

# South of England Mental Health Quality and Patient Safety Improvement - Learning Session 13

## Agenda - Day 1 - Wednesday 5 July

Time	Activity
08:45 - 09:15	<b>Registration, refreshments &amp; networking</b> Please set up your team innovation display boards
09:15 - 09:30	<b>Welcome and introductions</b> <i>Sally Ashton, 2gether NHS Foundation Trust &amp; Dr Helen Smith, Devon Partnership NHS Trust</i>
09:30 - 10:30	<b>Current thinking around quality improvement</b> <i>Dr Helen Smith, Devon Partnership NHS Trust</i>
10:30 - 11:00	<b>Changing lives through quality improvement</b> <i>Sarah Clee, CleeCo</i> Marketing and Communicating - promoting and delivering our collaborative aims
11:00 - 11:30	<b>Refreshments and networking</b>
11:30 - 12:30	<b>Break out sessions</b> - select your break out sessions:
<b>Chestnut Room</b>	<p><b>1. An introduction to the collaborative for newcomers-</b> (<i>Sally Ashton and Jack Pooler</i>)</p> <ul style="list-style-type: none"> <li>• Be introduced to the collaboratives aims</li> <li>• Understand how the collaborative operates</li> <li>• Be introduced to the Model for Improvement</li> <li>• Understand opportunities to develop your quality improvement skills</li> <li>• Learn how to get started with an improvement program</li> </ul>
<b>Ash Room</b>	<p><b>QUALITY IMPROVEMENT MASTERCLASSES - The 3 L's:</b></p> <p><b>2. Masterclass 1 - LEARN</b> - (<i>Ash Bharathan and Tina Campbell</i>)</p> <ul style="list-style-type: none"> <li>• Why communication and teamwork matters</li> <li>• The impact of building clear communication and roles when planning QI</li> <li>• The model for improvement with focus on communication &amp; team work</li> </ul>
<b>Sequoia 2</b>	<p><b>3. Masterclass 2 - LIVE</b> - (<i>Steve Yarnold and Ellen Wilkinson</i>)</p> <ul style="list-style-type: none"> <li>• Learn from colleagues who have implemented QI projects</li> <li>• Understand what they learnt about team work and communication</li> <li>• Importance of communication with people who use our services.</li> <li>• SBAR as a communication tool</li> </ul>
<b>Sequoia 1</b>	<p><b>4. Masterclass 3 - LEAD</b> - (<i>Dr Helen Smith and Simon Whitfield</i>)</p> <ul style="list-style-type: none"> <li>• Identify different styles and effective communication strategies to support cultural change</li> <li>• How to influence QI and change in organisations through team work &amp; communication</li> <li>• How to get the best from people when giving feedback around QI</li> </ul>

# Day 1 Continued...

Time	Activity
12:30 - 13:30	<b>Lunch &amp; networking</b>
13:30 - 15:00	<p><b>World Cafe of sharing Innovations: the role of team work and communication in our QI projects:</b></p> <ul style="list-style-type: none"> <li>• Learn from examples from peer collaborative members</li> <li>• Identify the importance of team work and communication in managing change</li> <li>• Opportunity to discover a solution to a similar issue</li> <li>• Reinforce the application of QI methodology in projects</li> <li>• Observe and participate in live coaching of presenting teams</li> <li>• Share experiences through discussion</li> </ul> <p><b>1. Introducing facilitated reflection in Root Cause Analysis - Sequoia 2</b> Dorset Healthcare University Foundation Trust</p> <p><b>2. Six month improvement journey of Jade Ward - Ash room</b> Sussex Partnership Trust</p> <p><b>3. Life After Services - Sequoia 1</b> Central &amp; North West of London NHS Foundation Trust</p> <p><b>4. Debriefing - Chestnut room</b> Cornwall Partnership Foundation Trust</p>
15:00 - 15:30	<b>Refreshments and networking</b>
15:30 - 16:15	<p><b>Innovation</b></p> <p><i>Dr Ross Ruciman, 2gether NHS Foundation Trust Team</i></p> <p>Communicating and working as a multi-disciplinary team to improve training, and implementation of Rapid Tranquillisation.</p>
16:15 - 16:45	<p><b>Moving Forward</b></p> <p><i>Shaun Clee, 2gether NHS Foundation Trust and Dr Helen Smith, Devon Partnership NHS Trust</i></p> <ul style="list-style-type: none"> <li>• What have you learnt today?</li> <li>• What are your next steps?</li> <li>• What do you need?</li> </ul>
16:45	<b>Close</b>



# Agenda - Day 2 - Thursday 6 July

Time	Activity
08:30 - 09:00	<b>Registration, refreshments &amp; networking</b> Please set up your team innovation display boards
09:00 - 09:15	<b>Welcome and feedback from yesterday</b> <i>Shaun Clee, 2gether NHS Foundation Trust &amp; Dr Helen Smith, Devon Partnership NHS Trust</i>
09:15 - 10:00	<b>The value of families, friend and carers in quality improvement</b> <i>Billy Hatifani and Liz Holland , Surrey &amp; Borders Partnership Foundation Trust</i>
10:00 - 11:00	<b>The LIFE system</b> <i>William Lilley, South West Academic Health Science Network</i> A whistle stop tour of the LIFE system: a web platform for healthcare; individuals, teams, organisations, and whole regions.
11:00 - 11:30	<b>Refreshments and networking</b>
11:30 - 12:45	<b>Coaching break out clinics</b> - select your break out sessions: <ul style="list-style-type: none"> <li>• Opportunity to explore progress of projects in defined workstreams with peers and faculty members</li> <li>• Coaching on application of QI in projects</li> <li>• Ability to seek clarification of existing driver diagrams and measures</li> <li>• Consideration of the wider influences of change that impact on projects</li> </ul> <ol style="list-style-type: none"> <li>1. <b>Co-production- Chestnut Room</b> (<i>Andrea Langley, Ian Henwood and Steve Yarnold</i>)</li> <li>2. <b>Safe and reliable care - Sequoia 2</b> (<i>Ellen Wilkinson and Liz Holland</i>)</li> <li>3. <b>Physical Healthcare &amp; Medicines joint working - Sequoia 1</b> (<i>Billy Hatifani, Vicky Clarke, Andrew Byles with Simon Whitfield, Tina Campbell &amp; Louise Crane</i>)</li> <li>4. <b>Leadership- Ash room</b> (<i>Shaun Clee, Helen Smith and Jack Pooler</i>)</li> <li>5. <b>Programme Managers - Willow suite</b> (<i>Sally Ashton</i>)</li> </ol>
12:45 - 13:45	<b>Lunch &amp; networking</b>
13:45 - 15:15	<b>World Café of Sharing Innovations: the role of team work and communication in our QI projects.</b> <ol style="list-style-type: none"> <li>1. <b>Improving handovers using SBAR - Sequoia 1</b> Surrey and Borders Partnership NHS Foundation Trust</li> <li>2. <b>Getting it wrong and not giving up - Chestnut room</b> Southern Health</li> <li>3. <b>Therapeutic Staffing and QI in Care Planning - Ash room</b> Kent &amp; Medway NHS &amp; Social Care Partnership Trust</li> <li>4. <b>Improving family and carer involvement - Sequoia 2</b> Livewell Southwest</li> </ol>

# Day 2 Continued...

Time	Activity
15:15 - 15:45	<p><b>Refreshments and Communicating your displayed Innovations!</b> Get a drink and man your innovations board to tell your story.</p> <p><b>Build the Wall of pride:</b> What are you most proud of in your own organisation? (using QI headings) What are you going to steal shamelessly from another?</p>
15:45 - 16:15	<p><b>Moving Forward</b></p> <p>Shaun Clee, 2gether NHS Foundation Trust and Dr Helen Smith, Devon Partnership NHS Trust</p> <ul style="list-style-type: none"><li>• What have you learnt today?</li><li>• What are your next steps?</li><li>• What do you need?</li></ul>
16:15	<b>Close</b>



**South West  
Academic Health  
Science Network**  
Connecting needs with solutions



South of England Collaborative  
**mental health quality and  
patient safety improvement**

**Kent Surrey Sussex  
Academic Health Science  
Network**



West of England  
Academic Health  
Science Network