



Q&A session: Q Visits ITT

30 August 2022



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



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Q team

- Stacey Lally, Associate Director of Professional Development & Community
- Faye Jeffries, Head of Operations
- Katie Young, Learning Development Manager
- Charlotte Bowden, Programme Coordinator
- Robyn Lewes, Marketing & Communications Officer
- Henry Cann, Evaluation & Insight Officer



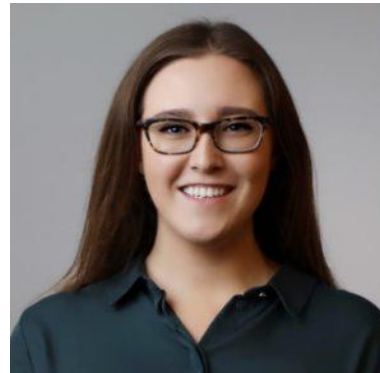
Stacey



Faye



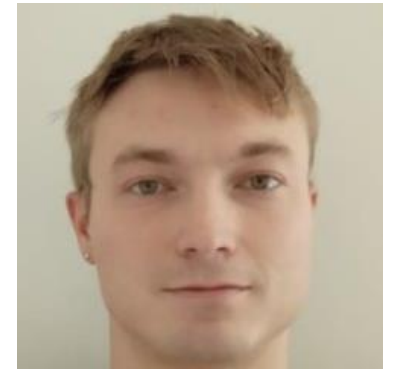
Katie



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Robyn



Henry

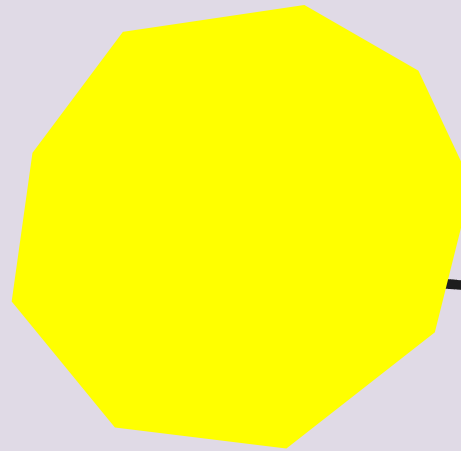
About Q

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. We share our knowledge and support each other to tackle challenges. Together, we make faster progress to change health and care for the better.

Visit us online at q.health.org.uk

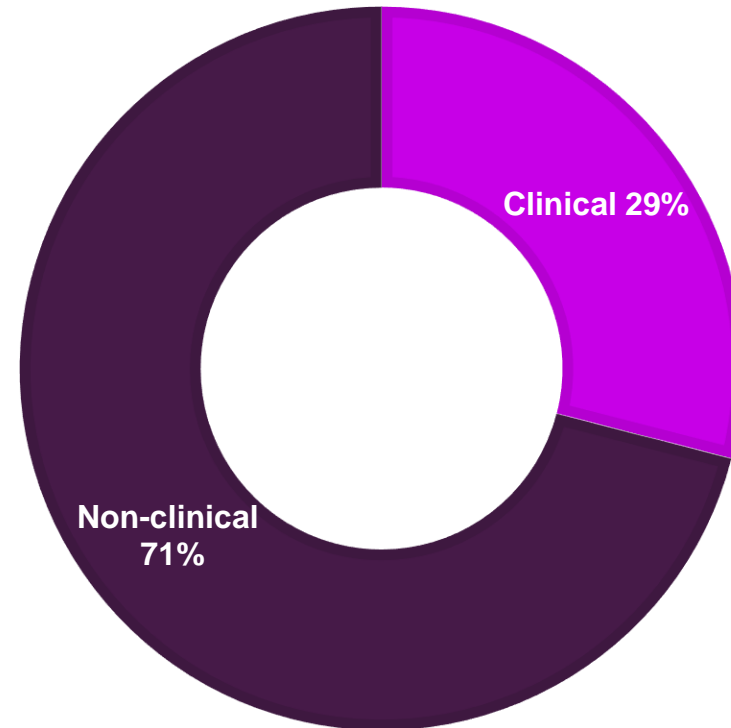
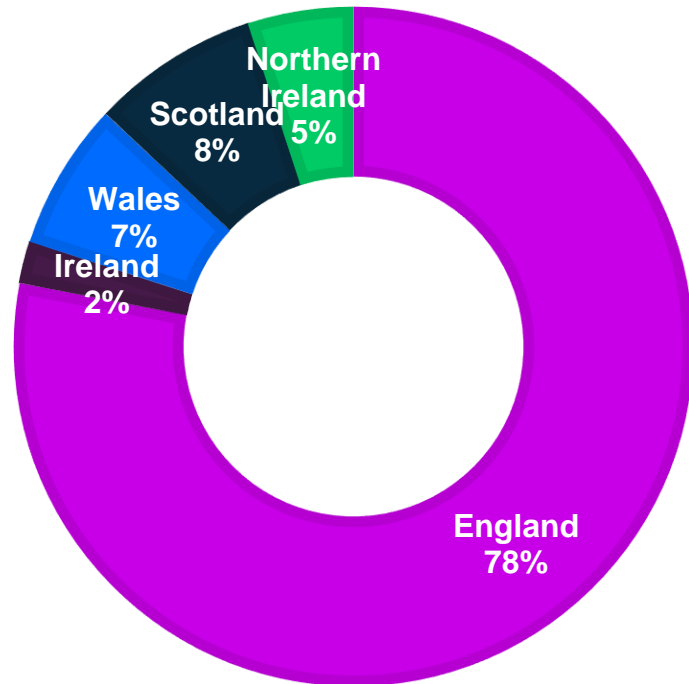
Email us at q@health.org.uk

Follow us on Twitter [@theQCommunity](https://twitter.com/theQCommunity)



Q membership

- Started in 2015
- 4800+ members
- A range of seniorities
- Geographically spread across the 5 nations





Q enables more effective and sustainable collaborative improvement in health and care

Inputs

Attract thousands of people who work in improvement from across all parts of health and care who commit themselves including through leading activity

An effective and dynamic infrastructure:

Co-designed and co-delivered with members and partners

An organisational and funding model that guarantees Q's long-term future

Responsive to the changing system context and organisational and member priorities

Complementing the work of other improvement initiatives

Activities

Engage people in a range of high-quality activities and resources:

Build the community with thriving smaller networks

Provide learning events, visits, workshops and resources

Fund collaborative improvement

Tackle complex shared challenges through our Labs

Generate and share actionable insights

Convene senior leaders

A digital platform that enables community-led activity

Communications that inspire members and secure buy-in from system leaders

Mechanisms of change

A large community that activates people's expertise, experience and energy:



Participation with purpose that meets individual, organisational and system needs

Routes to impact

1. Outcomes for members

Thousands of improvers are better equipped and therefore bring about positive change in their work:

Stronger relationships and collaborations

More highly skilled and with a greater capability for putting things into practice

Increased knowledge of what works and how to apply it within their context

More energy and inspiration to share and apply learning

Greater confidence and sense of agency to lead change

This is multiplied through influencing the work of their teams, organisations and networks

Work directly with senior and system leaders to influence them to better support improvement at this level

2. Outcomes for the system

Boosting the capacity of organisations and the system to do more effective and sustainable improvement work

More enabling cultures and conditions for collaborative improvement:

Greater visibility and credibility of improvement

Enhanced improvement capabilities at every level of the system

More compassionate and empowering leadership

Better spread and implementation of good ideas, evidence and interventions

A more joined-up system where staff, patients and care recipients from different parts of the system contribute fully

Ultimate impact

Better health and care for people in the UK and Ireland

Higher quality care that is safer, more effective, more caring, well-led, sustainably-resourced and more equitable

Faster progress on key priorities, complex challenges and the care model changes needed such as:

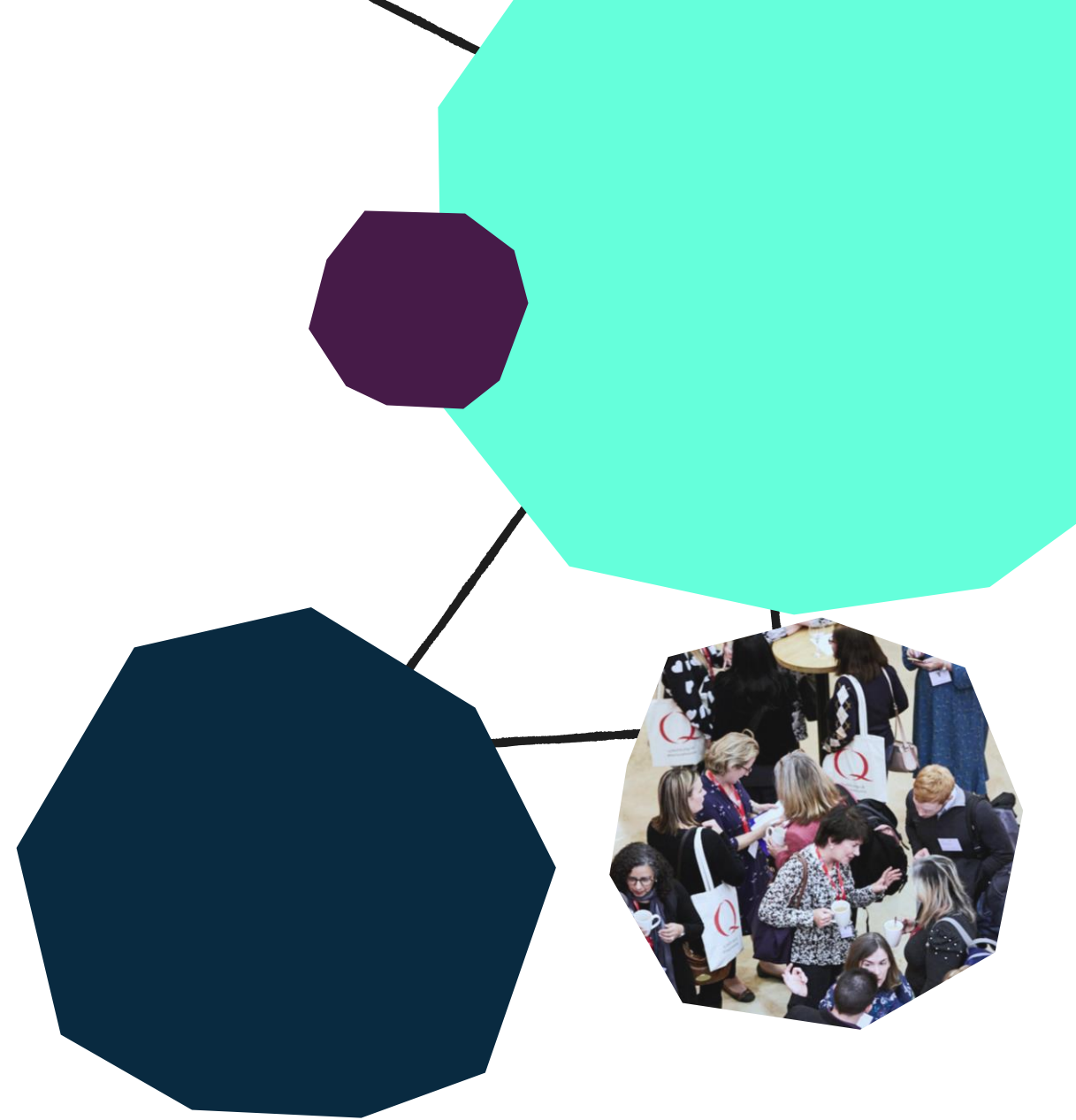
Digital transformation

Addressing the backlogs

Embedding collaborative improvement across sectors

Visits

- Relevant topics in different sectors
- Explore and experience first hand
- Immersive, experiential
- Creates spaces for learning, discussion and collaboration
- Connecting with other Q members
- Translate learning: spread & adopt



Examples of previous Visits

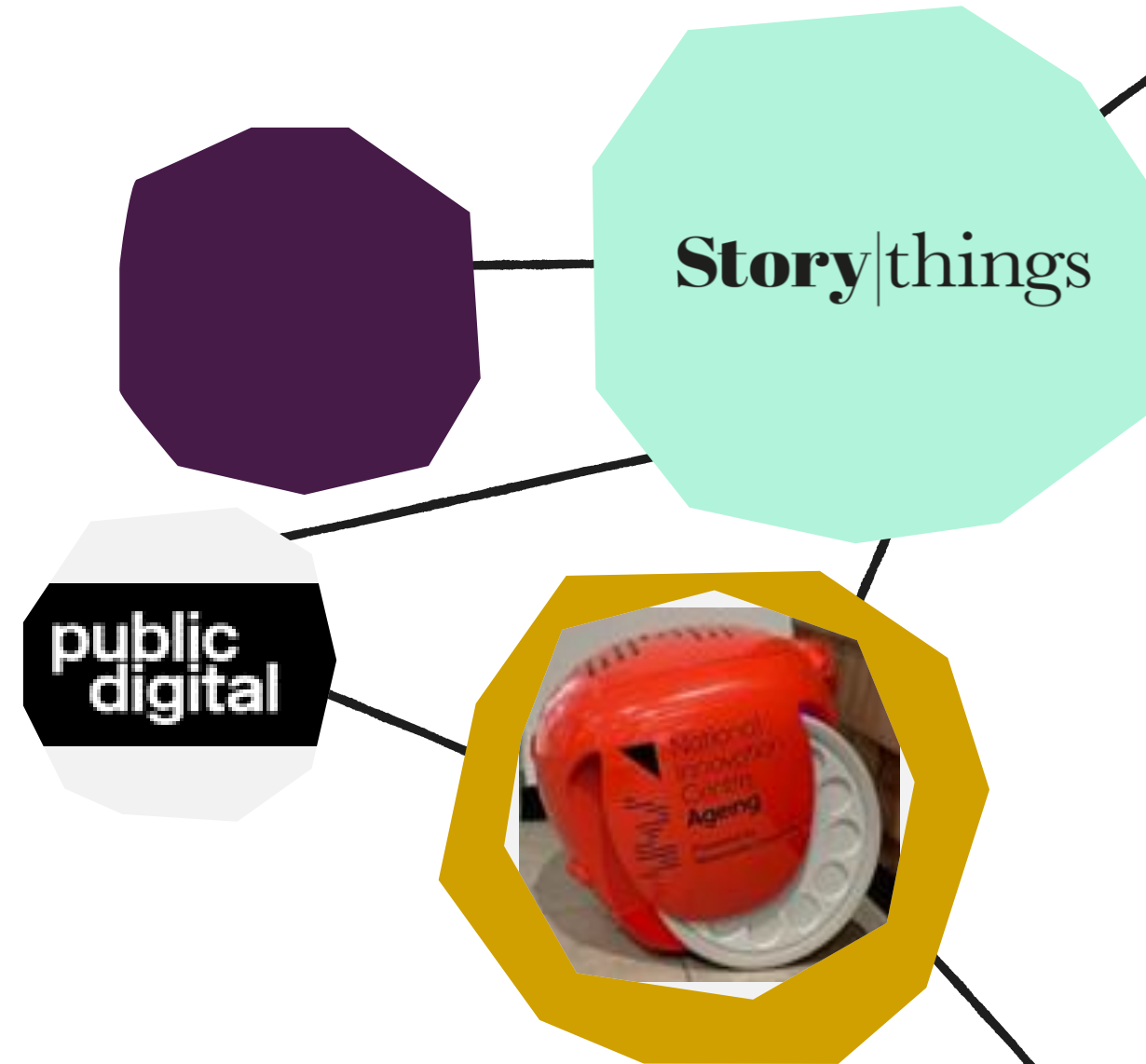
Clockwise from top left:

- East London Foundation Trust: a focus on Joy in Work
- Nissan UK & Tees, Esk and Wear Valleys NHS Foundation Trust : a focus on Lean
- NHS Blood and Transplant – a focus on continuous improvement
- Jaguar Landrover – a focus on Lean
- Mayden – a focus on Agile project management
- All CPD certified



Prototyping

- Storythings
- Scalability
- Geography
- Learning from the pandemic
- Prototypes
 - Virtual
 - In-person

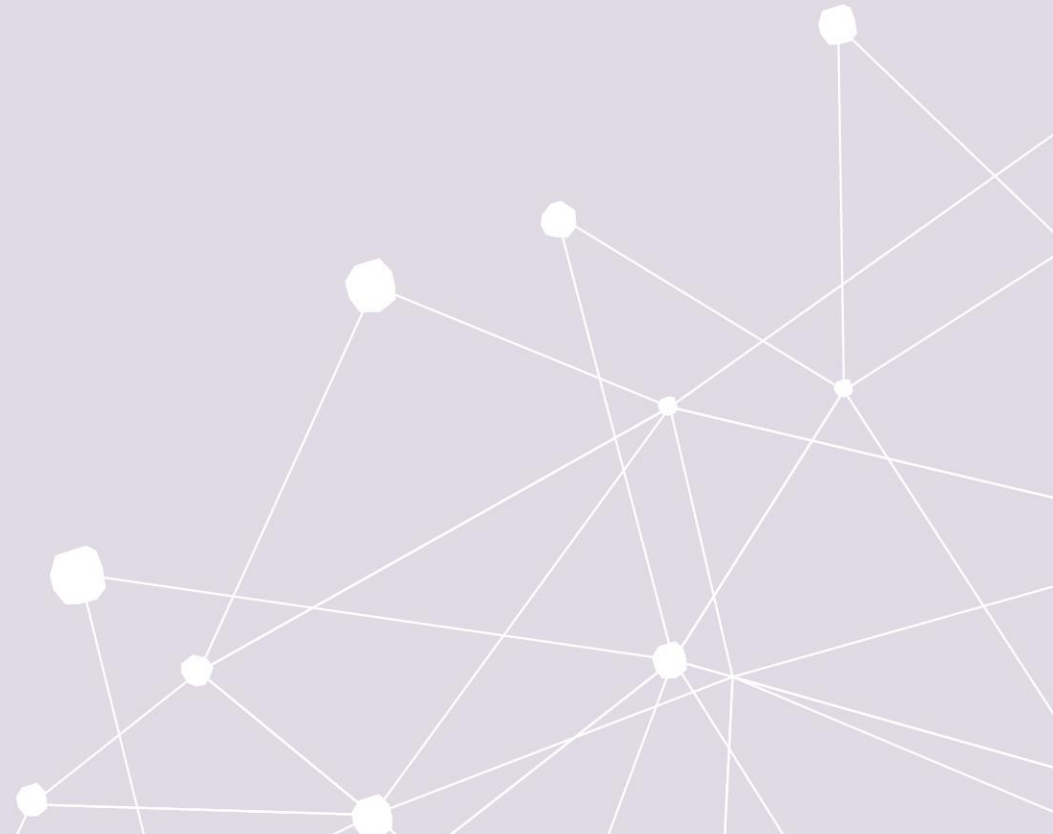


The work

The work will include:

- Gaining an understanding of the Q approach to events; reviewing and interpreting the prototypes playbook.
- Creating a high-level plan for a 2-year Visits programme.
- Delivering a 2-year Visits programme, that aligns with Q's aims and strategic themes, making links to broader THF work as appropriate.
- 10 Visits / contracted year
- Start delivery of the programme by the end of March 2023 by which the first Visit should be delivered.

Any questions?



Thank you

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