

## Information Sheet – Demand Capacity & Flow Collaborative

### What is this programme about?

Following a successful first cohort of the DCF Collaborative, the NCCMH are pleased to be recruiting to a second wave, launching in April 2025. The design of the collaborative and support offered is based on our learning from the first wave, which finished in July 2024.

NCCMH QI Coaches supported community and inpatient teams to understand the demand for their services, develop and test their change ideas to improve flow, reduce waiting lists and manage demand in creative ways.

Teams in cohort one saw improvements in the form of a reduced wait time for those waiting for assessments, first appointments and specialist support. Teams were also able to reduce the number of missed appointments, offer support to people on long wait lists and make services feel more accessible. Teams were supported to co-produce their work, which provided insights and change ideas to improve patient and family/carers experience throughout their contact with services.

The collaborative also provided participating teams the opportunity for peer-to-peer sharing and learning through regular in-person events, and a similar approach will be used for teams in wave 2.

Based on our learning from delivering wave 1 and teams/services that particularly benefited from the work, as well as maximising the opportunity for similar teams to learn from each other, we would like to focus on specific specialities and invite the following service types to apply for wave 2:

- CAMHS
- Talking therapies
- Psychological therapies in SMI
- Autism services

The programme will support teams to measure and make changes using the same methodology as the national QI collaboratives run by the NCCMH on [reducing restrictive practice](#) and [sexual safety](#).

The collaborative will be overseen by our national improvement lead, Dr Amar Shah, our director of the NCCMH Tom Ayers, and our skilled QI team who, as well as wave 1 of DCF, have worked on a number of national quality improvement collaboratives and are currently delivering the national Culture of Care programme.

The work is delivered at team level, and you can put forward as many teams as you would like.

### What will it involve?

The Collaborative will run for 2 years, beginning April 2025. The initial 6 months will involve teams understanding their system and change theory through process mapping and creating a driver diagram. We will also support the team to co-produce their work and bring an equity lens to it. The following 18 months will be spent testing ideas and embedding changes.

All the teams on the collaborative will come together eight times over the course of the collaborative for in-person learning sessions designed to share ideas and take inspiration from each other.

### What are the commitments you will need to make in participating in this programme?

It is important for the success of the work that the team(s) that are put forward have had a conversation and agreed to take part in the collaborative. When taking part in the DC&F QI Collaborative, each participating organisation will need to know a be required to identify the service(s) or team they wish to take part in the project work. We advise discussing this with the identified service before putting them forward for the programme as well as, your internal QI team.

Teams will need the ability to meet regularly, attend the learning set meetings and implement the change ideas they have in their team.

The exact time and resource required varies from team to team, but an estimation of the time commitment has been included below:

- *Project lead* – each team should have an identified project lead to lead the work in the team and be the key point of liaison with the QI coach
- *Senior sponsor* – a senior sponsor will be someone at executive or director level who has operational responsibility for the service and sufficient influence over the system to be able to unblock any barriers faced by the team. This type of work will require active leadership attention and curiosity
- *Project team* – a small project team should be established including staff of all grades and service users for clinical teams. The project team should meet regularly throughout the project, ideally weekly or fortnightly – the QI coach will also attend these meetings
- *Learning sets* – there will be learning sets every three months where we will bring together all teams on the collaborative to share their work and learn together
- *Data collection* – teams will be required to collect data according to their agreed measurement plan to understand the impact of the work.

The collaborative is solely funded by subscriptions and the fee for membership will be £10,000+ V.A.T for the entire 2-year collaborative, with a 10% discount if signing up more than one team in an organisation.

### What support is on offer?

Each team that joins the collaborative will be allocated a skilled and experienced QI coach who will work with the team to test ideas to improve flow and reduce waiting lists and manage demand, collect, interpret and display data to understand the impact of changes and help them to overcome barriers in their work. The QI coach will maintain contact throughout in a way that is agreed with the project lead in each participating team.

As part of a collaborative, each team will also be supported to learn from other teams doing similar work across the country.

### How to register

If you would like to apply for your team to take part in the collaborative, please complete the following registration form and return this to [DCFQI@rcpsych.ac.uk](mailto:DCFQI@rcpsych.ac.uk).

Please ensure you complete all sections of the registration form including the signed confirmation. Please note that payment is not required at this stage but will be requested at a later date.

## Key dates

### Learning Set meeting dates in London:

- Launch event: Monday 7<sup>th</sup> April 2025
- Wednesday 16<sup>th</sup> July 2025
- Monday 20<sup>th</sup> October 2025
- Thursday 22<sup>nd</sup> January 2026
- Thursday 16<sup>th</sup> April 2026
- Thursday 16<sup>th</sup> July 2026
- Thursday 8<sup>th</sup> October 2026
- Thursday 14<sup>th</sup> January 2027
- Thursday 8<sup>th</sup> April 2027