

CASE STUDY: NEW MEMBER 2023/24

LIVERPOOL WOMEN'S HOSPITAL NHS FOUNDATION TRUST

Context: Aqua delivered support to Liverpool Women's Hospital NHS Foundation Trust to accelerate their improvement journey.

What We Did: We listened to what mattered to the Trust and co-designed a 12-month plan to:

- Co-produce quality priorities, informed by insight, with senior leaders across the Trust.
- Strengthened the Board's understanding of the Trust's improvement maturity, their improvement priorities, and the Board's role in leading improvement.
- Increased the number of staff with intermediate level and leadership for improvement capabilities from 1 to 32.
- Developed capability and capacity to deliver their own internal improvement training.
- Increased lived experience participation across the Trust and capability to build on this.

Our Impact

- Greater visibility of, and attention to, continuous improvement at all levels of the Trust..
- A greater confidence and capability to lead improvement Trust-wide.
- An increase in improvement activity, using robust methods, delivering impactful and evidenced change.
- Greater commitment and capability to involve people with lived experience.
- A clearer understanding of how to take continuous improvement to the next level.

"It has been an absolute pleasure working with Liverpool Women's. Over the year they have demonstrated their commitment to embed improvement in all they do. Their hard work has clearly paid off and it has been a privilege to be alongside and support them on their journey."

Rachel Beddows, Senior Improvement Advisor, Aqua

“As a new starter with Liverpool Women's Hospital in 2023, I was naturally a little daunted by the scale of the QI challenge presented to me. I can now say with absolute certainty, the Trust would not be in the significantly better position it is today without the expertise, professionalism, and support provided by Rachel and Neil on behalf of Aqua. They have proven to be responsive and adaptable in equal measure. Aqua's presence and partnership has added credibility during critical and challenging phases of our development. We are now well-placed to increase capacity, and capability through an embedded culture of improvement. I look forward to continuing our improvement journey together in the future.”

Mark Campbell

Head of Continuous Improvement
Liverpool Women's Hospital NHS Foundation Trust

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



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@Aqua_NHS



enquiries@aqua.nhs.uk

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Safe Care



Lived Experience



Continuous Improvement



Culture & Leadership