

Strategic Objective 5

Continuous Improvement through quality processes and systems

Our **PRIDE** Improvement Practice is our approach to growing improvement capability and confidence throughout our workforce.

We will create an environment to support and encourage everyone to identify and remove waste in our processes and systems, to make the way we work better all round. In doing so, we will improve patient care by spending more time on those interactions and tasks that add value to our patients and less on those that don't.

WHAT we will do:

- Continue to develop and roll out our **PRIDE** Improvement Practice across the Trust
- Standardised work will be a key element of continuous improvement and best patient outcomes. For example, standardised practices such as structured ward rounds and handovers and checklists for transfers help reduce unnecessary variation, thereby reducing opportunities for error

- We will build on our existing systems and processes for assuring and improving quality by introducing a comprehensive QMS. This will provide us with the ability to demonstrate how we consistently meet our patients' needs and regulatory requirements, underpinned by continuous improvement

HOW we will do this

- The Trust will map staff across the organisation who already possess improvement skills, experience and qualifications in order to create a resource network to support quality improvement projects
- These staff will also be supported to train other interested staff and identify champions. In addition, the Trust will develop plans to introduce Improvement Practice Apprenticeships for members of staff interested in developing improvement capability

- The 'Faculty of Quality Improvement' will be created – a network of staff at all levels in the organisation who will support improvement interventions either on small scale locally or as part of a larger Trust wide project, such as those led by the Patient Safety Team
- Accelerate our learning from best practice, from other organisations and industries
- Standardisation of clinical interventions, based on best practice, to ensure a consistent approach to the provision of care
- Train relevant staff in QMS and embed the approach in our quality and performance processes

