



Demand, Capacity & Flow QI Collaborative

Learning Set 1

16 July 2025

Housekeeping

- No fire alarm tests are planned for today.
- Toilets are located to the right of the lifts on level 1 and the ground floor.
- Lunch will be from **12:35 - 13:20** and will be served in **Room 1.6** (just outside the main auditorium).
- **Room 1.2** is available if anyone needs to take a break at any point or needs some space on their own.
- If you need to take a phone call or attend to an email during a presentation, please kindly leave the room.



Collaborative learning – *Make the most out of the session, whatever that looks like for you.*



Respect privacy – *Protect carefully the privacy of the storyteller. Ask what parts, if any, you can share with others.*



Approach with kindness and curiosity – *We've all been through stuff so let's look after each other in this space.*



Diversity of views – *respecting different viewpoints and experiences and being okay with sometimes disagreeing.*



Language is important – *If you want to improve culture, the way you speak to and about the people around you needs to support the building of trusting relationships.*



Be kind to yourself – *take breaks if needed, use our quiet space*



Demand, Capacity & Flow
Quality Improvement Collaborative



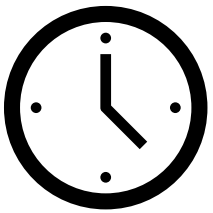
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MENTAL HEALTH

Agenda

Time	Item
10:30 – 10:35	Welcome and housekeeping
10:35 – 10:45	Warm up activity
10:45 – 10:55	Re-cap
10:55 – 11:45	Involving people with lived experience in your QI project
11:45 – 12:35	Reviewing your flow chart and learning from each other
12:35 – 13:20	LUNCH
13:20 – 13:30	Energiser
13:30 – 14:15	Model for improvement and driver diagram
14:15 – 14:45	Helping your QI project take shape
14:45 – 14:55	Next steps for your QI project
14:55 – 15:00	Close

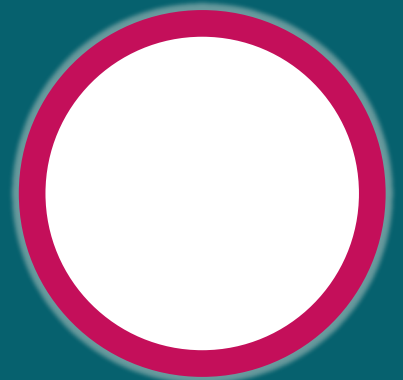


Warm up activity



10 minutes

- Get into groups of 2-3 people on your table (find people you know least well)
- Share your thoughts with each other
 - What are you looking forward to over the summer weeks?
 - What have you found most helpful with the Demand, Capacity and Flow work so far?





Recap

Renata Souza

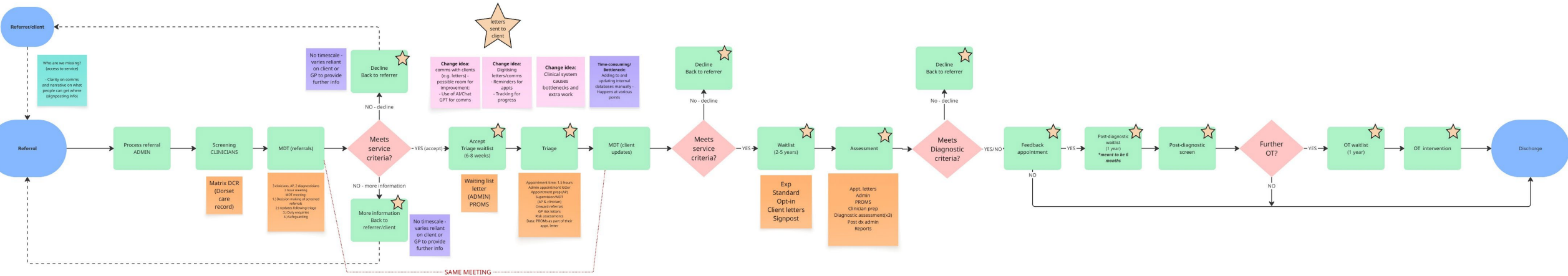
Senior Quality Improvement Advisor, NCCMH

We had our launch event on 7 April



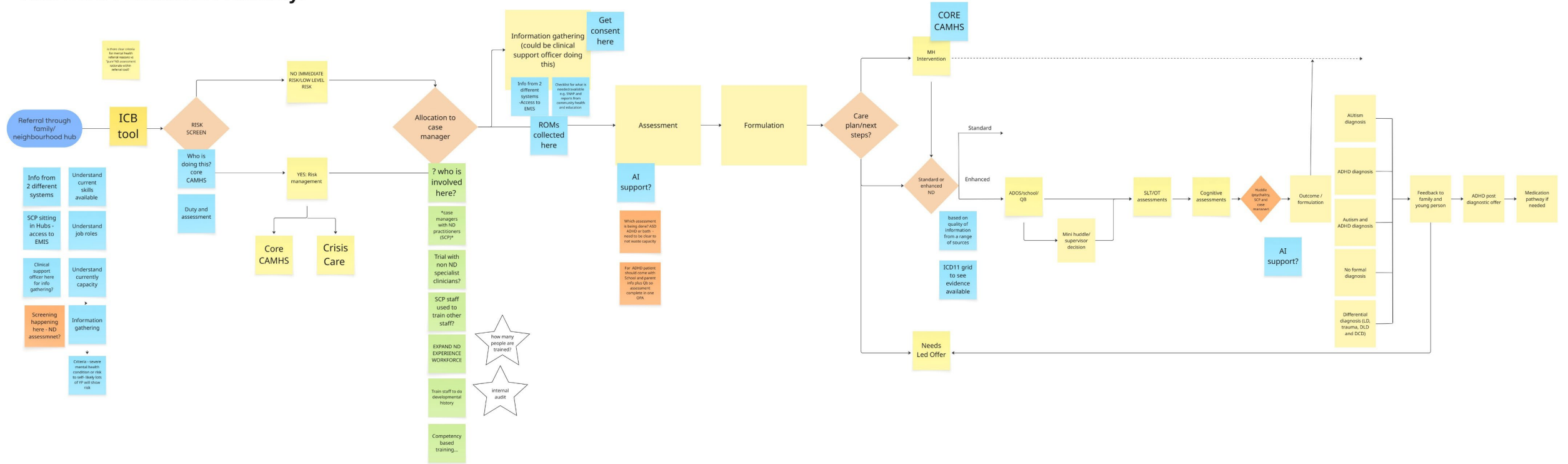
QI coaches have been
working with you to
develop your flow charts

Dorset HealthCare - Community Adult Autism Service

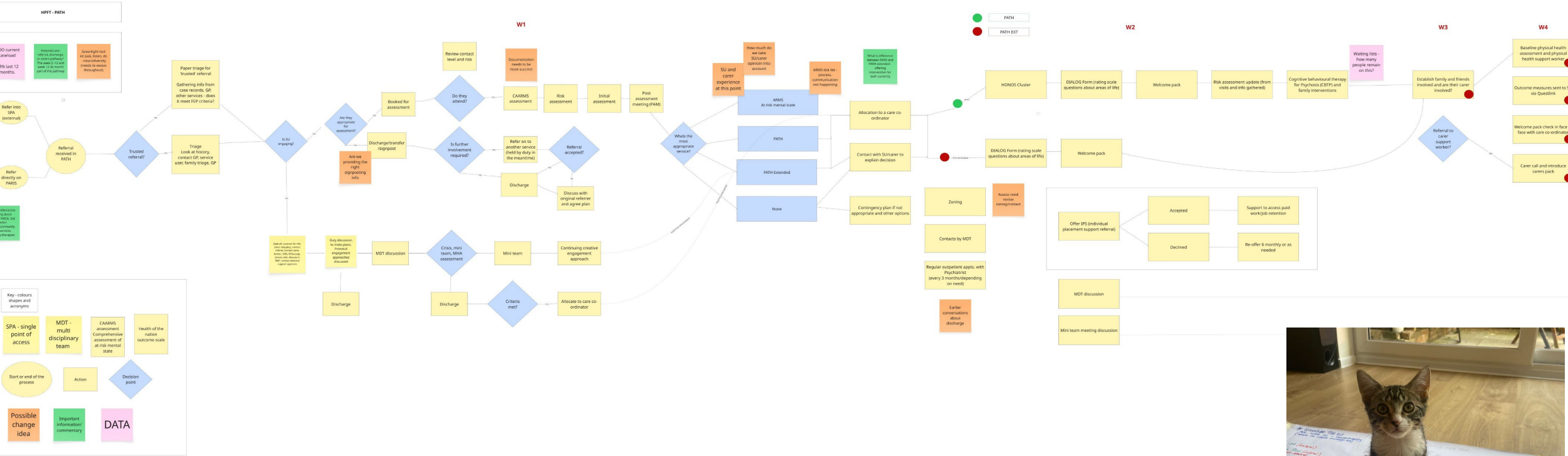


Manchester CAMHS – Autism Assessment

New DRAFT CAMHS ND Pathway:



Hertfordshire Partnership - PATH Early Intervention in Psychosis Service





Lived experience involvement

Lucy Jenkinson

Patient representative, NCCMH

A bit about me



How I got involved in lived experience work

- I was chair of the Service User Council.
- In hospital I became a representative for patients.
- After discharge I wanted to be involved in my local trust.
- In 2023 I won the CEO award.

Barriers to getting involved

- Before getting involved you need to sign up with the involvement team.
- I found the Trust's process difficult but felt well supported whilst going through it.
- There are some restrictions as to how many hours you can work.
- The involvement team didn't let me work when admitted into hospital previously, but this time my Psychiatrist has encouraged it.

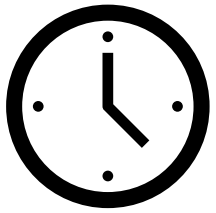
Contributing to change

- I have been involved in a number of projects and interviews.
- Recently I have been part of a group looking at depot and clozapine clinics, finding ways to improve the current process and the experience of people using the service. The project has been nominated for an HSJ award.

Benefits of lived experience involvement

- Building relationships with other experts by experience and staff.
- Gives structure to the day and helps me keep well.
- Bringing different perspective into a project and helping improve the system in a meaningful way.
- It helps staff broaden their understanding of the care they provide.
- Ensures that the people who use our services are at the heart of the changes we make.

Where are you at with involving people with lived experience in your projects?



30 minutes

We will split into two groups to discuss progress, share challenges, ideas and good practice.

Breakout 1

CAMHS
teams

Breakout 2

All other
teams

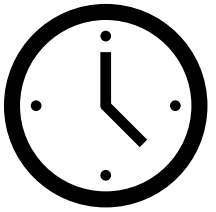




Reviewing your flow charts

Anna Roach & Hannah Lauth
Quality Improvement Coaches, NCCMH

Reflecting on what you have learnt so far...



10 minutes

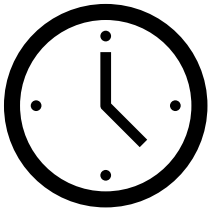
...from creating your flow chart and looking at data...

- **Where do you think there is a flow issue / opportunities for improvement?**

Discuss as a team, and using the red marker, to draw a circle around the part(s) of the pathway you want to focus on for your project.



Learning from each other



30 minutes

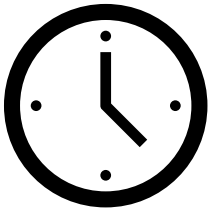
Split your team into two groups

- **Group one** stays at the table to share the work you've done with other teams
- **Group two** moves around the room, looking at other teams' flowcharts, discussing their work, sharing suggestions and ideas

Swap groups – 15 minutes for each group

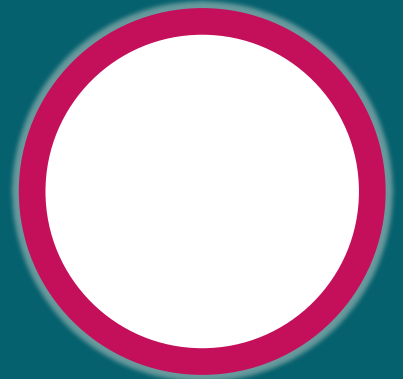
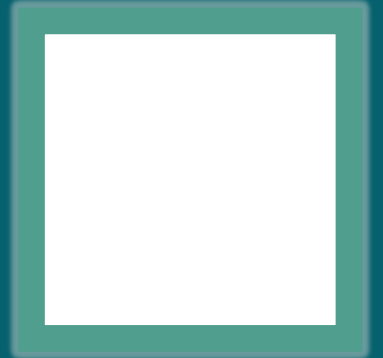


Feedback from teams



10 minutes

- **What has been your learning / light bulb moments from creating your flow charts and looking at data?**
- **Any reflections from speaking to other teams?**



Lunch

12:35 – 13:20





Energiser

Anna Roach

Quality Improvement Coach, NCCMH

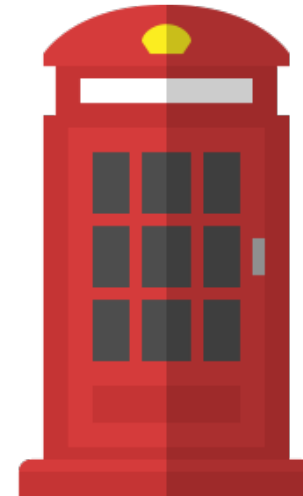
Question 1 – which Trust is this?



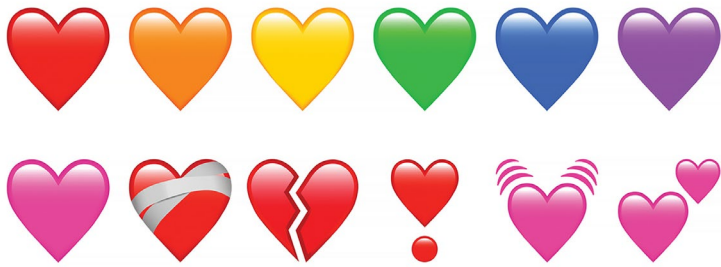
Question 2 – which Trust is this?



+



Question 3 – which Trust is this?



Question 4 – which Trust is this?



Question 5 – which Trust is this?



Question 6 – which Trust is this?



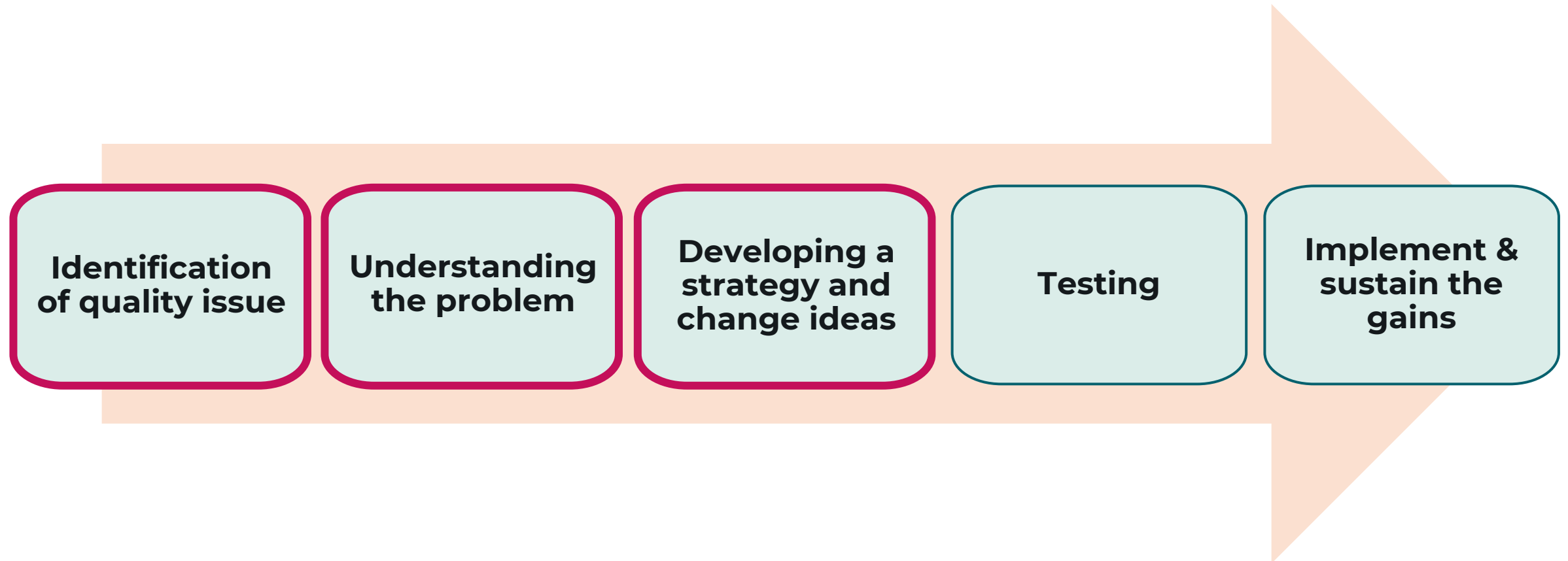


Our QI approach

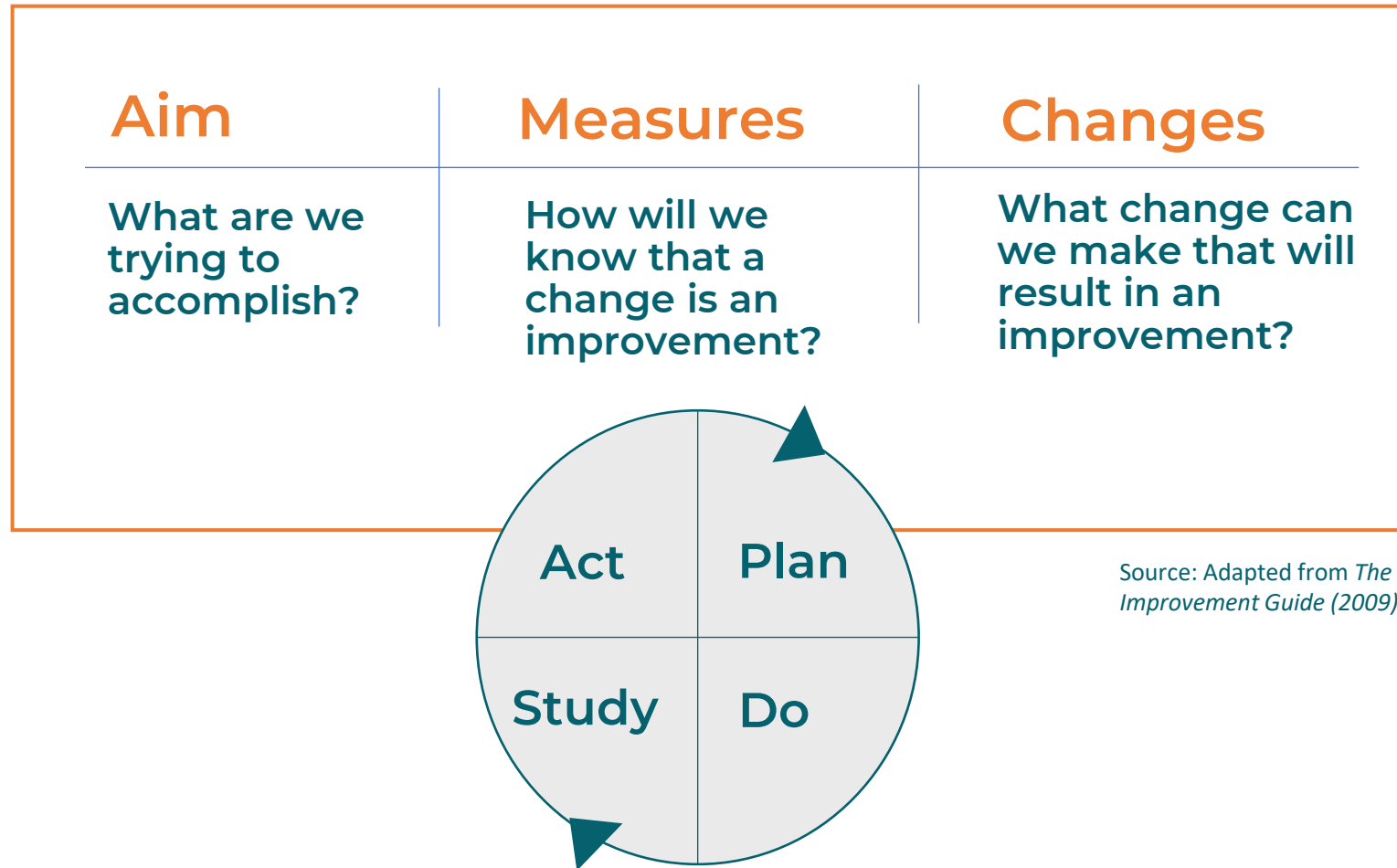
Renata Souza and Hannah Lautch

Senior Quality Improvement Advisor and Quality Improvement Coach
NCCMH

The quality improvement journey



Our method: Model for Improvement



Setting your aim

Take the quality issue you've identified and turn it into an aim:

- **S**pecific
- **M**easurable
- **A**chievable
- **R**elevant
- **T**imebound
- **I**nclusive
- **E**quitable

Aim	Measures	Changes
What are we trying to accomplish?	How will we know that a change is an improvement?	What change can we make that will result in an improvement?

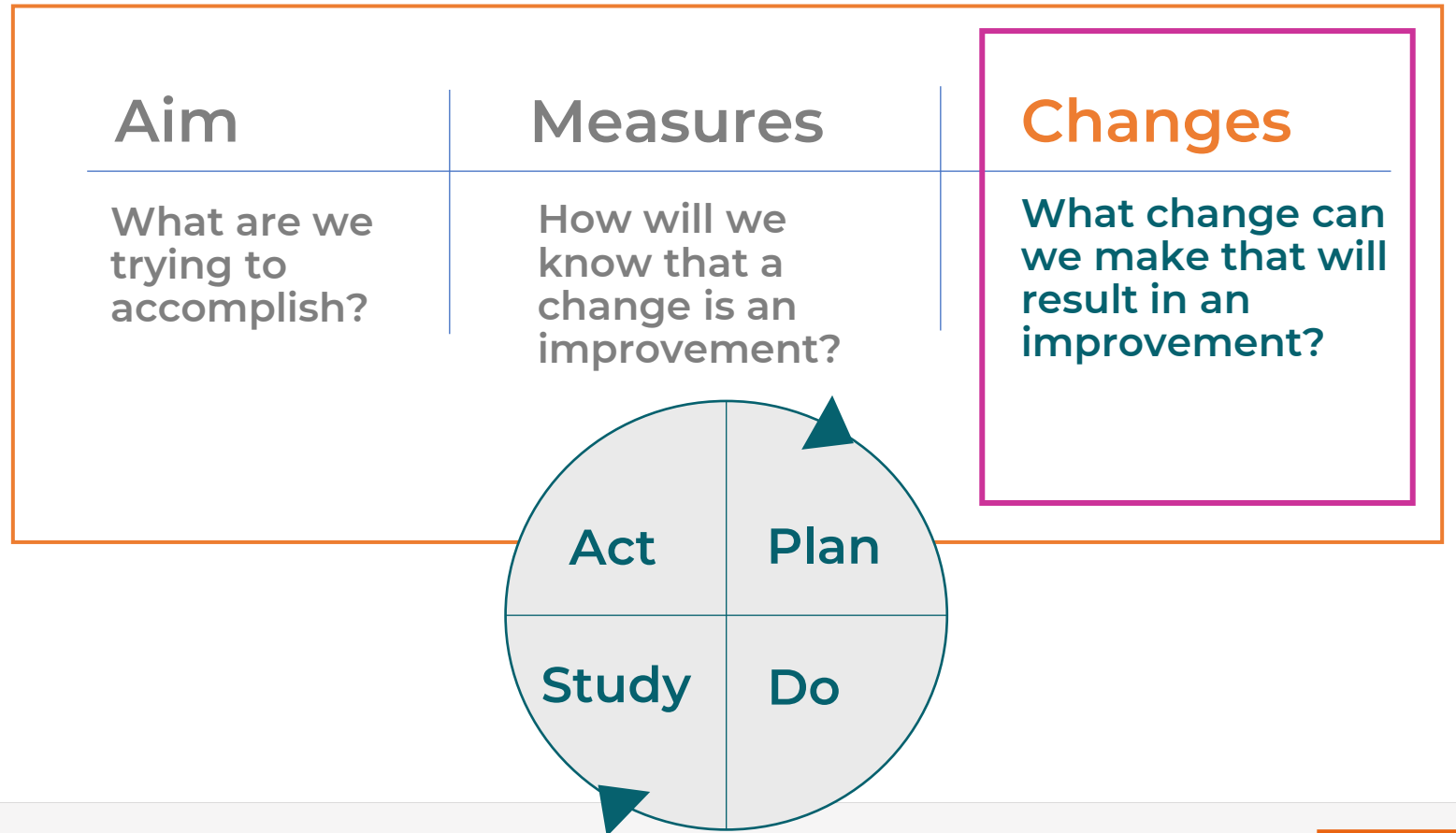
What can you measure...

...to help you understand the impact of the change ideas that you test?

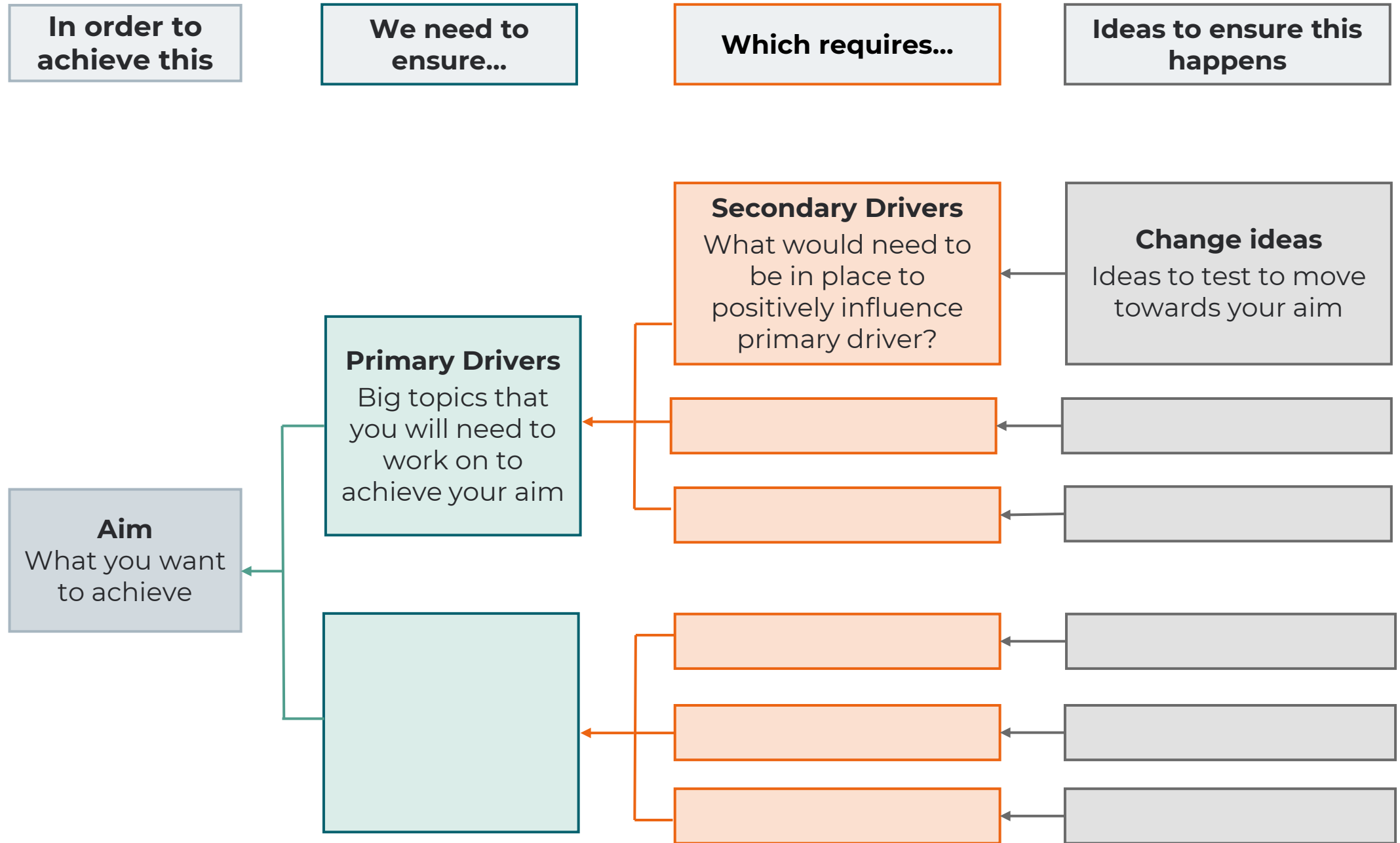
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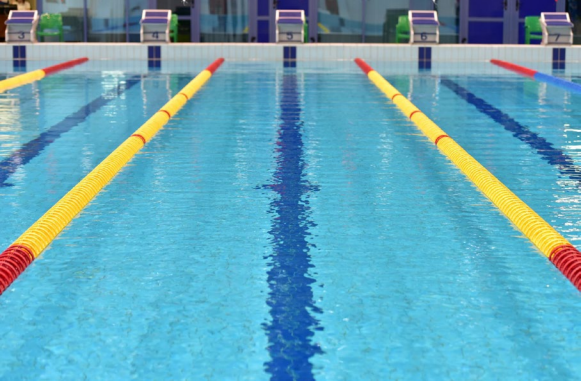
What areas do you need to focus on to achieve your aim?

What ideas can you test?



Driver diagram





To move up into the medium fast lane at swimming by August

Time spent in pool

Space in lane

Early morning slot

Kit / Equipment

Trial different booking times to see what's quieter e.g. try afternoon

Sleep earlier the night before (by 10pm)

Try using goggles

Fitness

Nutrition

Strength

Rest & Recovery

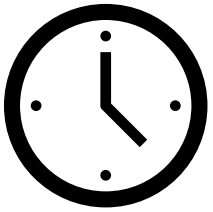
Make sure to eat carby meal the night before

Lift weights 1x a week

Make sure to have a day off in between each exercise

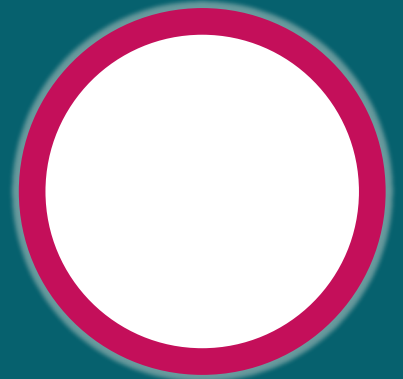


Developing a driver diagram

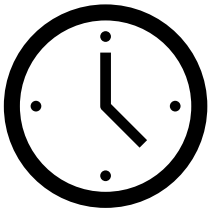


20 minutes

- Get into groups of 3-4 people
- One person shares an area they want to improve (personal or work related)
- Identify an aim
- Brainstorm areas to focus on, practical ideas, etc
- Organise all suggestions into a driver diagram



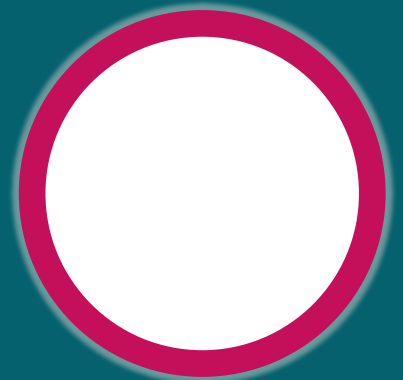
Helping your QI project take shape



20 minutes

- Where are your bottlenecks and opportunities for improvement?
- What do you want to improve? Develop a SMARTIE **aim** for your project.
- What can you **measure** to understand if the changes you are testing are leading to improvement?

Complete worksheet provided





Next steps for your QI project

Hannah Lautch

QI Coach, NCCMH

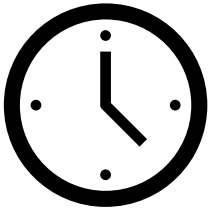


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Next steps for your QI project



10 minutes

With your team and QI Coach, think about....

- **Your next steps**
- **Your first action when you meet as a team**





Close

Emily Cannon

Head of Quality Improvement, NCCMH

Knowledge Hub

- A platform for all members of teams on DC&F to share updates about their projects, as well as sharing their learnings from the work.
- The group aims to facilitate peer-to-peer learning and collaboration, provide a central space for sharing resources and enable a space to share information, queries and receive advice/insights from peers and programme leads.
- QI coaches will be inviting and encouraging members of their teams to join the group over the next few weeks.

Optional drop-in sessions



15:00 – 15:30

**Time with the QI team to
discuss your project**

Feedback

- We value your feedback as this helps us to continue to improve these events and ensure topics covered are meaningful and relevant to you.
- Please use the QR displayed here, or the paper copies on your tables.

