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**NCAP Quality Improvement Plan**

**2022 - 2025**

**Who will provide the QI support?**

* NCAP QI coach (0.5 FTE) Sadhbh Fitzgerald -Programme manager for NCAP QI & IRS.
* Programme manager for IRS (maternity cover, August 2024-August 2025), Ruth Essel.
* NCAP QI consultant, Maureen McGeorge –QI lead for the Yorkshire and Humber Improvement Academy; maternity cover QI lead (August 2024-August 2025).
* Wider NCAP team to provide support as and when required facilitating events, providing project specific knowledge and support with technical queries.

**Aim of the QI collaboratives**

* The QI programme will support participating NCAP EIP teams to use the Model for Improvement to continuously improve the quality of care and outcomes for their service users, carers, and families.
* Support local project leads to set up improvement teams, focusing on change ideas that align with the NCAP Audit standards.
* Providing all NCAP participating teams with QI learning resources regardless of whether they are participating in the collaboratives via virtual shared learning events held throughout the two collaboratives.

**Timelines for both QI collaboratives**

Each collaborative is 15 months from start to finish, two collaboratives to be run throughout the audit programme:

Collaborative 1: February 2023 – April 2024

Collaborative 2: May 2024 – July 2025

**NCAP QI Collaborative – Cohort 1**

**Phase 1: Launch and testing.**

Duration: 2 months

Dates: February – March 2023

* 14th of February is the registration deadline.
* 19 teams across a regional spread are selected to participate in cohort one of the collaboratives.
* Selected teams attend an in-person QI training day on the 23rd of March in RCPsych, London.

**Phase 2: testing improvement ideas in practice**

Duration: 7 months

Dates: April – October 2023

* Each team is allocated a QI coach.
* NCAP project team to be available to provide support regarding audit content.
* One to one QI coaching calls-to follow up on the 23rd of March training guiding teams to establish their QI team, draft aim statements, solid measures, and robust change ideas.
* Ongoing support – more support will be needed in the first few months of the programme. QI coaches are available for regular video calls for updates and to trouble shoot.
* QI Coaches will be keeping logs and progress notes for each team.
* First and second share virtual shared learning events (5th of July and 4th October) –QI leads and teams show-case their progress so far. All NCAP teams can attend.

**Phase 3: Demonstrating sustained improvement.**

Duration: 3 months

Dates: November – January 2024

Comments:

* Ongoing support from QI coaches -regular virtual meetings with project leads and teams to monitor progress and provide guidance on implementing changes that have resulted in an improvement.
* QI Coaches maintaining logs and progress notes for each team.
* 18th of January 2024, final virtual shared learning event with teams presenting the results throughout the 10-month improvement period.

**Phase 4: Collaborative close**

Dates: February 2024

**Phase 5: Evaluating and reporting.**

Duration: 2 months

Dates: February– April 2024

* Review teams case studies.
* Regular progress meetings.
* Review progress and share learning on an ongoing basis.
* QI coaches to review how the collaborative worked and if anything needs to be changed ahead of cohort 2 commencing.

**NCAP QI collaborative – Cohort 2**

**Phase 1: Preparative work**

Dates: January 2024 – March 2024

* Set up applications, website, materials, resources
* Host an online pre-sign-up information session where prospective teams can meet the coaches and ask questions about the QI collaborative.
* Hold first introductory calls with selected teams. Coaches meet with the project leads and senior sponsors to introduce themselves, agree roles and what diagnostic and baseline data they need to bring to the first learning event.
* Teams collect their diagnostic and baseline data.

**Phase 2: Establishing teams and training.**

Dates: April 2024 and May 2024

* Support local leads to set up improvement teams, including their lived exp representatives.
* Training day- held in person at the College- Thursday 23rd May. Focus of training will be:
* Introducing the model of improvement.
* Discussing the diagnostic and baseline data that the teams brought with them.
* Discussing ways of gathering ongoing measures.
* Reviewing their team membership- including lived exp rep engagement.
* Exploring initial change ideas.

**Phase 3: Testing change ideas**

*Dates: June 2024 –January 2025*

* QI monthly support sessions start June 2024.
* Shared learning events in July, November, and February.

**Phase 4: Demonstrating sustained improvement**

*Dates: February– April 2025*

* Final shared learning event in April.
* Service User Carer Reference Group

**Phase 5: Collaborative close**

*Dates: May 2025*

**Phase 6: Evaluating and reporting**

*Dates: May– July 2025*