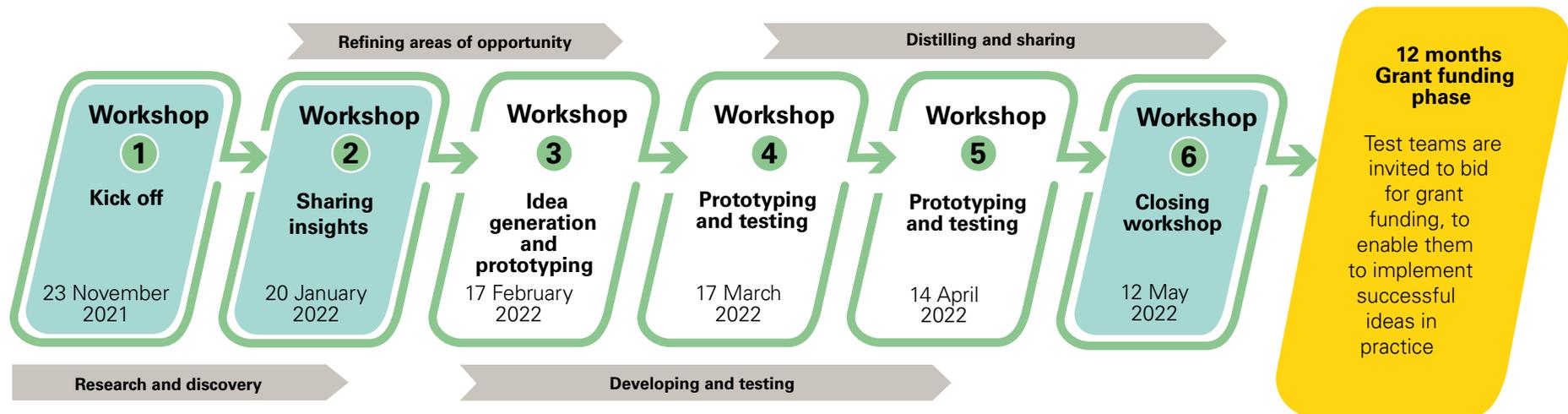


Q Lab UK workshops are CPD certified and will contribute to your continuing professional development time.

# Overview of the Lab process

The Lab will take place over six-months, structured around a series of workshops that guide people through each stage of the design process and facilitate peer learning. This roadmap shows each of these phases with more detail on the following page.

After the Lab process has finished in May 2022 there is an opportunity for test teams to bid for additional funding /further grant funding.

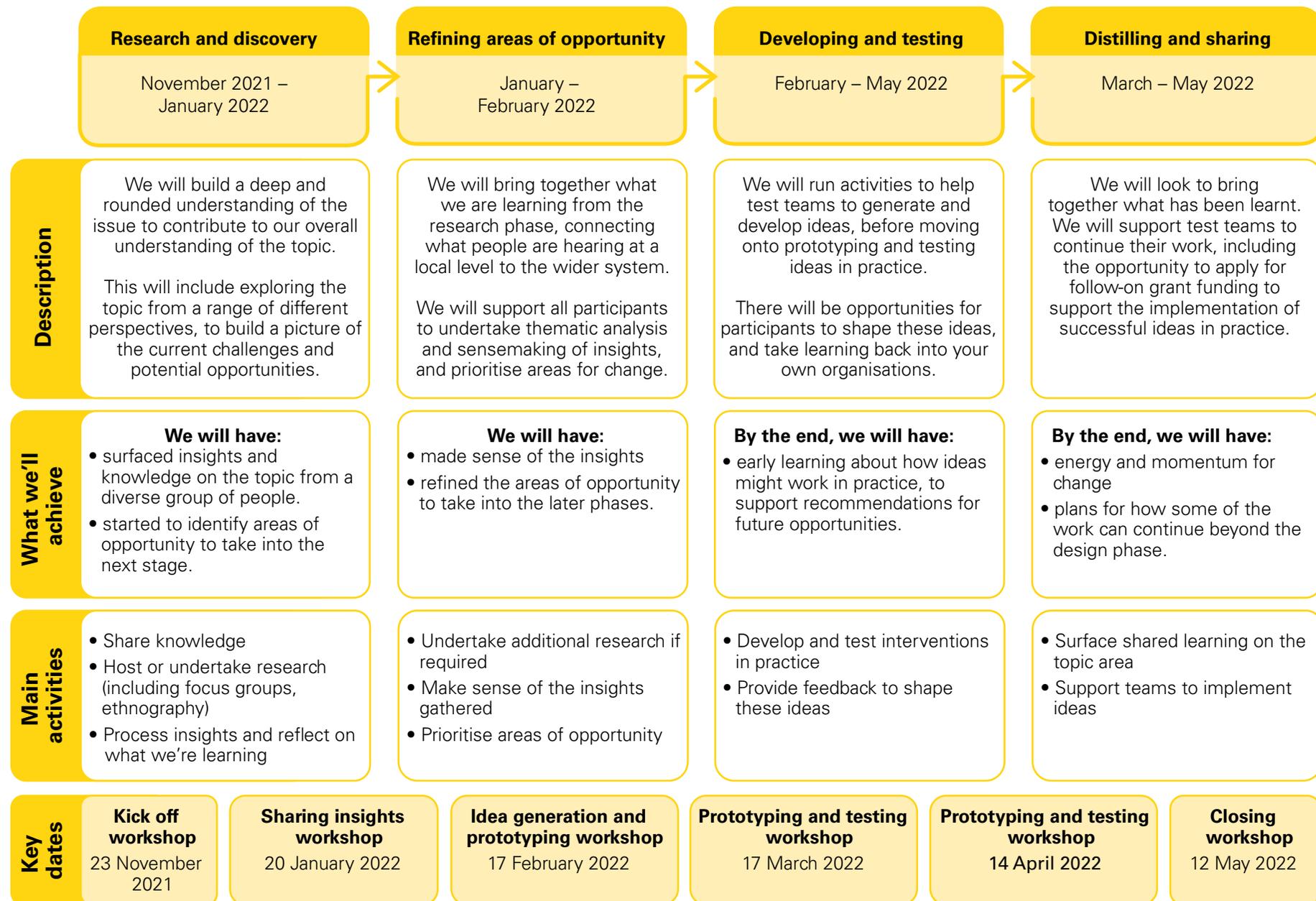


## Who attends the workshops?

We expect **test teams** to attend all Lab workshops.

We expect **contributors** to attend Workshop 1, Workshop 2 and Workshop 6. While there will be a role for contributors in Workshop 3, Workshop 4 and Workshop 5, these are focused on progressing the work of test teams so are not mandatory.

# What to expect from the different phases



# Ways to be involved: contributor

If you have an interest in the topic and some expertise and experiences to share, you can become a contributor.

## What you can expect to do:

- Share your knowledge and experience with others, and to add to our shared understanding of the topic.
- Gain deeper understanding of the problem at a local level and connect this to national context.
- Have opportunities to feedback on ideas developed by test teams in the Lab, and take the learning back into your own organisations.
- Attend engaging workshops, that will expose you to new creative and collaborative methods that you can use in your day-to-day work.
- Connect with people from different backgrounds and sectors who have a shared interest around the topic.
- Access an online group/platform that will support you to make connections and to collaborate with others.

### Additional support for patient leaders

Q Lab UK are committed to working closely with patient leaders. Patients and the public will have the opportunity alongside health and care professionals to participate in Lab activities.

Get in touch with us at [QLab@health.org.uk](mailto:QLab@health.org.uk) for more information about the support available and our expenses policy.



# Ways to be involved: contributor

## Benefits of being involved:

- Space and support to connect, collaborate and learn with a diverse group of people who have a shared interest around the topic.
- Expertise and support from the Q Lab UK team, Q members and the wider Lab community.
- Opportunity to shape ideas developed in the Lab – contributing to change.
- A workshop programme that aides skills development.

## Who would make a good contributor?

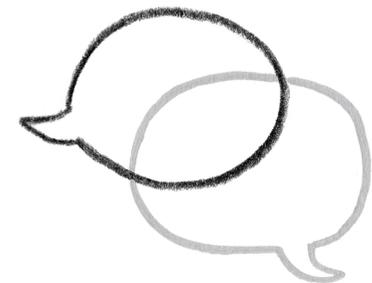
Someone with:

- an interest in or passion for the topic area
- expertise and experiences to share
- time and capacity to commit to the process
- a desire to gain a deeper understanding of the topic area and connect with others.

At the start of the project you may not know what contributions will suit you best, however over time this will become clearer.

You will be informed about opportunities for participation through regular updates. You will then be able to take up offers to contribute based on your level of interest and capacity.

The amount of time that you commit will be up to you. In addition to attending at least **three workshops** between November 2021 and May 2022, we ask that you set aside a **minimum of 15-30 minutes** per fortnight to stay in touch with the work, and connect, collaborate and learn with others.



# Ways to be involved: **test team**

We are looking to work with up to six test teams, supporting them to develop and test interventions in practice.

## What you can expect to do:

- Share your knowledge and experience with others, and to add to our shared understanding of the topic.
- Gain deeper understanding of the problem at a local level and connect this to national context.
- Have space and support to experiment and develop ideas to improve care that will contribute to change.
- Attend engaging workshops that will expose you to new creative and collaborative methods that you can use in your day-to-day work.
- Connect with people from different backgrounds and sectors who have a shared interest in the topic.
- Access an online group/platform that will support you to make connections and to collaborate with others.

## Benefits of being involved:

- Upfront seed funding of £15-£20k.
- Expertise and support from the Q Lab UK team.
- A design process including workshops, coaching and connection to system priorities, that aids skills development.
- Peer support from other test sites.
- Knowledge and expertise from Q members and the wider Lab community.
- Space and support to experiment and develop ideas to improve care.
- Potential routes to funding for successful ideas.
- Making links to relevant Q and Health Foundation networks.

We are interested in applications from people who know there is a need to tackle this challenge in their local area and are committed to doing some collaborative and exploratory work to address it.



# Ways to be involved: **test team**

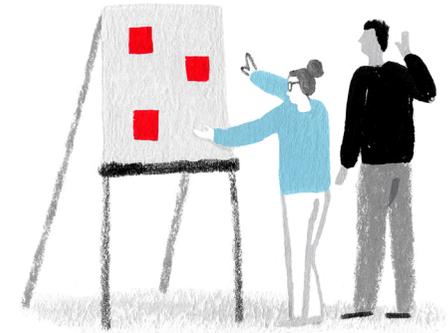
## What you need to commit/demonstrate:

- A core team who will support testing between November 2021 and May 2022.
- Expertise within the team across both digital and improvement.
- A service or model of care that already uses/can use technology-enabled remote monitoring to conduct testing in.
- Appropriate time commitment to undertake testing and attend workshops. This will vary based on team roles, but we expect core team members to contribute on average 2-4 days per month.

## Who does a test team look like?

Our recommendation is that each team includes the following roles (although some of these could be combined):

- Team lead to manage the testing work.
- Project management who can build a team and co-ordinate involvement.
- Strategic lead who can provide direction, make connections, consider sustainability and spread of the ideas developed.
- Senior leader sponsorship within your organisation: to help make the case for this work and make sure you are linked with organisational priorities.
- Comms support to support sharing learning within the wider Lab community.
- Lived experience involvement from people who access the health and care services that you provide.



**Full details are available in the **test teams** application guidance.**

# Key dates

Activity	Date
<b>Information webinar for potential test teams</b>	Thursday 30 September 2021 11:00-12:00
<b>Deadline for test teams application submission</b>	Wednesday 13 October 2021 12:00
<b>Teams informed of selection decision</b>	Friday 5 November 2021
<b>Lab process – design stage</b> November 2021 – May 2022	Workshop 1: Kick off workshop – Tuesday 23 November 2021
	Workshop 2: Sharing insights – Thursday 20 January 2022
	Workshop 3: Idea generation and prototyping – Thursday 17 February 2022
	Workshop 4: Prototyping and testing – Thursday 17 March 2022
	Workshop 5: Prototyping and testing – Thursday 14 April 2022
	Workshop 6: Closing workshop – Thursday 12 May 2022
<b>Grant-funding set-up</b>	June – July 2022
<b>Grant-funding stage</b>	August 2022 – July 2023

# How to sign up



Sign up to be a contributor or test team on the [Q website](#)



## Information webinar for potential test teams:

If you're interested in taking part as a test team, we'll be running an online webinar for you to find out more.

**Save the date: Thursday 30 September 2021 11:00- 12:00**



## Questions?

If you have any questions, please get in touch with us at [QLab@health.org.uk](mailto:QLab@health.org.uk)



# How to stay connected

Hold the first workshop date in your diary: Tuesday 23 November 2021

In the meantime, we'll be emailing you opportunities to share your experiences, insights and connect with others to build our collective understanding of the topic.



## Email updates

We will share regular email updates. You can opt out of these at any time.



## Online group

There is an online group for this project. This space allows you to meet and connect with others working on the topic area. It will also be a way to stay in touch with the Lab work, with regular updates and opportunities to contribute.



## Q Lab UK team

You can get in touch with the Q Lab UK team: [QLab@health.org.uk](mailto:QLab@health.org.uk)



## Twitter

You can follow us on Twitter using the main Q community account [@theQcommunity](https://twitter.com/theQcommunity)

For this project we will be posting updates using [#QLabs](https://twitter.com/hashtag/QLabs)

