

Ref. No: 0591
Date: 15/01/24
Subject: Quality Improvement

REQUEST

Under Freedom of Information Act I would like to request the following information:

1. Have any members of the Trust Executive Team received training in quality improvement (QI), and if so, what are their job titles and to what level (for example, bronze / silver / gold or similar)?
2. What model(s) (if any) of quality improvement (QI) is being utilised at the Trust (for example, Lean / Six Sigma / PDSA)?
3. Is the Trust increasing capability in quality improvement by providing training to staff and if so, what percentage of staff have been trained so far and at what levels?
4. Does the Trust have a separate dedicated quality improvement (QI) team, or does quality improvement form part of an existing team (for example, Patient Safety / Clinical Audit / PMO / Transformation)?
5. What (if any) committee(s) receive quality improvement reporting within the Trust?
6. Has the Trust provided quality improvement (QI) training to any patients or public to encourage patient and public involvement (PPI) with Trust quality improvement, and if so, how many?

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. Have any members of the Trust Executive Team received training in quality improvement (QI), and if so, what are their job titles and to what level (for example, bronze / silver / gold or similar)?

All members of the Trust Executive have received Quality Improvement Training, appropriate to their role, usually as part of their continuous management development.

For further information on the Trust Board and Senior Leadership Team, please visit our website: <https://www.merseywestlancs.nhs.uk/meet-the-board>

2. What model(s) (if any) of quality improvement (QI) is being utilised at the Trust (for example, Lean / Six Sigma / PDSA)?

Lean, Six Sigma, PDSA, Process Mapping, RCA, Clinical Audit and Surveys, and Questionnaires are all used at the Trust.

We are in the process of developing a quality strategy for the new organisation. However, we advocate following AQ quality improvement methodology.

3. Is the Trust increasing capability in quality improvement by providing training to staff and if so, what percentage of staff have been trained so far and at what levels?

As part of the merger, the Trust is reviewing its approach to quality improvement. This includes its approach as an organisation to standardised training.

QI awareness sessions have been provided in the past and continue to be provided to Junior Doctors, Nurses, and other staff in bespoke training sessions.

4. Does the Trust have a separate dedicated quality improvement (QI) team, or does quality improvement form part of an existing team (for example, Patient Safety / Clinical Audit / PMO / Transformation)?

There was no separate team at St Helens and Knowsley Teaching Hospitals NHS Trust. Quality Improvement was part of the Clinical Audit Department, known as the Quality Improvement and Clinical Audit Department. Meanwhile, there was a Project Management Office (PMO) within Southport and Ormskirk Teaching Hospital NHS Trust which would undertake quality improvement.

This is now being reviewed as part of the merger to Mersey and West Lancashire Teaching Hospitals NHS Trust.

5. What (if any) committee(s) receive quality improvement reporting within the Trust?

The Clinical Effectiveness Council and Quality & Safety Committee receive activity reports on clinical audit and quality improvement projects. The governance structure for Mersey and West Lancashire Teaching Hospitals NHS Trust is currently being reviewed.

6. Has the Trust provided quality improvement (QI) training to any patients or public to encourage patient and public involvement (PPI) with Trust quality improvement, and if so, how many?

No