



Quality Improvement Partners Panels – Launch Pad training programme 2018/2019

Introductions to QuIPPs, the health and social care system and quality improvement

Day one: 2 November 2018

8:30-9:00	Arrivals and registration with refreshments
9:00-9:25	Welcome and introductions to faculty <i>Jono Broad, Patient Leader, SW AHSN</i> <i>Bettina Klueggens, Clinical Director, SW AHSN</i> Introduction to the faculty, housekeeping and plan for the day
9:25-9:45	Your training, your rules <i>Jo Redgrave, HR consultant, SW AHSN</i> We will jointly agree the rules for the training programme and how we will work together.
9:45-10:30	Introduction to QuIPPs and the health and social care system – how it all works together <i>Jono Broad, Patient Leader, SW AHSN</i> How will QuIPPs work within this system to help improve patient and staff lives?
10:30-10:50	Sharing one experience of co-production/delivery <i>James Rooney, Deputy Director of Transformation, Devon Partnership NHS Trust</i> <i>Ian Henwood, member of the public</i> A local story to demonstrate the value of having public involvement in quality improvement.
10:50-11:15	Refreshment break
11:15-11:50	Safe, reliable and effective care <i>Bettina Klueggens, Clinical Director, SW AHSN</i> <i>Will Lilley, Partnership Director, SW AHSN</i> An introduction to the Institute for Healthcare Improvement's Framework for Clinical Excellence – part one.



11:50-12:20	Culture and quality improvement <i>Joanna Pendray, Patient Safety Programme Manager, SW AHSN</i> <i>Matt Hill, Consultant Anaesthetist, University Hospitals Plymouth NHS Trust</i> An introduction to the Institute for Healthcare Improvement's Framework for Clinical Excellence – part two.
12:20-12:30	Brief review of the morning <i>Jono Broad, Patient Leader, SW AHSN</i>
12:30-13:20	Lunch
13:20-14:00	Introduction to the Model for Improvement <i>Will Lilley, Partnership Director, SW AHSN</i> <i>Joanne Watson, Deputy Medical Director, Torbay and South Devon NHS Foundation Trust</i> Learning to make small tests of change using the Model for Improvement.
14:00-15:00	An approach to implementing change – PDSA <i>Joanne Watson, Deputy Medical Director, Torbay and South Devon NHS Foundation Trust</i> Using a game to understand the Model for Improvement.
15:00-15:20	Refreshment break
15:20-16:00	Designing and developing your aim <i>Peter Hillman, Patient Representative</i> <i>Joanne Watson, Deputy Medical Director, Torbay and South Devon NHS Foundation Trust</i> Interactive group session to build and develop a quality improvement aims and plans.
16:00-16:30	Closing remarks and summary of the day <i>Jono Broad, Patient Leader, SW AHSN</i> <i>Bettina Kluettgens, Clinical Director, SW AHSN</i>



Faculty information

Below are short biographies of the faculty leading the Quality Improvement Partner Panels project. There are other key influencers who you will meet throughout the training programme.

Bettina Klueggens

Clinical Director at the South West Academic Health Science Network



Bettina trained as a pharmacist in Germany and has worked in different healthcare sectors in England for the last 18 years. Bettina completed a PhD in clinical pharmacy at the University of Bath and then worked for Lloydspharmacy/Celesio in business development and operational management. Bettina then joined the NHS at the Royal Devon and Exeter NHS Foundation Trust where she was Deputy Chief Pharmacist and Medication Safety Officer, working with colleagues inside and outside the hospital to improve medication safety.

Since joining the SW AHSN in 2014, Bettina has led the development and delivery of the Patient Safety Collaborative Programme, Medicines Optimisation Programme and other improvement collaboratives. In her current role as Clinical Director, she represents the AHSN at various regional and national stakeholder group and supports the delivery team in working with our strong regional clinical and improvement faculty.

Helen Smith

National Clinical Director for the Mental Health Safety Improvement Programme and Director for Quality Improvement for Devon Partnership NHS Trust



Dr Helen Smith is the Director of Quality Improvement and Consultant Forensic Psychiatrist at the Devon Partnership NHS Trust. She is the clinical lead for the Quality Improvement Academy in the Trust and in the South of England Improving Safety in Mental Health Collaborative.

Helen's first consultant post was within the Forensic Services in the West Midlands, before moving to Devon in 2004. She has a Master's degree in Criminology from the University of Cambridge. Helen completed the Patient Safety Officer training at the Institute for Health Improvement in Boston USA and has a Post Graduate Certificate in Patient Safety and Clinical Risk Management for the University of Leeds.

James Rooney

Managing Partner for Quality Improvement and Patient Safety at Devon Partnership NHS Trust.

James is an RMN/RGN and he has more than 30 years' experience in a variety of clinical, programme management and Deputy/Director roles in acute, primary care and mental health/learning disability organisations, in both the NHS and the private sector.

James has a degree in management studies and a master's in Public Sector Management/Policy. He has completed The King's Fund's Senior Manager Programme and the Patient Safety Executive Training Programme at the Institute for Healthcare Improvement in Boston. James is a Gen Q fellow and a member of the College of Assessors for the Health Foundation.



Jo Pendray

Patient Safety Programme Manager at the South West Academic Health Science Network



Jo joined the South West Academic Health Science Network in February 2016 and manages the South West Patient Safety Collaborative (PSC). Jo specialises in safety culture work and has presented nationally on the safety culture work in the South West. Jo has a BA (Hons) in Social Psychology and spent her early career working as an HR specialist in the public sector; since then she has had a diverse career, including roles in quality management in the education sector and facilities and admin management in the charity sector.

Jo Redgrave

HR Consultant at the South West Academic Health Science Network



Jo is a highly experienced HR Consultant and a Fellow of the Chartered Institute of Personnel and Development (FCIPD) as well as a qualified Executive Coach (ILM level 7), together with over 20 years of experience working with senior managers and leaders across the commercial, charity and public sectors. Her main area of expertise is working with leaders on managing and implementing improvement and change.

Jo is highly skilled at using a range of coaching methods and techniques and incorporates a coaching approach into all aspects of her HR consultancy work. Jo has worked with leaders across a number of organisations to design and deliver a range of Organisational Design-based projects.

Joanne Watson

Deputy Medical Director at Torbay and South Devon NHS Foundation Trust



Joanne has opportunities/responsibilities to deliver care fit for the 21st Century across health and social care with the vision to create systems which support people to live healthy, productive lives with services centred around 'what matters to you'.

Her clinical expertise is in diabetes and long-term conditions management alongside expertise in quality improvement methodology. Joanne was a Consultant Endocrinologist at Musgrove Park Hospital, Taunton from 2001-2016, moving to Torbay in September 2016. Her quality improvement skills were built from her Health Foundation/Institute for Healthcare Improvement Quality Improvement Fellowship.

Dr Jonathon Gray

CEO at the South West Academic Health Science Network



Jonathon is a passionate leader and brings significant experience as a clinician and an academic, an executive team member, and a director of local, national and international improvement and innovation.

Most recently, Jonathon established and led Ko Awatea (Maori for 'First Light'), an institute for health system innovation and improvement in South Auckland, New Zealand. Jonathon trained as a clinical geneticist, as a public health practitioner with a Masters in Public Health from Harvard, and as an improvement leader, through a Health Foundation Quality Improvement fellowship based at Boston with the Institute for Healthcare Improvement.



Jono Broad

Patient Leader at the South West Academic Health Science Network



Jonathan is the Patient Lead and a quality improvement faculty member at the SW AHSN, and CEO of QIπ – Quality Improvement, Patient Involvement. Jono is a long term conditions patient and has many years of experience. From primary and secondary care to specialist centres and home care, and medical and surgical, Jono has seen everything in the NHS from the bed to the board. Jono is currently a member of NHS Improvement National Quality Committee and has previously served as an Associate Non-Executive Director, a leader of patient groups and worked in third sector support organisations. Jono uses his personal experiences and knowledge of the health and care system to promote patient-centred care and the use of patient involvement in the Trinity of Quality Improvement and Patient Safety and Organisational Cultural Change. Jono's other roles include being a lay advisor for NHS England on Regional Medicines Optimisation committee and NHS Improvement on the National Patient Safety Alerts Response Panel. Jono is a member of the Q community and part of the Commons Stewardship Group that helps lead the community in the South West.

Laura Hitt

Communications Officer at the South West Academic Health Science Network



Laura supports the SW AHSN and South West Patient Safety Collaborative with regional and national communications. She runs a range of regional events for the network and its members, often in partnership with acute trusts and other health and care organisations. Laura supports projects transforming emotional health and wellbeing in children; upskilling analysts to better improve the health and care system; improving public involvement and engagement; and growing a national community of skilled and committed professionals to enhance the health and social care system. Previous experience includes teaching and coaching swimming to children and adults and working in a GP practice.

Matt Hill

Consultant Anaesthetist at University Hospitals Plymouth NHS Trust



Matt has been a Consultant at Derriford since 2008. He is lead for the safety culture work at University Hospitals Plymouth NHS Trust and the South West Patient Safety Culture. He is a Clinical Lead for the NHS Improvement National Safety Culture Group and a member of the NHS Improvement Leadership Culture Community. He is a member of the founding cohort of the Health Foundation Q Initiative. Matt is an Honorary Fellow at Plymouth University Peninsula Schools of Medicine and Dentistry where he is the lead for the Patient Safety and Quality Improvement module of the MSc in Simulation and Patient Safety, and also teaches on the MSc Healthcare Management, Leadership and Innovation. He is also faculty for the MSc Applied Health Services Research at Exeter University.



Peter Hillman
Patient Representative



Following a number of years in senior management Peter has consulted with a wide range of organisations in both the Public and Private sectors in the UK and internationally with a particular focus on performance improvement.

He has significant experience working in the health sector and is currently a member of the South West Quality Improvement Framework, a member of the Somerset Academy, patient representative on the Long Term Conditions Group for Somerset and Chairs his local Patient Participant Group

Will Lilley
Partnership Director at the South West Academic Health Science Network



William is a Partnership Director and currently leads the South West Patient Safety Collaborative programme. Passionate about improving quality in healthcare, William brings a wealth of implementation experience and expertise across the population health and prevention agendas. In 2013 William completed the Clore Social Fellowship, a prestigious programme that aims to support aspiring leaders in the social sector.

Previous experience includes working at Bromford, a social enterprise which provides housing and support to over 60,000 residents across Central England. He is a co-founder of a Birmingham-based wellbeing and mental health consortium of 30 voluntary sector organisations that aim to deliver psychological therapies to hard-to-reach communities.