



Title of Paper: Quality Improvement and Innovation Update

<u>For Decision</u>	<u>For Discussion</u>	<u>For Noting</u>
Requires majority decision prior to implementation or action.	Requires consideration and debate.	Contains information Members should be made aware.

1.0 Background

As requested by the Department of Health SEHSCT launched the **Annual Quality Report** as Part of World Quality Week, reaffirming our commitment to delivering safe, high-quality, and patient-centred care for service users, staff, and local communities.

The report reflects progress made during 2023/24 and outlines priorities for the year ahead, guided by strategic frameworks such as the Health and Social Care Reset Plan. These plans support transformation towards integrated, community-based care, digital innovation, and a stronger focus on prevention. The report also sets out recommendations for 2024/25, focusing on building organisational capacity, fostering innovation, and ensuring sustainable improvement through collaboration and evidence-based practice. The following summarises the events held during world Quality Week:

1. **Quality Award Winners** shared their learning that and has been recorded in the Award transferable learning document.
 - Dr. Alison McKenna, Consultant Clinical Psychologist & Ross Anderson, Service User
 - Mark Cadden, Radiology Governance Lead
 - Paige Lyttle, Admin, Flaxfield Children’s Home
 - Sarah Moran, Falls Co-Ordinator
 - Stephen Rose, Digital Safety Office.

2. SET Quality Day speaker Karen Turner shared the **What Matters to Staff Programme** (WTMS) at Royal Free London and the significance of this multifaceted programme in supporting accountability and connection across the organisation. Over the last year, the Quality and Organisational Development (OD) Teams have collaborated with Royal Free to trial the programme. Plans to for phased expansion Trustwide and share the learning are in development.

3. Cohort 4 of the **Quality Fellowship**. The SET QI Fellowship is a 10-month senior leadership development programme for clinicians and managers designed to build knowledge and skills in Improvement Science and Leadership at an advanced level. Eleven Fellows participated in the fellowship, both internal and external fellows. At the final event Fellows shared their work and asked senior sponsors to support the sustainability or scale of the work The learning transferable package is attached and highlights the opportunity to support and systemise this work.

Awarded South Eastern Trust Quality Fellowship 2024/25

Dr Jack Kennedy - ADEPT

Dr Peter Todd – Chief Reg

Dr Charlotte Irwin- ADEPT

Dr Rachel Farr- Consultant OBS& GYN

Dr Maoibh McAtarsney – Clinical Fellow Maternity

Dr Rebekah Mercer- Clinical Fellow Maternity

Dr Nina Mohan – Reg Psychiatry

David Cairnduff – AD OD

Pippa McCabe – AHP Digital Lead

Participated in South Eastern Trust Quality Fellowship Programme 2024/25

Rosaleen Murphy- Mental Health Manager

Vicky Barry – Social Work Manager

Dr Ruth Hewitson- PHA Reg.

4. The **Curry Club** is part of aim of building a dynamic change network across the Trust. This week's session was focusing on the CMO sponsored **Sensible Care** Big Discussion Workstream and we applied systems thinking methodology to explore the paradigm shift needed to apply the principles both internally and societally.

2.0 Key Issues

Key themes included in the Annual Quality Report are:

- Co-designed Care: Placing patients and families at the heart of service planning.
- Innovation & Learning: Strengthening networks and partnerships to drive improvement and embed implementation science.
- Population Health: Using data-driven approaches to tailor services to local needs.
- Patient Safety: Enhancing real-time feedback and adopting a Safety-II approach.
- Financial Stewardship: Delivering high-value care through efficient resource use.
- Empowered Workforce: Investing in staff development and fostering a culture of ownership.
- Digital Transformation: Optimising the encompass platform to improve care delivery.

3.0 Resources Implications (inc Organisational, Financial, Human Resources)

The significance of supporting staff during this time of acute pressure is important and programmes such as WMTS are essential, as we connect to our values and build tangible structures and actions.

Systemisation and transferable learning from Quality Fellows and Award winners work where relevant needs accelerated, integrated into the transformation agenda and supported by senior sponsorship.

The work captured across the Annual Quality Report (AQR) has been focused into 10 recommendations for the organisation

4.0 Impact on Safety, Quality and Experience (SQE)

The SET Annual Quality Report demonstrates our unwavering commitment to continuous improvement and innovation, ensuring that every patient receives safe, effective, and compassionate care.

5.0 Key Risks and Proposals to Mitigate

There is a potential for disconnection between quality effort being applied and integrated into organisational transformation. The promotion of the role of those trained in Quality Improvement to act as **Change Agents** across the Trust could mitigate this risk and enable an agile network across the organisation to facilitate learning, accountability and change through to the service levels.

Lead Director: Helen Moore, Director of Planning Performance and Informatics

Date: 19 January 2026