The Trust’s new ‘Introduction to Quality Improvement’ E-Learning module has been launched and is available for all staff on the Trust’s E-Learning Platform NOW!

The ‘Introduction to Quality Improvement’ module provides staff with an understanding of what Quality Improvement is and how we can play our part in improving care and services.

The module includes an overview of Quality Improvement tools and methodologies and is suitable for all staff.

The ‘Introduction to Quality Improvement’ E-learning module has been developed in-house by our own Continuous Improvement Team. Clifford Mitchell, Senior Service Improvement Lead said;

“The team spent time researching many different service improvement models and identified that the NHS 5 Step Model was the most appropriate for our Trust vision and would support us to provide quality improvement throughout the Trust.”

NHS 5 Step Model

“Using the 5 Step Model enabled us to create a tailor-made E-learning package, combining project management skills and relevant, easy-to-use quality improvement tools and techniques that can be used by all staff to drive forward quality improvement here at the Southern Trust”.

The Continuous Improvement Team
(L-R) Kelly McFarland, Clifford Mitchell, Blaithnid McCooey and Jacqueline Morton,
Aldrina Magwood, Director (Interim) of Performance & Reform said:

“The Quality Improvement E-Learning encourages staff to reflect and challenge how and why we do things as we do, engaging staff to seek opportunities to enhance the experiences of service users and staff, and to consider existing systems, processes and outcomes. The tools introduced offer a challenge to individuals and teams to consider their service in a wider context making connections and providing assurance that we are doing the best that we can. If the e-learning encourages us all to do even one small thing better, then it is worthwhile. As an Organisation with more than 13,000 staff we are constantly seeking opportunities for staff development and the new Quality Improvement E-learning affords staff this opportunity.”
Learning outcomes within the ‘Introduction to Quality Improvement’ E-Learning describe individual staff roles and responsibilities in relation to:

- Quality improvement
- Patient Safety
- Effective team working,
- Proactive service user involvement
- What to do when things go wrong

You can access the Introduction to Quality Improvement module on the Trust E-Learning platform.

You can find it by selecting the Catalogues tab in the top left hand corner of the screen and then by selecting Other available training.

I enjoyed the module, there was a lot of content to read and retain. It makes you think differently about how you work and what could be improved.

Register NOW for Quality Improvement E-Learning

If you would like to register to complete the e-learning please enrol directly on the Trust E-Learning Platform: [www.southerntrust.elearning.net](http://www.southerntrust.elearning.net)

If you require further information please email: Quality.Improvement@southerntrust.hscni.net

Improve  Inspire  Innovate
The Trust has launched a new ‘Quality Improvement Leader’ programme which will provide a structured project management system for the implementation of a significant service improvement project. January 2016 will see the first cohort of Southern Trust multi-professional staff embark on this newly developed and externally accredited programme.

The aim of the QI Leader programme is to develop quality improvement capacity and capability whilst promoting and supporting an improvement culture. The programme uses an evidence-based approach to support leaders find a better way to do things; understanding why we do things the way we do and seeking and testing a better way.

Projects will be aligned to the Trust Quality Improvement priorities for 2016: Communication: Focusing on areas that reduce harm and increase safety and Infection Prevention and Control

Participants in the programme will:
- Build on and develop quality improvement knowledge, skills and experience
- Complete the Quality Improvement Leader E-Learning programme
- Participate in monthly learning sets between January and October 2016
- Have a dedicated facilitator aligned to their project
- Access a range of wraparound support

Please see below some feedback from participants who are embarking on the programme

A supportive learning environment  A structured method of planning a Project  Learn how to measure the effects of change  To have Peer support is a big plus!  Managerial support for my project  Support in ensuring our aims are achieved

We wish our Quality Improvement Leaders every success and look forward to regular updates in future editions of the Continuous Improvement Newsletter.

Improve Inspire Innovate
Radiographers Win Team of the Year Award and are Honoured at Houses of Parliament

Radiographers Helena Kinkaid, Janet Eagle and Audrey Mitchell have won the UK Radiography Team of the Year Award for their innovative service improvement project; ensuring that women in the Southern Trust who are undergoing infertility tests can be seen quicker and with more continuity of care.

A hysterosalpingogram (HSG) examination is an invasive diagnostic procedure that is the front line test to diagnose infertility in women. The procedure is both emotionally and psychologically challenging for the women who undergo it. The Radiography Team identified a service improvement opportunity by demonstrating that a radiography-led clinic where HSGs could be carried out by trained radiographers would not only ensure that women were seen in a more timely fashion but also there would be an increased continuity of care without exhausting capacity at gynaecology clinics.

Janet Eagle said of the service: “We set up a stringent in-house training programme and kept log books to ensure all standards were met and we were working within our scope of practice. This information was audited and we were formally signed off as competent to perform and independently report HSGs. Further training in the gynaecological aspect of care was commenced in order to enhance the service offered.”

The Radiography team were presented with both the NI and UK Team of the Year Awards by the Society and College of Radiographers at a ceremony in the House of Commons on 10 November 2015. The awards were a special recognition of the innovation, team dedication and intuition in delivering a life changing service to women with fertility problems.
Radiographers Win Team of the Year Award and are Honoured at House’s of Parliament

...Continued from Page 5

Back row: Richard Evans, CEO Society of Radiographers, Samantha Jones, Director of New Care Models Programme, NHS England (Guest of Honour).
Front row: Janet Eagle, Lead Radiographer Fluoroscopy, Helena Kinkaid, Senior Radiographer, Audrey Mitchell, Radiography Assistant

Janet Eagle comments on how humbling it is to win these awards:
“Our journey to date has exceeded all of our expectations and has provided the women attending our department with a service they deserve. We are very proud of what we have achieved, winning not only the Regional Society of Radiographers Team of the Year but also the UK Team of the Year, it has been a tremendous honour. Whilst it is humbling to have your work recognised in such a way, providing a high quality, caring and effective diagnostic imaging service, accessible and responsive to women who are experiencing fertility problems within the Southern Trust continues to be at the heart of all we do.”

“There are some people who have been instrumental in the success of our project and who we wish to thank; without their help, support and belief in us we would not have been able to achieve this outcome. They are; Dr Stephen Hall, our Consultant Radiologist and mentor, Dr Tim McCormick, Dr Suzie Finnegan and Dr Tsveta Hadjieva our Gynaecology mentors, Jeanette Robinson our Radiology Manager, Andrene Graham our Site Lead and Pauline Lavery our Team Lead.”

Congratulations to the Team!
Please contact Helena.Kinkaid@southerntrust.hscni.net if you would like any information about the service they provide.
Unlock Your Potential!
‘Taking the Lead’
SHSCT Leadership Development Programme
**Now Recruiting**

The aim of this programme is to develop individuals who hold, or aspire to hold, a managerial post within the Trust, to enable them to unlock their potential so they can continue to ‘Take the Lead’ in their own roles.

The programme will provide the opportunity to reinforce key skills and enhance confidence to meet the growing demands for top quality services in an environment where resources are increasingly constrained.

We are currently recruiting 2 cohorts of Band 7 Team Leader / Ward Manager level staff, or equivalent, to undertake this programme commencing March 2016.

Staff wishing to book a place should e-mail their
- Name
- Job title
- Staff number
- Contact number
- Line manager’s name to: Learning.Development@southerntrust.hscni.net

For A Limited Time Only!!

Southern Trust in conjunction with Sure Skills are offering;

**BASIC COMPUTER CLASSES**

Click here to access the view training

BOOK NOW

Telephone: 028 3861 4095  Line managers can Email: System.Trainers@southerntrust.hscni.net

Staff may also wish to register interest for the below course(s);
- OUTLOOK
- BASIC WORD
- BASIC EXCEL

Improve  Inspire  Innovate
Southern HSC Trust Breakfast Seminars

Breakfast Seminars provide an opportunity for staff to share innovation and improvement experiences across the Trust. These topic-focused short presentations share team experience of service redesign, project management, the driving forces behind change and the measures used to gauge improvement.

To celebrate World Quality Day a series of breakfast seminars were held in November and December across the CAH and DHH sites.

*Increasing Early Detection of Lung Cancer* delivered by Dr Rory Convery, Consultant Physician, was the first in this series of seminars and was held on World Quality Day, 12 November 2015. The seminar was well attended with useful discussion on this excellent pilot programme.

Dr Rory Convery presented our first Breakfast Seminar on World Quality Day

On Friday 27 November 2015 Eamon Farrell, Transforming Your Care, Service Implementation Lead, OPPC, presented a breakfast seminar on the new *Acute Care at Home* model of care. Attendance was multidisciplinary with various staff asking questions about the project plan for such a large scale improvement.

Eamon Farrell delivering his Breakfast Seminar at CAH with a video link to DHH

Consultant Paediatrician, Dr Bassam Aljarad presented a seminar on *Routine Saturation Screening in the Newborn* on Friday 11 December 2015. This innovative pilot has been welcomed not only by service users and staff but by regional peers.

Dr Aljarad and Paul Morgan, at the ‘Routine Saturation Screening in the Newborn’ Breakfast Seminar
World Quality Day, 12 November 2015

World Quality Day promotes awareness of quality around the world and encourages not only individual but Organisational growth; focusing on quality, innovation and sustainability.

To celebrate World Quality Day we asked our service users and staff about what quality means for them:

- “Treat everybody as you would like to be treated yourself”
- “Treating patients with dignity and respect. Always.”
- “There is always room for improvement, Quality should always be optimum”
- “Going the extra mile to help my patients”
- “To Patients it’s the little things that mean the most, a smile, a quiet word”
- “Quality is going the extra distance to make patients feel comfortable and have a positive experience”
- “Quality is being able to provide a good service and a friendly smile to all clients and patients”

You can view Part 1 of the 2016 programme HERE
WE’RE CHANGING!
Changes to mentorship programme booking procedures

Bookings for programmes relating to Nursing & Midwifery Mentorship is changing with effect from Tuesday 9 February 2016

✓ From Tuesday 9 February 2016 all bookings must be submitted via the following email: petbookings@southerntrust.hscni.net

✓ You must use the appropriate booking form(s) when submitting your request.

Click HERE to access the Booking Form(s)

For further information, contact your aligned Practice Education Facilitator.
Performance and Reform Christmas Coffee Morning

Staff from the Performance and Reform Directorate hosted a Christmas coffee morning on Friday 18 December in aid of Marie Curie, the Trust Charity of the year. The morning consisted of festive treats, quizzes, raffles and Christmas cheer. It was a great success raising £553 for Marie Curie.

Thank you to everyone who helped or contributed and participated in the coffee morning.

Some of the organisers of the Coffee Morning: Paula Tally, Lesley Leeman, Blaithnid McCooey, Lynn Lappin, Jacqueline Morton and Clifford Mitchell

Aldrina Magwood presenting Eileen Shine, Corporate Governance Office, with the raffle prize of a luxury hamper donated by Performance and Reform staff

There was a great turnout for the coffee morning hosted at Trust Headquarters Dining Room

“The Brackettes” - winners of the coffee morning quiz: Pauline Grant, Janet McConville, Sandra Waddell, Andrea Turbitt, Paula Vennard and Nicky Hayes from the Trust’s Planning department
Christmas Coffee Morning .. Continued from page 11

Aldrina Magwood presenting Phil Higgins with a prize from the raffle

Linda McClinchey, Dining Room Trust HQ, Getting in the Christmas Spirit

Aldrina Magwood presenting Colum Robinson with a prize from the raffle

Trust Staff enjoying the festive food at the coffee morning

Staff from the Estates Dept enjoying the Christmas fun

Sandra Judt & Elaine Wright from Trust HQ supporting Marie Curie

Dawn Livingstone & Dr Wright on Tea duty at the Marie Curie coffee morning

Kieran Donaghy, Director HROD with Anne Forsythe and Jenny Johnston

Anna Donnelly & Maria Conway testing the scones!