

13:02:29 From Jacqueline Morton To Everyone:

Hi Jacqueline Morton from Southern HSCT in NI

13:02:32 From Haider Al-Delfi To Everyone:

Hi Everyone, Haider Al-Delfi (Reach Out – West Midlands Adult Secure MI & LDA Provider Collaborative Quality and Governance Lead)

13:02:33 From Martin Olivo To Everyone:

Hi Everyone, I am a quality improvement practitioner from UHNM NHS Trust

13:02:44 From Laura Lewis To Everyone:

Hi everyone, my name is Laura Lewis and I am the QI Manager at Devon Partnership Trust

13:02:46 From Tabassum Mirza To Everyone:

Hi I am Tabassum, Quality Improvement Lead from Birmingham Solihull Mental Health Foundation Trust. Here with my QI Team!

13:02:46 From Matthew Mezey (Q team) To Everyone:

I'm Matthew Mezey, part of the Q team, based in Ealing. London. Always keen to understand effective QMS in the NHS more than I currently do....

13:02:49 From Chris Jackson To Everyone:

Afternoon all, I'm Chris Jackson, senior improvement advisor at Liverpool Hospitals Trust. Looking forward to today's session

13:03:00 From Yvonne Morgan To Everyone:

Hello everyone. I am an Improvement Coach from UHBW (Bristol and Weston)

13:03:13 From Kuldeep Singh To Everyone:

Hello, Kuldeep Singh – QI lead – Birmingham Solihull Mental Health NHS Trust, good to see several familiar faces :-)

13:03:17 From Simon Dallas To Everyone:

Simon Dallas Quality Improvement Lead DPT

13:03:20 From Beccy Vallance To Everyone:

Hi Everyone, I am Beccy, Head of Qi at The Rotherham ft

13:03:40 From Nick Holding To Everyone:

Hi, Nick Holding. Head of Improvement at Emergency Care Improvement Support Team – NHS England

13:03:44 From Haider Al-Delfi To Everyone:

Reacted to "Hello, Kuldeep Singh..." with ❤️

13:03:47 From colin moorhouse To Everyone:

Hello All, I'm Colin from Nottingham, my interest is that I have followed the development of this model for some years now

having attend a Q event in Edinburgh a few years ago to share this work.

13:03:47 From Simon Dallas To Everyone:

Reacted to "Hi everyone, my name..." with 👍

13:03:49 From Jonathan Yazbek To Everyone:

Hi Everyone. I'm Jonty, Head of QI at the James Paget Hospital (Norfolk)

13:03:53 From Anthony FULFORD To Everyone:

Hello – I am Tony Fulford, Transformation manager at Royal Berkshire NHS FT

13:03:54 From Amanda To Everyone:

Hi Amanda here, Improvement Advisor at Scottish Government Leading Improvement team. :)

13:04:03 From Julie Romano To Everyone:

hi all, Julie, Head of QI, from BSMHFT in the midlands.

13:04:07 From Tim Windsor-Shaw To Everyone:

I lead capability development with the London Regional Team for NHS England.

13:04:11 From Sarah Williamson To Everyone:

Hi there Sarah AD for performance reform and QI in Northern Trust N Ireland

13:04:18 From Rasheed Kaja To Everyone:

Hi all – I am an emergency medicine clinician interested in combining simulation research using QI methodology for non educational use i.e. healthcare systems. I am from Great Yarmouth James paget Hospital.

13:04:20 From Clare Lait To Everyone:

Hi I am Clare Lait Head of Improvement for Gloucestershire Health and Care NHS Foundation Trust

13:04:20 From Gillian Janes To Everyone:

Hello from anglia ruskin university – calling today from Yorkshire – always looking for how to improve improvement as a clinician and professor in nursing and QI

13:04:20 From Levette Lamb To Everyone:

Hi Everyone Levette Lamb from HSCQI in Northern Ireland

13:04:20 From Nigel Coles To Everyone:

Quality Manager, Central & South Genetics Laboratory Hub

13:04:22 From Rachel Beddows To Everyone:

Hi, Rachel Beddows, Senior Improvement Advisor at Aqua.

13:04:26 From Gill Davidson To Everyone:

HI Gill Davidson Clinical Lead for Audit and QI at North Tees and Hartlepool NHSFT in North East England. Sorry no videobecause of where I am

13:04:54 From Lindsey Mclean To Everyone:

Hi all I'm Lindsey from the Transformation Team at Wye Valley NHS Trust in a very cold Herefordshire

13:04:55 From Sara Marsden To Everyone:

Hi I'm a health services researcher supporting QI teams at Healthcare Improvement Scotland

13:04:56 From Feargus Mack To Everyone:

Hi Feargus Mack, Associate Director – Planning & Transformation, NHS Lincolnshire ICB

13:04:58 From sarah fiori To Everyone:

Hi Everyone, I am Sarah Fiori, Principal nurse NYCouncil / Head of QI at HNY ICB, York Place Health & Care partnership :-)

13:05:37 From Jayne Beasley To Everyone:

Good afternoon Everyone I am the QI Lead at North Staffs Combined 😊

13:05:50 From Breid O'Brien To Everyone:

Hi everyone, I'm Breid, transformation consultant. Looking forward to lots of learning today!

13:05:58 From Lawrence Brad To Everyone:

Hi , I am Lawrence Brad a GP in Dorset

13:06:05 From Sarah Davies To Everyone:

Hello everyone, I am Sarah Quality Delivery Manager from the Welsh Ambulance Service.

13:06:46 From Joanne Buchanan To Everyone:

Hi, I'm Jo Buchanan, I work in the Mathematical Modelling Team at Aneurin Bevan Continuous Improvement Unit.

13:07:28 From Maria Dorthea Skov, Q Community Convener To Everyone:

Welcome all, if you have any questions during Tom's presentation please put them in the chat and we'll get back to them during Q&A

13:09:48 From Maria Dorthea Skov, Q Community Convener To Everyone:

We'll share this post event also put here is the webpage Tom is presenting from: <https://catmalvern.co.uk/Lectures/Lecture07/>

13:10:10 From Jonathan Yazbek To Everyone:

Reacted to "We'll share this ..." with 👍

13:10:28 From Amanda To Everyone:

Reacted to "We'll share this ..." with 👍

13:12:13 From Maria Dorteia Skov, Q Community Convener To Everyone:
Welcome to any newcomers, we'll have a Q&A later so if you think of any questions during Tom's presentation please put them in the chat and I'll pick them up for later

13:14:11 From Gaynor Matthews To Everyone:
Hi all, I'm a Quality Improvement Lead from Birmingham Solihull Mental Health Foundation Trust.

13:14:24 From Maria Dorteia Skov, Q Community Convener To Everyone:
Reacted to "Hi all, I'm a Qualit..." with 🙌

13:23:34 From Rasheed Kaja To Everyone:
Is this process map/ change in culture – evidence based i.e. If I adopt it for a prospective study – is it validated elsewhere prospectively in health care settings i.e. A good example? – I am trying to understand Why should I use this framework instead of what is already happening (albeit a failure)

13:23:49 From Debbie Brazil To Everyone:
Can you illustrate the difference between a focus on process and outcome using an example?

13:24:07 From Lindsey Mclean To Everyone:
Are there any ways to measure the success of CI processes

13:28:14 From Yvonne Morgan To Everyone:
Would the Document Management System sit within Process Management System in the culture change or would it sit in QMS?

13:28:35 From Lawrence Brad To Everyone:
can you map this to learning organisations or now learning health systems ? these are terms we see and can you

13:29:38 From Lawrence Brad To Everyone:
sorry , comment on how important for us in NHS to focus on?

13:32:01 From Clare Lait To Everyone:
Totally agree

13:32:07 From Clare Lait To Everyone:
We see that a lot

13:32:15 From Laura Lewis To Everyone:
Reacted to "We see that a lot" with 👍

13:33:29 From Yvonne Morgan To Everyone:
Just Do it improvements. Small incremental improvements.

13:33:54 From Clare Lait To Everyone:
We are focusing on embedding the day to day CI aspects by testing standard work and standard leaders work for that reason – trying to help people to see improvement as part of their job and

setting the standard first. People often struggle to see how their job relates to strategic aims and value for patients and can't describe their processes

13:34:25 From Jayne Beasley To Everyone:

Very often there is no agreed process as a baseline

13:34:32 From Clare Lait To Everyone:

Reacted to "Very often there is ..." with 👍

13:34:35 From Laura Lewis To Everyone:

Reacted to "Very often there is ..." with 👍

13:34:39 From Simon Dallas To Everyone:

Reacted to "Very often there is ..." with 👍

13:34:49 From Rasheed Kaja To Everyone:

Reacted to "can you map this to ..." with 👍

13:34:58 From Gill Davidson To Everyone:

Reacted to "Very often there is ..." with 👍

13:35:21 From Gill Davidson To Everyone:

Reacted to "We are focusing on e..." with 👍

13:36:40 From Clare Lait To Everyone:

seeing standard defined by the Japanese as opposed the UK and America definition – agreeing the standard as a team, teach the standard, monitor/review and adapt – this lecture is music to my ears and everything we are striving towards

13:37:57 From Maria Dorthea Skov, Q Community Convener To Everyone:

Tom will answer questions in the chat through writing post event in the Quality Management SIG <https://q.health.org.uk/community/groups/quality-management-in-healthcare/>

13:38:24 From Amanda To Everyone:

@Lindsey Mclean we have been doing a lot of work on person centred measures. Is that what you were talking about or the value that QI adds to the system?

13:38:24 From Amanda To Everyone:

[This is an encrypted message]

13:40:25 From Lindsey Mclean To Everyone:

Replying to "@Lindsey Mclean we h..."

I'd not thought about them separately – so I'd welcome a conversation about person centred measures. Can you drop me an email please lindsey.mclean@wvt.nhs.uk

13:40:44 From Matthew Mezey (Q team) To Everyone:

All are welcome to join Q's QMS special interest group above: <https://q.health.org.uk/community/groups/quality-management-in-healthcare/> – no need to be Q member.

As Maria says, Tom will answer any unanswered questions in that group space. And possibly some previously answered ones too ;-)

13:41:43 From Tim Windsor-Shaw To Everyone:

Process mapping can document current work done as a baseline and help reduce avoidable variation in work. A process can usefully be granular to what is happening at one time, one place, one work team. Any higher than this granularity and you may miss opportunities to improve efficiencies and reduce waste.

13:41:46 From Amanda To Everyone:

I would say that would be described as complicated in a systems definition not complex.

13:41:56 From Nick Holding To Everyone:

there are plenty of opportunity for standard work in healthcare. There is more consistency than we assume, when we start to look

13:42:06 From Clare Lait To Everyone:

Reacted to "there are plenty of ..." with 👍

13:42:13 From Ann Fewtrell To Everyone:

Reacted to "I would say that wou..." with 👍

13:42:29 From Laura Lewis To Everyone:

Reacted to "there are plenty of ..." with 👍

13:42:29 From Clare Lait To Everyone:

Reacted to "I would say that wou..." with 👍

13:42:59 From Laura Lewis To Everyone:

Reacted to "Process mapping can ..." with 👍

13:44:08 From Yvonne Morgan To Everyone:

Reacted to "We are focusing on e..." with 👍

13:45:13 From Yvonne Morgan To Everyone:

We have started to shape a management system incorporating lean methodology and started developing standard work documents.

13:45:53 From Clare Lait To Everyone:

Reacted to "We have started to s..." with 👍

13:47:40 From Matthew Mezey (Q team) To Everyone:

We'll send a follow-up e-mail to everyone on this Zoom, hopefully with details of that early 2024 Zoom on 'Standard Work' that Tom just mentioned.

13:48:05 From Feargus Mack To Everyone:

Reacted to "We'll send a follow-..." with 👍

13:49:14 From Helen Turner To Everyone:
Where could Clinical Audit sit in this process/system?

13:49:23 From Gill Davidson To Everyone:
Reacted to "Where could Clinical..." with 👍

13:49:25 From Yvonne Morgan To Everyone:
Reacted to "Where could Clinical..." with 👍

13:49:36 From Maria Dorteia Skov, Q Community Convener To Everyone:
Reacted to "We'll send a follow-..." with 👍

13:49:48 From Adele Coulthard To Everyone:
Reacted to "there are plenty of ..." with 👍

13:50:04 From Chris Jackson To Everyone:
would you include OD In that framework?

13:50:29 From Clare Lait To Everyone:
Reacted to "would you include OD..." with 👍

13:55:24 From Helen Turner To Everyone:
Where is that example of the 2 box tea making process map?

13:56:11 From Clare Lait To Everyone:
I find using the SIPOC really helpful for identifying the processes we use in each area

13:56:26 From Tegid Rhys Williams To Everyone:
Reacted to "I find using the SIP..." with 👍

13:56:30 From Ann Fewtrell To Everyone:
That ward rounds map is work as imagined not work as done

13:56:37 From Lindsey Mclean To Everyone:
Replying to "I find using the SIP..."

What is SIPOC please?

13:57:28 From Matthew Mezey (Q team) To Everyone:
Reacted to "Where is that exampl..." with 🤔

13:58:10 From Clare Lait To Everyone:
Replying to "I find using the SIP..."

Supplier, inputs, processes, outputs and customers. It is a model that I find really helpful for clarifying what the processes are and being able to identify the measures but also what and who is required to make them happen and be effective. It also helps

identify who the customer is at the end of the process and therefore who should be a stakeholder. You can google templates. They are fab

13:58:26 From Matthew Mezey (Q team) To Everyone:

Reacted to "Supplier, inputs, pr..." with 👍

13:59:18 From Sarah Davies To Everyone:

Reacted to "We'll send a follo..." with 👍

13:59:43 From Amanda To Everyone:

thanks for this need to go to my next meeting

13:59:52 From Tabassum Mirza To Everyone:

Apologies I need to leave to attend another meeting, thank you Dr Tom Rose.

14:01:36 From Maria Dortehea Skov, Q Community Convener To Everyone:

We're just about to wrap up! Join the SIG to stay updated on the conversation and future events: <https://q.health.org.uk/community/groups/quality-management-in-healthcare/>

14:01:57 From Clare Lait To Everyone:

Beyond Heroes by Kim Barnas is a great book for supporting this work and helping apply it simply in practice

14:02:40 From Matthew Mezey (Q team) To Everyone:

Reacted to "Beyond Heroes by Kim..." with 👍

14:02:41 From Sarah Davies To Everyone:

Sorry have to leave for another meeting. Thank you

14:02:49 From Maria Dortehea Skov, Q Community Convener To Everyone:

Reacted to "Sorry have to leave ..." with 🙌

14:03:38 From Martin Olivo To Everyone:

Reacted to "Beyond Heroes by K..." with 👍

14:03:46 From Clare Lait To Everyone:

This has been amazing thank you. Completely where my head and drive is in my organisation so thank you

14:03:48 From Rasheed Kaja To Everyone:

Thanks @Thomas Rose

14:04:03 From Matthew Mezey (Q team) To Everyone:

Reacted to "This has been amazin..." with 👍

14:04:13 From Gillian Janes To Everyone:

Reacted to "Thanks @Thomas Rose" with 👍

14:04:19 From Maria Dortehea Skov, Q Community Convener To Everyone:

<https://catmalvern.co.uk/Lectures/Lecture07/>

14:04:27 From Kuldeep Singh To Everyone:

Thank you @Thomas Rose lot of food for thought :-)

14:04:31 From Sarwar Khan To Everyone:

I would like to be invited to the next session please

14:04:31 From Chris Jackson To Everyone:

Thank you @Thomas Rose, great session and definitely some food for thought and a (welcomed) challenge to our traditional approach

14:04:32 From Hawys Tomos To Everyone:

Thanks Tom

14:04:33 From Gill Davidson To Everyone:

Thank you

14:04:34 From Joanne Buchanan To Everyone:

Thank you

14:04:34 From Yvonne Morgan To Everyone:

Thank you Tom. Great session

14:04:39 From Gaynor Matthews To Everyone:

Thank you

14:04:50 From Lawrence Brad To Everyone:

thank you very helpful

14:04:54 From colin moorhouse To Everyone:

Thanks Tom very clear stuff

14:04:54 From Nigel Coles To Everyone:

Thanks Tom, excellent