

Directory of Offers

2023 - 2024



aqua

Shape Change Inspire Quality Transform Care

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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 Appreciative Inquiry

Advanced Appreciative Inquiry (AI) supports a process for facilitating positive change in human systems. This includes working from a positive, strength-based and asset-based standpoint to improve health and care.

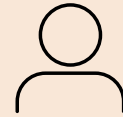
This is a self-led programme, with expert support, designed to help Appreciative Inquiry practitioners develop their skills in the field, and deliver an AI project within the workplace.

This programme aims to develop your skills in Appreciative Inquiry by undertaking thinking partner sessions, practical assignments, a 21-day gratitude journal, and applying the learning to a practical AI focused project in your workplace.

Upon submission of your final case study you will become an International Academy of Appreciative Inquiry (IAAI) accredited practitioner.

Who is this for?

Individuals who want to build on their AI knowledge to implement into their work.



Individual 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.

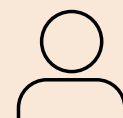
Exploring the importance of psychologically safe conditions for staff and how these conditions affect Just, Reporting and Learning Cultures. You will be challenged to view incidents with a systems approach to error, considering accountability and culpability.

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 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 Incident Investigation Tools for Safety Learning and Improvement

Get support for your work aligning to PSIRF and other safety learning frameworks.

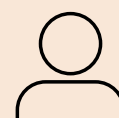
Applying Incident Investigation Tools for Safety Learning and Improvement will support you to understand and apply the recommended incident review tools to safety issues.

The programme consists of two elements:

1. A self-led, virtual suite of resources introducing you to the tools and core understanding.
2. A face-to-face event supporting you to applying those tools to case studies, and providing a space for peer to peer discussion to share learning and increase understanding.

Who is this for?

This programme is aimed at Patient Safety Leads, Governance Leads, Managers and Clinicians involved in incident reviews.



Individual programme



[Find out more](#)

Coaching

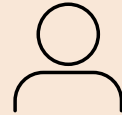
You will develop your leadership skills and approaches to ensure the best outcomes. These skills will allow you to build stronger relationships, implement new strategies to solve problems and result in an efficient team to produce the best results.

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 to 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.

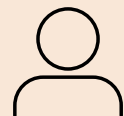
By combining our unique specialisms, the collaborative explores innovative thinking with expert speakers, to provide cross-sector knowledge sharing for leaders across the North West.

The collaborative is made up of:

- Aqua
- NW ADASS
- MIAA
- NHS North West Leadership Academy
- North West Employers

Who is this for?

Individuals who are leading and implementing transformational change.



Individual programme



[Find out more](#)

Developing Clinical Leaders

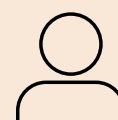
If you are a clinician with leadership in your role, our Developing Clinical Leaders programme can support you to lead improvement in your team.

Gain a deeper understanding of improvement methodologies, tools and techniques, and empower your staff to make meaningful and lasting change.

Developing Clinical Leaders takes place over a 5-month period, with 4 full day learning sessions delivered face to face plus 3 virtual coaching sessions. Throughout the programme, you will focus on a Quality Improvement initiative of your choice which will be supported by our expert senior improvement advisors.

Who is this for?

Team leaders, supervisors, ward managers, directorate managers, AHP senior staff, managers, assistant managers or consultants who are supervisors for junior doctors.



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.

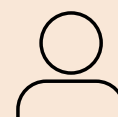
Human Factors is an approach that can help you understand how people, systems and processes can go wrong, then supporting the design of great solutions.

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](#)

Improvement Coaching and Engagement

Our Improvement Coaching and Engagement programme is designed to support you develop your skills as an improvement coach.

You will have the opportunity to use coaching techniques to better understand processes and people, whilst also developing ways to gain stronger engagement with the improvement work that you do. We will also consider how organisational culture impacts our improvement efforts.

The programme will run for an equivalent of 2 days and will be delivered face-to-face.

In addition to this, you will have access to a virtual coaching session with one of our expert improvement advisors to address issues relevant to you.

Who is this for?

Individuals and teams who want to develop their skills as an improvement coach and gain better engagement for their improvement activities.



Team based programme



[Find out more](#)

Improvement Coaching Clinics

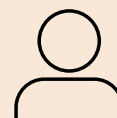
You will have the opportunity to gain 1-1 support with one of our Senior Improvement Advisors, to help answer any questions or support you may have.

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 Appreciative Inquiry

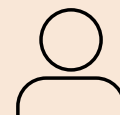
Appreciative inquiry (AI) is a process for facilitating positive change by focusing on the things we do well, using a positive, strength-based and asset-based standpoint.

Our Introduction to Appreciative Inquiry programme focuses on this process, helping you to understand and implement its principles.

We will then cover how we can apply these principles to a healthcare setting, exploring the opportunities of using AI for quality and safety improvement, and leadership development.

Who is this for?

Clinical or operational staff who want to understand and implement the principles and practices of Appreciative Inquiry (AI).



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.

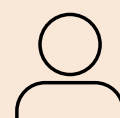
This introduction focuses on how we might apply that knowledge in clinical settings (although Human Factors is applicable to all situations).

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](#)

Introduction to Lean in Healthcare

Lean thinking identifies the least wasteful way to provide better, safer healthcare to your patients - with no delays.

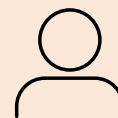
Our Introduction to Lean in Healthcare programme is designed to help you to understand the principles of Lean, and how the methodology aligns with Quality Improvement.

After attending this programme, you will be able to plan and implement improvements utilising basic Lean methodology and tools.

This virtual programme consists of 3 half day sessions, with some pre-work in the form of short pre-programme reading packages.

Who is this for?

All staff working within Health and Care who are in a position to make changes and improvements within their organisation.



Individual programme



[Find out more](#)

Introduction to Personalised Care

Our Introduction to Personalised Care programme will help you understand the components of Personalised Care, including shared decision making and self-management support.

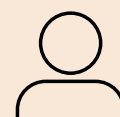
We will guide you in understanding the need for a change in current practice, considering the benefits and challenges of practicing personalised care.

We will also provide you with the tools and resources necessary to implement your learning.

This virtual programme is delivered across 1 day.

Who is this for?

Clinical staff who have contact with patients and individuals involved with healthcare, including managers and service users.



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](#)

Measuring for Improvement

Our Measuring for Improvement programme will teach you the benefits of taking an approach to measurement, focused specifically on improvement.

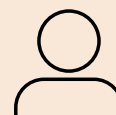
The programme comprises of two modules, with an opportunity at the end to discuss your own measurement project.

Module 1 is our fast measurement start-up. You'll learn about the different types of variation before producing a Statistical Process Control (SPC) chart and learning to understand what it's telling you.

Module 2 explores measurement in more depth, such as advanced SPC charts and confidence intervals. In this module, we will help you to dig into your data and turn it into intelligence you can act upon.

Who is this for?

Individuals who want to discover a range of techniques to understand variation and measure change.



Individual 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](#)

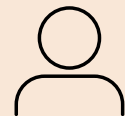
Monthly Data Drop Ins

Talk through a measurement project, get advice on how to approach a problem, or find out which chart to use to get your message across.

Building on our [Measuring for Improvement](#) programme, our Monthly Data Drop Ins are an opportunity to bring along what you're working on and get advice from our skilled and experienced analytics and evaluation team.

Who is this for?

Anyone with a measurement related question or issue they would like to discuss.



Individual programme



[Find out more](#)

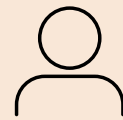
Motivational Interviewing

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](#)

QI Emerge

You will explore the fundamentals of Quality Improvement (QI) in an informative, interactive, online, on-demand package, previously called QI Basics.

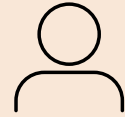
Each module is based on a theme, building on from the other, therefore the package has been designed to be carried out in numerical order.

On successful completion of the programme you will be skilled in the essentials of quality improvement, whilst being introduced to the methodology and some of the tools required when taking a QI approach.

This programme can be accessed on-demand and completed at any time.

Who is this for?

Individuals who want to gain a basic understanding of quality improvement.



Individual programme



[Find out more](#)

QI Establish

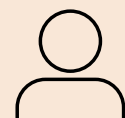
This programme has been designed to offer a flexible option for those seeking an introduction to Quality Improvement (QI) skills.

Asynchronistic learning allows participants to access learning based on their personal schedule. You will have access to programme resources following the mandatory launch call. Modules will be accessible in a structure and order which follows the Model for Improvement, with an additional module which covers diagnosis.

Participants must select a quarterly launch call after which the learning will continue in our virtual learning environment. You will have three months to complete the programme.

Who is this for?

Individuals who want a flexible option to introduce QI skills.



Individual programme



[Find out more](#)

QI Evolve

Our brand new programme QI Evolve will teach you the key elements of Quality Improvement. You will then apply your learning to your own working environment.

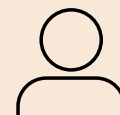
Individual coaching will also be offered to support those who require support.

The programme consists of 3 full day learning sessions, with access to specific coaching sessions, allowing you to develop the skills required to lead and support others.

We will support your practical application of the provided toolkit throughout the duration of the programme.

Who is this for?

Individuals who want to learn how to apply QI tools, techniques and leadership to implement an improvement project.



Individual programme



[Find out more](#)

QI Excel

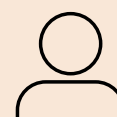
This programme will help improvement leaders to understand improvement leadership at a micro, meso and macro level. You will consider key themes including your role and impact as an improvement leader, systems thinking, and large-scale change.

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](#)

Quarterly Mortality Report

Our Quarterly Mortality Report provides information on mortality rates, quality of care indicators, and system/process measures that may affect the quality of care.

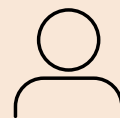
The Quarterly Mortality Report compares Trusts in the North West with others and shows how each trust's position has changed over time.

Each report is supported by a quarterly webinar that explores the report in more detail.

This programme will help you understand the data and apply it to your workplace.

Who is this for?

Senior leaders within Acute Trust's and CCGs with responsibility for understanding mortality data and improving patient outcomes.



Individual programme



[Find out more](#)

Safety Culture Survey

Our Safety Culture Survey programme provides you with the tools, skills and knowledge to oversee the successful implementation of a safety culture survey in your organisation.

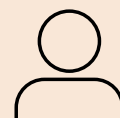
The programme consists of two parts:

Part 1 helps you to identify what individual and organisational commitments are required to undertake the Safety Culture Survey. These resources can be worked through in your own time.

Part 2 of this programme is an application form to complete if, after understanding the commitments, you would like to pursue the offer and undertake the Safety Culture Survey.

Who is this for?

Individuals that wish to deploy the Agency for Healthcare Research and Quality (AHRQ) Safety Culture survey.



Individual 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



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.



www.aqua.nhs.uk



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