

Our mission

Making a difference, together



Our Quality Improvement Programme



LPT's Quality Improvement Programme

Quality improvement is a systematic approach to solving a simple or complex issue, involving those closest to the issue in understanding it deeply, developing ideas, and then testing these out using rapid cycles of testing, utilising data to learn and adapt.

- 
- Empower staff to identify necessary change
 - Develop skills to make meaningful change
 - Lead change to impact patient care and outcomes

Opportunity to identify:

- internal quality assurance and control processes
- Strategic improvement opportunities as a system partner

Strategic alignment to:

NHS Impact 2023 : NHS Long Term Plan 2025

Our programme aligns to our Group strategic THRIVE priorities.

What we want to achieve:



- Continuously improve our care
- Ensure everyone's experience is the best it can be
- Actively listen to patients, service users, carers and families
- Learn from all aspects of care

Together we thrive; building compassionate care and wellbeing, for all.

We will...

- Embed QI through capacity, capability and knowledge
- Improve care using the best QI approach
- Ensure the best experience possible
- Focus on what matters most to patients
- Develop care are based on standards, research and evidence
- Support net zero clinical transformation and Trust Green plan delivery

↑ We have been told by patients and service users, their families and carers that these are a priority.

What the programme will achieve aligns to our Group strategic THRIVE priorities.

Our staff, patients and carers are best placed to identify, test and drive changes to improve care.

Build our Improvement culture:

THRIVE

					Build a shared purpose and vision	
					Develop high standards	
						Embed improvements
						Build improvements
						Invest in our people and culture
						Develop leadership behaviours
					Measure	

Build a shared purpose and vision



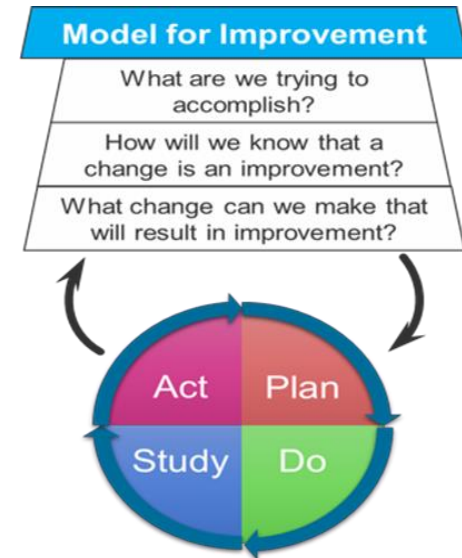
- Six key principles to equip us with the skills and resources
- Consistently drive improvements
- One shared approach in the Model for Improvement (IHI, 2023) and our Audit Management and Tracking (AMaT) system
- Ability to track all our improvement work in one place



These principles define our shared purpose and underpin our collective vision



Together we thrive; building compassionate care and wellbeing, for all.

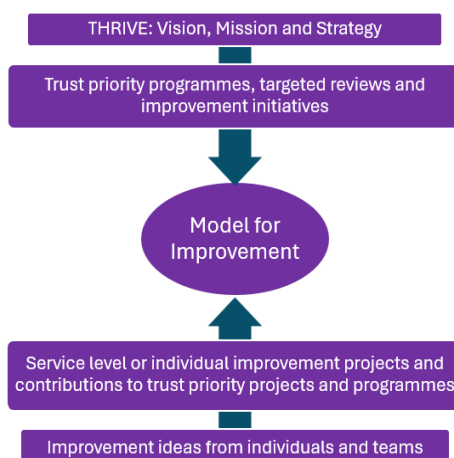


Deliver high standards



- Quality improvement methodology is fundamental to the delivery and continuous improvement of high-quality
- Our QI approach empowers all staff to identify changes needed and develop the skills to make and lead the change
- Improvement is seen as the way to deal with performance and for the organisation to learn

Continuous improvement is fundamental to our Strategy.



QI methodology used when improvements are identified through our quality assurance and control processes:

- ✓ Quality visits, 15 steps visits, board walks and executive visits
- ✓ CQC feedback
- ✓ Service user feedback
- ✓ Staff survey results
- ✓ Quality Summits
- ✓ Clinical audits
- ✓ Ward and Service Area Monitoring Audits
- ✓ External service reviews
- ✓ Service evaluation
- ✓ Patient Safety Learning responses and incidents
- ✓ Quality and safety metrics

Not an exhaustive list

a fully embedded and systematic approach to improvement

Embed improvement



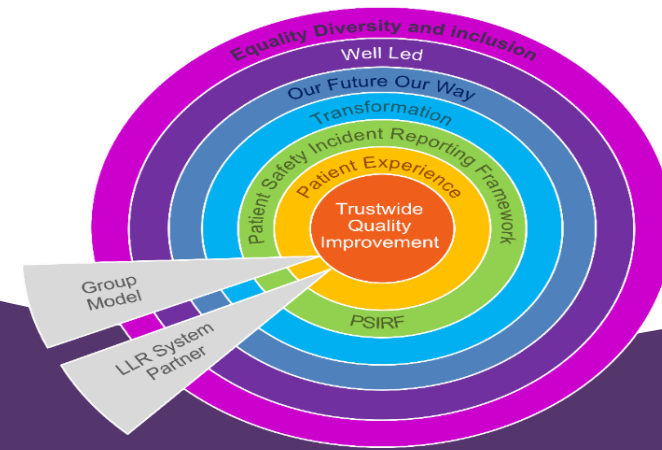
- Central to the delivery of key priorities within our strategy
- Integrated approach to care delivery through partnerships (NHFT and LLR health and social care system)
- QI is targeted to deliver strategic improvement
- Responsive to identified need
- Supports local innovation
- Established Learning opportunities (shared learning forums)
- Collaborative working with partners ensures the opportunity for QI outcomes and learning to be shared



We achieve this by:



Our work builds on the principles of NHS Impact.
Trust-wide Quality Improvement is central to all that we do to continuously improve.

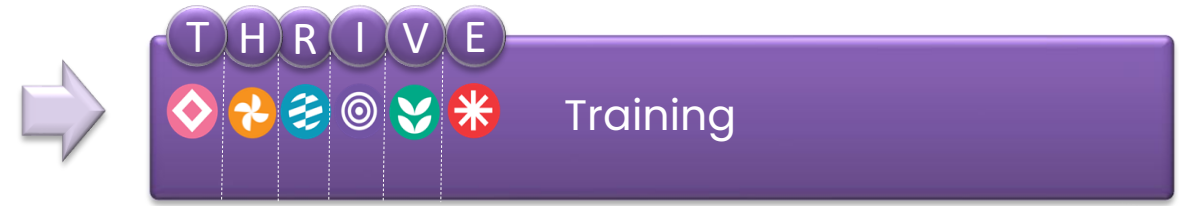


Building improvement capability and capacity

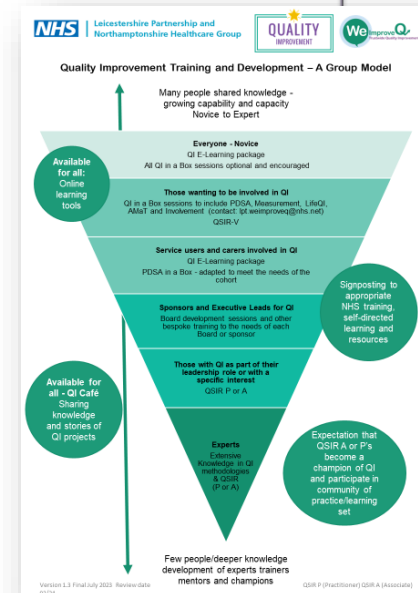


- Our QI programme focuses on ensuring Staff have the right skills → the confidence to listen to improvement ideas from patients, carers and other members of staff → feel empowered to lead the change
- Working differently not harder
- Aims to supports the wellbeing of both staff and patients.

We achieve this by:



- A blended Group training pathway.
- QI in a Box series and e-learning.
- Complemented by the NHS England and Improvement's Quality Service Improvement and Re-design (QSIR), Practitioner and Associate Programme (aqua, 2023).
- We are exploring the development of an inhouse QI fundamentals programme (to replace QSIR delivery for LPT), this is being developed in collaboration with our group partners and being tested in 2025/26



Everyone has the power to make a difference and take responsibility for continuous improvement .

Investing in people and culture



Together we thrive; building compassionate care and wellbeing for all'.

- Our People Plan is dedicated to making LPT a great place to work and receive care
- We will lead with compassion and inclusivity, with the health and wellbeing of our staff at the heart of all we do
- We will work together to create an inclusive culture, where there is no discrimination or bullying
- Effective workforce planning where we nurture and support staff to progress and flourish
- Opportunities to deliver care through new models and in new roles, making effective use of the full range of our people's skills and experience.



We achieve this by:

THRIVE



Celebration events



A QI community of practice

- Spotlight talks – sharing across the whole organisation
- Celebrating within a number of other forums Trust wide as part of our corporate governance arrangements and within directorates
- Recognition through our excellence awards and showcasing nationally at conferences our successes
- Bringing people together from across the trust with an interest in QI – offers a space for learning/sharing
- 'Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.' (Wenger-Trayner, 2023)

Our people are our most important asset.



- Standards of expectation we aspire to in our daily work
- Meeting these standards and developing the capability to exceed them will:
 - ensure that we continue to improve and respond flexibly to changing needs as an organisation
 - help our staff to fulfil their potential, both in terms of personal achievement and career advancement
 - we understand any negative impact of our activities on the environment and strive to make positive contribution to reducing it

THRIVE



- masterclasses,
- leadership conference
- Spotlight Talks



Impact and Governance



We measure the progress of the Quality Improvement Programme towards the success of our priorities by considering:

T H R I V E

						Numbers of staff trained
						Patients, Service Users and Carers engaged in our QI activities
						Progress position and outcomes on AMaT
						QI activities with other organisations
						Staff survey outcomes
						National feedback and recognition
						Patient and Carer Feedback Scores

Robust governance and oversight:

T H R I V E



Directorate huddles closest to the problem and Directorate oversight for buy in and support



Overseen by our Transformation and QI Delivery Group and Quality and Safety Committee for escalation and sharing

This work programme is part of continuous improvement across the group which includes research, innovation, transformation and culture and is embedded into daily work.

Contacts and more useful information

The WelImproveQ team is contactable at lpt.weimproveq@nhs.net for general enquiries.

The [WelImproveQ Staffnet](#) page offers information and resources relating to QI.

The WelImproveQ Team also run weekly drop in sessions for anyone with a query related to QI, every Wednesday 1:00pm – 2:00pm the WelImproveQ team is available to answer any QI related queries.

[Click here to join the meeting](#)

References for this presentation:

Aqua (2025) Quality, service improvement and redesign (QSIR). Available at: <https://aqua.nhs.uk/qsir/> (Accessed: 31st July 2025)

Audit Management and Tracking (AMaT) (2025) AMaT, A single system helping you to embed good governance across your entire organisation. Available at: <https://www.amat.co.uk/> (Accessed: 31st July 2025)

NHS England (2025) NHS IMPACT (Improving Patient care together). Available at: <https://www.england.nhs.uk/nhsimpact/aboutnhs-impact/> (Accessed: 31st July 2025)

Institute for Healthcare Improvement (2023) How to Improve. Available at: <https://www.ihl.org/resources/Pages/HowtoImprove/default.aspx>. (Accessed: 31st July 2025)

Wenger-Trayner, E. a. (2015) Introduction to communities of practice. Available at: <https://www.wenger-trayner.com/introduction-to-communities-of-practice/> (Accessed: 31st July 2025)

