**PLT: Quality Improvement (QI) That Makes a Difference: Getting Started**

Facilitator guide. Note: any member of the team, whether skilled in QI or without any QI experience, can facilitate this session.

1. *Brainstorm: what are the issues that you are currently facing in practice? These are things that anyone can have noticed in the course of their work, e.g. triage systems not working, inefficiencies in document flow, clunky care delivery in care homes, long waiting times for simple contraception reviews, too few practice staff attending the daily coffee break, meetings taking too long* website unclear, DNA rates high.

*The simpler the better: experience indicates that quick wins lead to greater success in future projects.*

Use Post-It/ sticky notes and ask each person to write down one issue/specific area of work per note. Encourage as many ideas as possible – no idea is too silly or inconsequential. Consider bottlenecks and points of frustration. What could be better?

1. *Plot these into a prioritisation matrix (see additional resources) to identify which ideas you might want to start taking forward*

Draw the matrix <https://www.cambscommunityservices.nhs.uk/media/cx5l4kbc/thinkqi-impact-vs-effort-matrix.pdf>

on a large sheet of paper (A3 minimum) or mark out vertical and horizontal axes using tape in a large area. We have used large tables or areas of wall. Read out each idea to the team and ask them to decide whether this idea is high or low impact, high or low in terms of ease of delivery (effort). Then place the sticky note on the matrix accordingly. Ask participants to focus on the area of high impact, low effort- these are your quick wins. Which of them appeal? Why? Pick one idea to start with. This does not have to be the idea that you proceed with but will provide a useful base for exploration of QI.

Discuss: how do you know that this is a problem? Answer: data is required; measurement is necessary.

What would be a useful baseline measure? This depends on your problem, eg number of calls from patients regarding pathology results.

1. *Discuss: what are the barriers to undertaking QI projects as a team. How might you start becoming a team that undertakes change for improvement regularly?*

Time and knowledge/experience are the most often quoted reasons for not undertaking QI in practice. These can be overcome in time by creating a culture of improvement where anybody in the team can develop an idea, with support, and improve the way you function: small projects, kept simple. How might you create that culture? Is there a QI champion within the team?

1. *Develop an aim statement (see additional resources) that outlines what you will achieve by when. Ensure it is achievable and time-bound.*

Look at the Model for Improvement: <https://qi.elft.nhs.uk/resource/the-model-for-improvement>

and answer the first question: What are we trying to achieve? Examples include: ‘We want all our patients to use the NHS app rather than phoning for results’, ‘We want the care home to stop calling us out for visits several times a day’, ‘We want to stop routine appointments being used for sick notes’.

The aim statement should take the form: (name of practice) will increase/ decrease the (problem) by number/percentage by (date) e.g. The Swan Practice team will increase the number of staff attending significant event meetings by 50% by December 2025 or

The Blackbird Practice team will decrease the number of duplicate blood tests for medications monitoring by 15% by the end of September 2025

1. *Decide who will drive your project- this can be anybody in the team- who will ensure next steps happen when they should?*

Discuss and agree one member of the team that has oversight of the project- they do not have to do all of the work, merely should ensure that there is forward motion.

Look at: <https://www.england.nhs.uk/wp-content/uploads/2018/04/change-model-guide-v5.pdf>

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1. Next steps:

* Decide on what change you will make to achieve your aim: split the team into small groups to come up with ideas. Choose just one idea to try.
* Decide on measures: useful guide on measures here- [https://www.youtube.com/watch?v=OzvDXoBB9Ps](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DOzvDXoBB9Ps&data=05%7C02%7Ckinnary.martin1%40nhs.net%7C4c9d2ea6e41945300d0708dd87d56170%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638816072711849486%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=2NkMmjWa%2FTwzqIyyQ5qL%2Fkp7yfUyC8l4pAb1z0kDlyg%3D&reserved=0)

[https://www.youtube.com/watch?v=Za1o77jAnbw](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DZa1o77jAnbw&data=05%7C02%7Ckinnary.martin1%40nhs.net%7C4c9d2ea6e41945300d0708dd87d56170%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638816072711871123%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=8IQegBSaAir%2F2hpgiXDSoJylCTI4phx8d2o%2FTZKizU8%3D&reserved=0)

* Undertake the project. Decide who will do what. Who needs to be part of the team?
* Set a date to check in on progress and then to review the first cycle