

# Introduction to Improvement Training

## Do you want to improve your service?

The Service Improvement (SI) Team is running Quality Improvement training utilising the Model for Improvement. Training is available to all staff at all levels. We encourage everyone to attend!

The Training is 3.5 days held at the following times:

11 <sup>th</sup> September 2019	9:00-12:30 Sycamore House
26 <sup>th</sup> September 2019	9:00-4:00 Sycamore House
9 <sup>th</sup> October 2019	9:00-4:00 Sycamore House
6 <sup>th</sup> November 2019	9:00-4:00 Sycamore House

For more information and to book your place please email:

[CWP.Service.Improvement@nhs.net](mailto:CWP.Service.Improvement@nhs.net)

### You will learn how to:

- **Diagnose** issues effectively
- Apply the **Model for Improvement** to design and plan your project
- **Engage** your stakeholders, including service users
- **Measure** your improvement
- **Spread and sustain** your project

### It's practical!

You will come to the training with an idea, issue or project to develop over the course of the programme, through the use of improvement tools, such as Fishbone, Lift Speeches, Driver Diagrams, Run Charts and many more tools and techniques that we introduce.

### CWP Q Members

At the end of the training you will become a member of CWPs Quality Improvement network. As a Q member, you will be a point of contact for improvement in your service area, with support and improvement coaching from the SI Team.

Helping people to be **the best they can be**