



Demand, Capacity and Flow Quality Improvement Collaborative

Launch event agenda

Date: Monday 7 April 2025, 10:30 – 15:00

Venue: [Royal College of Psychiatrists, 21 Prescot Street, E1 8BB, London](#)

Time	Item
10:00-10:30	Registration and refreshments
10:30-10:45	A warm welcome and programme overview
10:45-10:55	Connecting to one another
10:55 – 11:45	Understanding demand and capacity, and why it is important to optimise patient flow Tom Ayers, Director, NCCMH
11:45 – 12:30	Demand, capacity and flow through a patient, family, and equality lens Sal Smith, Head of Lived Experience and Co-production, NCCMH
12:30 – 13:15	Lunch
13:15 – 13:35	Networking and team sharing This is an opportunity for teams to begin getting to know each other, share insights about their services, and discuss their hopes for the programme.
13:35 – 14:10	Learning from wave 1 A Q&A session with the QI coaches who supported teams during the first wave of the programme (Jan 2023 – Jul 2024). We will explore how teams designed their QI projects, look at examples of their projects' aims, measures, and changes tested, discuss how they incorporated lived experience into their work, and hear about some of their challenges and successes.
14:10 – 14.45	Visualising your system Teams will begin to develop a high-level block diagram to create a visual picture of their current system or pathway. This will be the first step in helping us gain a deeper understanding of your system and identify potential areas of focus for your projects.
14.45 – 15:00	Next steps, feedback and close

