

CASE STUDY: QUALITY IMPROVEMENT PROGRAMME

BUCKINGHAMSHIRE, OXFORDSHIRE & BERKSHIRE WEST INTEGRATED CARE BOARD

Context: This programme was designed to help attendees to be able to lead their own improvement projects, providing the skills, knowledge, and confidence to deliver sustainable Quality Improvement (QI). The purpose of the programme was to:

- Develop participants as improvers that can both deliver and lead improvement projects
- Create learning for individuals and organisations
- Develop improvement projects that deliver impact
- Use Lived Experience and Co-production techniques to improve services

What We Did: We delivered QI training through three day long workshops supported by two coaching sessions with particular attention to person centred care for higher impact. During the programme, the team realised that their patients were receiving a great service, however, the team had inherited a huge backlog of work which hindered new referrals. We turned our attention to their referral process and proceeded to make significant improvement re-design to improve their workload and motivation to work as an efficient team.

Impact: The team managed to successfully complete an improvement programme to make their referral process more efficient for them and patients. They developed a number of key guidelines based on intensive analysis of the problems and change ideas. They gained valuable QI skills which will help them sustain further improvement within their service.

“Working with Aqua has monumentally helped my team and I to develop the essential skills required to create and implement a sustainable quality improvement project. My team and I were lucky to work with Delphine, Anthony and Ben who were knowledgeable, committed and Passionate about QI. They have taught us invaluable skills and we are truly grateful for all of their hard work and effort. Thank you so much!”

Sharon Musiiwa

Team Leader for Physical Health in SMI



For further details about this piece of work, or to discuss how we can support you, please get in touch:



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Lived Experience



Continuous Improvement