

Welcome  
to our



# Quality Improvement Conference 2021



# Conference schedule

Conference themes:

Model for improvement

service user involvement

data and measures

Time				
	Poster competition display in Tankerton Room			
9.15am	Registration – Kent Suite foyer			
9.30am	Welcome – KCHFT Chief Executive Paul Bentley and Medical Director Dr Sarah Philips			
9.50am	Keynote speaker – Hugh McCaughey, NHS Director of Improvement			
10.30am	QI project spotlight: increasing uptake of annual health checks for adults with learning disabilities – Pene Stevens and Mark Anderson			
10.45am	QI project spotlight: increasing efficiency in care homes for dietetics – Vicki Pout			
11am	Break			
11.20am	Break out one	Patient involvement to improve patient flow – Martyne May, Faversham Room	QI support clinic – QI Team, Whitstable Room	QI sketch note workshop – Sonia Sparkles (presenting virtually), Kent Suite
11.50am	Session break			
12noon	Break out two	Increasing the KCHFT QI profile via Twitter and KCHFT QI website visits – Jane Barlow Increasing downloads of a health check app – Sarah Hutchings, Faversham Room		
12.30pm	Lunch			
1.30pm	Increasing joy in work – 15 seconds 30minutes (presenting virtually), Kent Suite			
1.50pm	Break out three	QI measurement tips workshop – Hilary Ife and Kayleigh Hartshorn, KCHFT QI Team, Faversham Room	Involving patients in QI projects – Patient and Carer Partnership Team, Whitstable Room	QI sketch note workshop – Sonia Sparkles (presenting virtually), Kent Suite
2.20pm	Session break			
2.30pm	Break out four	Community engagement groups – Annmarie Hirst and Sam Leech, Faversham Room	Sharing success – Academy of Fab NHS Stuff (presenting virtually), Whitstable Room	
3pm	Break			
3.15pm	Poster competition awards and close – Dr Sarah Phillips, Kent Suite			
3.45pm	Close			



We have an exciting day of speakers and interactive sessions lined-up, which we hope will inspire and motivate you on your QI journey.

For those joining us in person, there will be breakout rooms throughout the day to choose from. For delegates attending virtually, there will be a continuous live stream.

**We hope you enjoy your day!**

# Virtual programme

Conference themes:

- Model for improvement
- service user involvement
- data and measures

Time	
9.30am	Welcome – KCHFT Chief Executive Paul Bentley and Medical Director Dr Sarah Phillips
9.50am	Keynote speaker – Hugh McCaughey, NHS Director of Improvement
10.30am	QI project spotlight: increasing uptake of annual health checks for adults with learning disabilities – Pene Stevens and Mark Anderson
10.45am	QI project spotlight: increasing efficiency and reducing patient waiting times in dietetics – Vicki Pout
11.00am	Break
11.20am	QI sketch note workshop – Sonia Sparkles
12.30pm	Lunch
1.30pm	Increasing joy in work – 15 seconds 30 minutes (presenting virtually)
1.50pm	Involving patients in QI projects – Patient and Carer Partnership Team
2.20pm	Session break
2.30pm	Sharing success – Academy of Fab NHS Staff
3pm	Break
3.15pm	Poster prizes and close – Dr Sarah Phillips
3.45pm	Close



(Please note, our programme is subject to last minute changes.)

# Our guests

Thank you to our external guests for joining us.

## Hugh McCaughey



Hugh McCaughey is the NHS National Director of Improvement for NHS England and NHS Improvement. Hugh helps make sure NHS providers

and local systems are equipped to deliver world-class universal healthcare on a sustainable basis.

He oversees the delivery of high impact support to the NHS to help reduce unwarranted clinical variation, improve quality and access and to make sure there is an effective and efficient use of resources.

Previously, Hugh was the Chief Executive of South Eastern Health and Social Care Trust in Northern Ireland from 2009, where he made quality improvement a key strategy.

Hugh is a member of the Institute for Healthcare Improvement and is a founding member of the Health Improvement Alliance Europe and the UK Improvement Alliance. He is Chair of the Ulster Rugby Academy and a former coach, player and manager.

## Sonia Sparkles



Sonia's mission is to help spread, enable and create a sense of joy, fun, simplicity and inclusion through universal communication

methods. Sonia aims to help unlock people's creativity, help them break out of the corporate, robotic expectations and have some fun.

The health professional and illustrator, who is passionate about QI, does this through the drawings and more recently, has started to help teach others to use sketch noting to unlock their creative potential.

Sonia has no artistic background and stumbled upon her drawing skills by accident in 2018. She discovered them through positive encouragement, kindness and motivation from other people who viewed her work.

Her day time job is working in healthcare as a senior manager. Sonia has a MSc in Innovation and Improvement Science and a BSc in Healthcare and PG in Leadership. She is an Advanced Improvement Practitioner.



## Our guests

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### Academy of Fab NHS Stuff



The Academy of Fab NHS Stuff website is a place to share ideas and good work and if you have a problem, it's a great place to search for an answer.

The idea is to share the good stuff and pass it on.

The Academy aims to help make NHS services better, more efficient and to help promote joy in work.

If you have a problem you can bet someone else is, or has, faced the same challenge. You can almost guarantee, somewhere in the NHS somebody has an idea or a solution that will help. The Academy is about passing this knowledge on. If an idea has worked for you, it could possibly work for someone else too.

The website has been designed to be easy to add to and easy to access. Please have a look, share and search. The NHS is so much stronger and so much better when it works together, walks in step and shares the best stuff.

### 15 seconds 30 minutes



15 seconds 30 minutes (or 15s30m for short) aims to help anyone identify how they could spend a few extra seconds on a task now which will save someone else 30

minutes or more later on. In doing so you will reduce frustration and increase joy.

Joy in work has been proven to help colleagues to do their best and deliver safe and effective patient care. Improving joy is the key to retaining the workforce and reducing staff sickness.

To get started you don't need a charter, a formal plan or to fill in a project brief: it's just individuals being empowered to do what they know is right for staff and patients.

## Our KCHFT colleagues

Thank you to our QI project leads for presenting and leading breakout sessions.

### Pene Stevens,

Consultant Nurse/Professional Lead,  
Learning Disability Nursing

### Mark Anderson,

Head of Learning Disabilities Service

Pene and Mark will present a project developed by Lisa Harrington, Becky Hankin, Chris Hunter and KCHFT's Learning Disability Team, to increase the uptake of annual health checks for adults with learning disabilities. Their project was recently featured in the Nursing Times. The project team made changes to the way the service was run, tested their changes during a pilot with GP surgeries and measured the impact. They found that support from a learning disability nurse was crucial to success.

### Vicki Pout,

Lead Catering Dietitian and Dietetic  
Professional Lead, Clinical Nutrition and  
Dietetics

Vicki's project aimed to increase efficiency and capacity within the Dietetics Service. This led to a review of a care home nutrition support patient pathway. Pilots were run looking at discharge of stable patients on oral nutritional supplements and a more efficient patient pathway. Both pilots had the aim of the patient pathway being shorter, with no detriment to outcomes.

### Martyne May,

Lead for quality, governance and  
professional standards in the Adult  
Speech and Language Therapy and  
Community Nutrition and Dietetics  
Services

Martyne worked closely with Pip Hardy and other colleagues to reduce waiting times in the service. The aim was to increase the number of patients seen within 18 weeks from 70 per cent to 100 per cent. They also wanted to make sure that those who use the service were fully involved in its redesign, from the outset and ran a series of focus groups, using assisted communication techniques, so that everyone could take part and have a voice.

### Sarah Hutchings,

One You Team Lead

Sarah led a project which aimed to increase downloads of a health check app from 230 per month to 300 per month. This aim was quickly achieved and exceeded. The ideas and tests for change included more and better promotion of the app and training for colleagues so they were more able to explain the benefits.



## Jane Barlow,

Media and Communications Officer

Jane ran two QI projects at the same time, with one focussing on increasing the profile of KCHFT QI via Twitter and the other aiming to increase visits to the KCHFT QI website. With the Twitter project Jane used a driver diagram to help set out a plans and plan, do, study, act (PDSA) to trial posting at different times of day, tagging high profile accounts and the use of media such as GIFs. With the KCHFT QI website, continually adding new and fresh content has been key to its success.

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## Hilary Ife,

QI Information Analyst and

## Kayleigh Hartshorn,

QI Advisor

Kayleigh and Hilary are both part of the KCHFT QI team and will be running a Measures Top Tips workshop, to help you with recording, measuring and analysing data.

## Patient and Carer Partnership Team

It is important we involve those who use our services, their families and their carers, in all we do. Find out how the team can help you do just that, during your QI project.

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## Anmarie Hirst,

Local Clinical Resource Manager and

## Sam Leech,

Strategic Support Officer

The aim of this project was to increase patient engagement across east Kent Adult Clinical Services by implementing and embedding robust patient experience groups, which met virtually during the pandemic. The project was developed with the local community at the heart of all that was done.

