



Exchange

Activating ideas together through Q's funding programme.

QI Training and Project Support for Trust Support Services

In 2019 Nicola Gullen, Quality Improvement & Innovation Co-Ordinator, Jocelyn Harpur, Clinical Specialist Speech and Language Therapist and Brenda Carson, Quality Improvement Lead of South Eastern Trust, took part in the Q Exchange bid with the aim of improving staff engagement with QI in the South Eastern Trust. Following feedback from staff, it was apparent that support service staff saw Quality Improvement as their managers, or more senior members of staff responsibility.

This was a winning project with HSC Q Exchange and the South Eastern Trust team began their plans to improve engagement and the empowerment of those 'hard to engage' staff in our organisation and to help them realise that they are a key and important part of the Trust's Quality Improvement journey by measuring the impact of training through pre/mid/post training skills survey, thorough evaluation of the programme and through measuring the outcomes of individual projects.

As of February 2020, engagement with different teams and directorates was underway and as a result we identified the needs of the service are and have begun developing ideas together to meet these needs. Furthermore, Lisa Cozzo, Associate Improvement Advisor of South Eastern Trust, was identified as a lead for this work.