

Directory of Offers

2023 - 2024



aqua

Shape Change Inspire Quality Transform Care

Contents

About Us	01
Advanced Human Factors - Train the Trainer	02
Applying Human Factors to Incident Investigation	02
Advanced Improvement Practitioner (AIP)	03
Coaching	03
Collaborative Masterclass Series	04
Improvement Coaching Clinics	04
Introduction to Human Factors	05
Human Factors Basics	05
Leading Integrated Teams	06
Medicines Management Improvement Collaborative	06
Motivational Interviewing	07
Motivational Interviewing for Health Coaches	07
Personalised Care Learning Collaborative for Long Term Conditions	08
QI Basics	08
Theatre and Surgical Safety Improvement Collaborative	09
Whole System Flow Collaborative	09
You may also be interested in	10
Coming soon	11





How to use the Directory

Our range of training, events and resources are designed to equip you with the skills and knowledge to help your organisation build a system and culture for continuous quality improvement.

We deliver programmes virtually, face to face, or through blended learning, for individuals or teams. Use the programme information, who it's for, and how to access to help choose the right programme(s) for you and your team.

Next to each programme you'll see a QR code, to use this, just hover your phones camera over it and it will take you to the booking page for more information.

You can also find all our programmes on our website at aqua.nhs.uk/all-programmes

About Us

We are a quality improvement organisation, working with the NHS, care providers and local authorities to identify, refine and embed sustainable strategies for high-quality care and regulatory excellence.

Established in 2010, we provide quality improvement expertise, specialist learning and development, and consultancy to our members and customers. Our members benefit from access to expert advisors as well as a comprehensive programme of courses and events to help build internal capability and develop cutting-edge approaches to care quality.

We provide expert consultancy and member programmes to build internal capability, delivered by people who share your values and have first-hand experience of the challenges facing the health service.



Access The Hub

The Hub is Aqua's Virtual Learning Environment.

A platform for your development, where you can access learning, resources and discussion forums 24/7.

Advanced Human Factors - Train the Trainer

Your team will learn the principles, knowledge and approaches needed to deliver the Introduction to Human Factors programme within your own organisation.

Your team will be given the opportunity to consider different learning styles and facilitation skills to help people deliver training and raise awareness of human factors thinking.

This team-based workshop will allow you to develop an internal support network focused on your organisation's needs.

Participants will be encouraged to reflect on and share their own experiences, enabling the group to build a bank of examples and personal narratives to give you the confidence to share human factors with others.

Please note, existing knowledge of Human Factors is desired.

Who is this for?

This programme is ideal for mixed teams of 3-5 people with existing knowledge of Human Factors and Quality Improvement.



Team based programme



[Find out more](#)

Applying Human Factors to Incident Investigation

You will gain the knowledge and skills required to carry out incident investigations using a Human Factors approach.

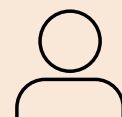
Exploring the importance of psychologically safe conditions for staff and how these conditions affect Just / Reporting and Learning Cultures, you will be challenged to view incidents with a systems approach to error, considering accountability and culpability.

This programme will introduce the concept of systems thinking and provides participants with the opportunity to discuss their own work context.

You will grow your investigative mindset, whilst developing your knowledge and skills of the investigative process from the event timeline to recommendations for improvement.

Who is this for?

Staff who are required to carry out or oversee incident investigation.



Individual programme



[Find out more](#)

Advanced Improvement Practitioner (AIP)

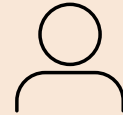
This programme will help improvement leaders to understand improvement leadership at a micro, meso and macro level. You will consider key themes including your role and impact as an improvement leader, systems thinking, and large-scale change.

Whilst increasing your toolkit, we will ask you to challenge and develop your thinking, creativity and knowledge to help you grow as an improvement leader and offer support as you apply this learning in the workplace in order to help you, and your team to flourish, now and in the future.

This programme adopts a self-directed learning approach, with personal learning through reflection and participations in the development of an improvement learning community.

Who is this for?

Individuals who are in a role where they can lead and influence improvement beyond their own team or department.



Individual programme



[Find out more](#)

Coaching

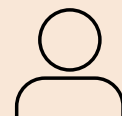
You will develop your leadership skills and approaches to ensure the best outcomes. These skills will allow you to build stronger relationships, implement new strategies to solve problems and result in an efficient team to produce the best results.

Our experienced coaches are offering 1-2-1 sessions to provide close support throughout. This will ensure you gain the best experience by allowing you to reflect on your current abilities and highlight areas you can improve on with your coach.

Our coaches will help you see a bigger picture and understand the steps it will take to create this picture. You will have the confidence and support you handle situations and problems that have kept you from achieving your potential.

Who is this for?

Coaching is ideal for place based leaders in transformational change roles, reflecting upon and enhancing their system leadership style and performance.



Individual programme



[Find out more](#)

Collaborative Masterclass Series

Our Collaborative Masterclasses are a series of events working with key partners across the North West, focusing on areas of transformational change and new care models.

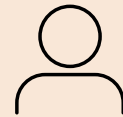
By combining our unique specialisms, the collaborative explores innovative thinking with expert speakers, to provide cross-sector knowledge sharing for leaders across the North West.

The collaborative is made up of:

- Aqua
- NW ADASS
- MIAA
- NHS North West Leadership Academy
- North West Employers
- Innovation Agency Coaching Academy

Who is this for?

Individuals who are leading and implementing transformational change.



Individual programme



[Find out more](#)

Improvement Coaching Clinics

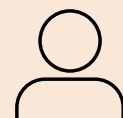
You will have the opportunity to gain 1-1 support with one of our Senior Improvement Advisors, to help answer any questions or support you may have.

The monthly Improvement Coaching clinics are available to anyone who has attended one of Aqua's capability programmes and requires support to develop their ideas, apply the tools or work through challenges of leading a project.

The monthly sessions will provide 30 minute bookable slots with one of our Senior Improvement Advisors.

Who is this for?

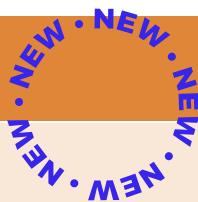
Anyone who has attended a previous Aqua programme.



Individual programme



[Find out more](#)



Introduction to Human Factors

Human Factors is about enhancing our performance through a better understanding of human behaviour and abilities.

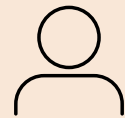
This introduction focuses on how we might apply that knowledge in clinical settings (although Human Factors is applicable to all situations).

This entry-level programme will provide members with the fundamental knowledge and skills for human factors in health and care.

Taking place online this programme will blend guided independent study with facilitated discussion and activities.

Who is this for?

Staff who wish to develop a basic knowledge of Human Factors.



Individual programme



[Find out more](#)

Human Factors Basics

Human Factors Basics is an e-learning package, designed to give you insight into the basic principles of human factors, and how they can be applied to healthcare.

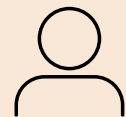
Human Factors is an approach that can help you understand how people, systems and processes can go wrong, then supporting the design of great solutions.

Accessible anytime and anywhere, Human Factors Basics is ideal if you have an interest in improving safety, effectiveness, efficiency, or personal wellbeing.

This online learning package provides an insight into the basic principles of human factors, and how they can be applied to healthcare.

Who is this for?

Any individual in any role.



Individual programme



[Find out more](#)

Leading Integrated Teams

Leading Integrated Teams is a substantial leadership programme aimed at supporting effective integration in systems and places.

This programme will support you and your team to develop your roles as leaders for place through a combination of practical and peer learning, underpinned by the Affina Team Journey.

Participants will progress through the programme with colleagues from a range of backgrounds in health and social care from across the North West.

There has never been a more important time for organisations to equip their leaders with the right skills, behaviours and capabilities to deliver integrated services for population and place.

Who is this for?

Team leaders of multi-disciplinary teams.



Team based programme



[Find out more](#)

Medicines Management Improvement Collaborative



This brand new learning collaborative is aimed at a small number of committed teams to help you improve your approaches to medicines management.

You will have the opportunity to:

- Understand the need for change in current practice, considering the benefits and challenges in Medicines Management and the tools and resources to support improvement and change.
- Work together across and within organisational boundaries to practically apply a range of approaches, tackling challenges associated with embedding improvement and change.
- Learn together and apply knowledge of quality improvement, measurement, team building, leadership, sustainability and spread to support this approach.

Who is this for?

Medicines Management and Pharmacy teams working within both the Hospital and Primary Care sectors.



Team based programme



[Find out more](#)

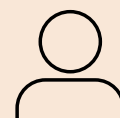
Motivational Interviewing

Motivational Interviewing (MI) is a style of communication that uses a guiding/reflective style to engage with people, clarify their strengths and aspirations, and utilise their own motivations for change, and promote independence of decision making.

- Motivational Interviewing techniques are communication skills that support a person centred approach to care delivery. Motivational Interviewing skills are required to support people to manage their own health and long term conditions.
- This interactive, lighthearted online, live study day is suitable for all members of the team. You will interact, participate and influence the content of the day which will use bespoke situations to demonstrate the MI skills and they will not be asked to role play or listen to us reading through endless power point slides.

Who is this for?

Clinical or non-clinical staff who have contact with patients engaging with a service.



Individual programme



[Find out more](#)

Motivational Interviewing for Health Coaches



Motivational Interviewing techniques are communication skills that support a personalised approach to enabling people to manage their health and wellbeing, and make changes in their lives based on what matters to them.

Your team will be supported to:

- Understand what personalised care means and how this is a partnership approach to MI.
- Define and describe MI, alongside the principles.
- Identify, develop and apply MI techniques to help/ support and empower patients change ('OARS' Open-ended questions – Affirmations – Reflections – Summaries).
- Understand Motivational Interviewing techniques and apply them to their own area.

Who is this for?

This programme is for teams who are health coaches including non-clinical health coaches.



Team based programme



[Find out more](#)

Theatre and Surgical Safety Improvement Collaborative



Your team will be supported to develop a network of multi-professional members to collaborate on defined improvement goals. This purposeful collaboration whilst working on a shared goal will improve patient safety and team performance.

This 9-month programme will help your team:

- To improve human factors knowledge in relation to NatSSIPs2.
- To recognise the complexity of invasive procedure work and how 'work is done'. Healthcare requires a 'systems thinking' approach throughout the organisation to manage risk and improve quality.
- To combine Human Factors and Quality Improvement theory with facilitated opportunities for practical application. The programme enables participants to apply Human Factors learning to a defined project.
- Team coaching in between sessions to support the project journey.

Who is this for?

Teams of up to 6 staff within a theatre setting who want to work towards implementing an improvement project of their choice.



Team based programme



[Find out more](#)

Whole System Flow Collaborative

This Whole System Flow Collaborative is designed to support a system wide approach to improvement activity, focusing on the double diamond model aligned to the 4 arrows approach.

The programme is comprised of 4 learning events, 1 per quarter with mentoring and coaching support in between from both a Senior Improvement Advisor, Project Facilitator and a member of our Lived Experience Panel.

Learning sessions will consider key themes based on discovery, design and delivery approach. Part of the year will be a diagnostic and refining phase, and then a re-designing and delivery phase including ensuring sustainability across the system.

Who is this for?

Entire systems and teams.



Team based programme



[Find out more](#)

You may also be interested in...



**ADVANCING
QUALITY**
GOOD BETTER BEST

The aim of Advancing Quality (AQ) is to reduce unwarranted clinical variation in the care delivered to patients, helping care organisations to reduce avoidable hospitalisation, ill health, and premature death.

We use a reliable clinical data set to demonstrate what good practice looks like and gain consensus on care standards, providing a meaningful evidence base from which organisations can target areas for improvement.

Find out more



NHS QUEST

Aqua is proud to host the NHS Quest Network.

NHS Quest is the first member-convened network for NHS Trusts who focus relentlessly on improving quality and safety. NHS Quest members work together, share challenges and design innovative solutions to provide the best care possible for patients and staff.

Find out more



**Safer
Salford**

The aim of Safer Salford was to make Salford the safest health and care economy in the UK.

Building capability and creating capacity in an integrated system through Safety Behaviours, using data and information to learn about safety, and System Leadership.

Find out more



Coming soon...

Introductory level QI programme

This programme has been designed to offer a flexible option for those seeking an introduction to QI skills. All participants will attend a launch call, and will then be able to access a series of learning modules to be completed at their own pace.

Improvement Practitioner level programme

You will be supported to apply QI tools, techniques and leadership to an improvement project. This programme will be delivered over 5 months, and is aimed at those that have a basic understanding of QI and want to develop the skills required to lead and support others.

Measurement capability building programme

You will learn the benefits of taking an approach to measurement focused specifically on improvement, whilst discovering a range of techniques to understand variation and measure change.

Get in touch

If you are interested in exploring membership options, would like to find out more about our programmes or how we can support you, please get in touch.

Contact us now to explore how Aqua can support your organisation.



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