

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:

16 th January 2020	9:00-12:30 Sycamore House
5 th February 2020	9:00-4:00 Sycamore House
27 th February 2020	9:00-4:00 Sycamore House
26 th March 2020	9:00-4:00 Sycamore House

For more information and to book your place please email:

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**