



# Online Visit: East London NHS Foundation Trust (ELFT) Post-Visit Resources

07 September 2023



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



# To explore more from your Host - links shared in the Visit

The [East London Foundation Trust \(ELFT\) Quality Improvement website](#) includes the information the team shared in the Visit and more, including:

- **Stories:** [from teams who have done improvement work on optimising flow](#)
- **Further events and training:** The ELFT Quality Improvement team also run [events and training](#)
- **Templates:** including the [templates](#) introduced during the Visit on demand and capacity modelling, for flow-charting, and to manage backlogs and waits
- **Newsletter:** sign up to receive a monthly section of stories via the ELFT QI [newsletter](#).

# To explore more from your Host - links shared pre-Visit

The following links were also shared before the Q Visit:

- **Article:** [How to move beyond quality improvement projects](#), by Amar Shah, describes the ELFT quality management system.
- **Research paper:** [Building capacity and capability for quality improvement: developing an organisational approach](#) (PDF). This describes the approach to building capacity and capability for quality improvement at ELFT over the last decade.
- **Guide:** Download [The ELFT Guide to Improving Demand, Capacity, Backlogs and Waiting Times](#) (PDF), by Sarah McAllister. A summary of recent ELFT work on optimising demand, capacity and flow.

# Additional links and resources shared during the Visit

- **Zoom recording:** of a recent Q Primary Care group discussion about using the Vanguard method of demand analysis - reducing the 50%, 60%, 70% of 'failure demand' that clogs our health services. It looks at the huge impact that bringing in Care Coordinators had when they use a person-centred approach with the high service using patients who've been identified. The discussion can be viewed on [YouTube](#).
- **Health Foundation Report:** The improvement journey - Why organisation-wide improvement in health care matters, and how to get started. ELFT are a case study. This report can be [downloaded from the Health Foundation website](#).
- **QMUL Project:** Queen Mary University London are doing a research project on tackling health inequalities. You can read about this on their [website](#).
- **Q Exchange grant programme:** Includes more great examples of improvement work that have been delivered/are live, do have a look on the Q [website](#) and reach out to project teams if you see any connection to your own work.
- **Life QI:** The ELFT team talked about their use of the Life QI platform. More information is available on the [website](#).
- **Become a Q member:** If you are not already a Q member and would like to become one, sign up via the Q [website](#).

# Thank you!

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