

# ELFT's QI Projects

Nb. of Active Projects

# 188

Record Number	Title	Aim	Location
121608	Improving the efficiency for the uptake of recommended medication for persistent pain patients, between the community chronic pain service and the patients general practitioner.	To have Increased the Uptake of Medication for Patients in our Pain Service as well as Reducing the Delay in Recommended Medication being prescribed by the GP by at least 50% with an ideal delay of under 7 days.	I-health chronic pain community services/MSK/Physiotherapy
122757	Enjoying Work - SPoA Team	To increase enjoyment at work by 20% by March 2020	SPoA, Single Point of Access - Queensborough House, Dunstable
124236	John Howard Centre Unit - Sexual Safety Collaborative	To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services	John Howard Centre
124255	Ruby/Ivory Wards - Sexual Safety Collaborative	To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services	Newham Centre for Mental Health
127250	Pressure ulcer reduction Project	To improve the quality of life by reducing the number of patients with pressure ulcers by 10% by June 2022 across ELFT	ELFT Community Health Services, ELFT CHS
130002	Service User Involvement with Staff Interviews	Increase Service User/Carer overall satisfaction with the process of involvement in staff interviews from 30% to 75% by 31 March 2023 (Operational definition of very satisfied and somewhat satisfied)	People Participation Newham
130193	Increasing the Co-production of Improvement	To increase co-production of improvement across ELFT	
130319	Time to Hire	To reduce the time it takes to hire (from advertising a role to offering an unconditional offer of employment) from 73 days to 45 days for chosen directorates/services by 31st December 2021	People & Culture
132143	Improving responsiveness of ad hoc information requests	To ensure no information request waits over 14 days unless agreed by requestor and informatics by March 2021	The Green
134076	Increasing the uptake of group therapy at Tower Hamlets Talking Therapies	Increase group uptake (% patients moving into groups stage in therapy) by 50% by January 2022	Tower Hamlets Talking Therapies
134538	Increasing Awareness of Stakeholders to Newham Telehealth Service	To increase referrals to Newham EPCT Telehealth Service by 30% in six months from the start of the project (July to Dec 2021)	Telehealth Team, East Ham Care Center
134792	Quality Improvement Team Welcome Project	All staff joining the QI Team to feel well equipped and prepared in their first two weeks by receiving the induction process (i.e. scoring their experience 4/5 or above)	ELFT QI Team
135972	Armed Forces Community at ELFT: meeting the required standards of the Veterans Healthcare Alliance	We commit to work together in partnership to build health and social opportunities for Veterans and their families to ensure acceptance and adding value to the Veterans community	Veterans Healthcare Alliance
136992	Improving access to preconception	AIM: To increase the number of referrals for Perinatal preconception counselling to 3 per month by August 2023	City and Hackney - Perinatal Mental Health Service

	counselling for women with serious mental illness (SMI)		
137714	Return to workplace - Quality Improvement Team	for all staff in the QI department to have a positive or very positive experience* of returning to office-based working by end of March 2022	QI Team
139514	Improving access to DeanCross	-To improve access to Service Users to DeanCross by Sept 2022 to represent the population of Tower Hamlets -To increase access of BAME Service Users by 30% by Sept 2022	Dean Cross Personality Disorder Service
139542	START	To improve physical health and well-being of services users by 20% (by improving self-worth, self-care and activity levels) by Nov 2022	Butterfield Ward - Wolfson House
139860	Trust Wide New Starter Project (Smart Card /IT)	To improve the time that staff are equipped with systems access and digital within 5 days by March 2022	QI Team
139978	Improving access to self-service analytics across the trust	To increase the average number of people using self-service PowerBI analytics on a weekly basis from an average of 40 per week (0.5% of permanent staff) to an average of 400 per week (5% of permanent staff) by September 2023	Informatics department, The Green
139985	Reducing Agency Spend	To reduce Agency spend by 25% by Dec 2022	Trust-wide
140053	Extra Care	To improve the effectiveness and quality of observation practice at NCFMH to 95% by April 2023. Operational Definitions: Good quality extra care practice = Service user involvement, clear rationale for observations, clear escalation process, specifies how often checks should be done, what actions the observer should take when carrying out checks. Effective extra Care = There should be a care plan on Rio and on the observation folder, reviews should be done as per policy (24 hour nursing / 72 hour MDT), where observations are terminated, there should be a clear reason for this on the progress notes and it should be clear who is making the decision. Checks should be done timely and clearly documented.	Newham Centre For Mental Health
140288	Reducing Health Inequalities in Primary Care at East London NHS Foundation Trust	To increase cervical screening uptake amongst the 25-64yrs age group at Cauldwell Medical Centre from 54% to 80% by March 2023	Across Primary Care
140547	Crisis Line/UAT QI Project	To improve staff experience to 50% reporting enjoying work by August 2022.	City and Hackney Crisis Team
140950	To effectively gather service user feedback in order to better understand and improve a service users experience as they enter TH CAMHS	To increase the percentage of surveys completed by service users of the TH CAMHS Front Door from an average of to by September 2023	Tower Hamlets CAMHS - Triage
140980	CAMHS Provider Collaborative SHINA Action Plan	To plan and drive improvement actions following SHINA	NCEL Provider Collaborative
141938	Inequalities in South Luton Project	Purpose Statement: To improve mental health for children and young people living in the diverse communities of South Luton. Population Level Drivers: - Meeting MH Community Needs - Developing Community MH Assets	South Luton
141939	Equality QI project	To increase Newham Talking Therapies referrals from black males aged 18-25 years old from 15.5% to 18% percentage by December 2023	Newham Talking Therapies
142102	Increasing access to brief interventions and support for people who are presenting to CMHT with increasing distress	The Project Group aims to develop clinical offers for service users whose needs increase but who do not need level of intensity of service provided by Crisis Resolution and Home Treatment Service but for whom planned, prompt, targeted short term intervention is likely to reduce distress, promote solutions and prevent further deterioration or relapse in mental state. The SMART aim will be developed as soon as we have some detailed baseline data/measures worked up. It is likely to relate to decreased use of CRHT/Out of Hours/Duty for repeat calls, and increased service user satisfaction (focus group)	Bedford CMHTs
142144	Reduce Secure Ambulance Spend by x% in City & Hackney by 30-Apr-22	To improve the value for money offered by service user transport in the City & Hackney Mental Health Directorate, by 30 June 2022. The improvement will be two-fold: to increase service user satisfaction with the service by x% and to reduce the cost associated with the service by £x.	City and Hackney Homerton East Wing
142430	Getting the right support at the right time for people with learning disabilities	To reduce the waiting times for all disciplines and make sure people with learning disabilities get the right support at the right time, whilst also improving staff and service user satisfaction.	City and Hackney, ILDS

142587	Chronic Kidney disease (Cauldwell)	To improve the percentage of patients who have CKD being correctly coded with CKD from 44 % of expected to 60% of expected in 6 months.	Cauldwell Medical Centre
142888	Improving the Cardiometabolic Health of service users on Broadgate Ward	Achieve a 5% reduction in median baseline body weight amongst Broadgate inpatients over the next 4 months.	Broadgate Ward
142999	How can we improve the routine attendance rates at P2R?	To reduce the non-attendance /DNA rates for routine appointments at P2R (by % by ? date) QI project ? to reduce DNA rate at all clinical and keyworker appts Background P2R is a drug and alcohol service with main hubs in Bedford and Dunstable, providing drug and alcohol recovery services to people living in Bedford Borough and Central Bedfordshire. ELFT has held the contract for services since 2015. The service provides support through recovery work sessions (psychosocial interventions), needle exchange services, group work, physical health assessments and medical assessments for prescribed medication initiation and review. At the point of the first national lockdown for Covid in March 2020, the service operated a face to face service for clients for all their appointments, in common with most community services. After the lockdown, almost all interactions became remote using a combination of telephone and video calls. The lockdown also led to a rapid change in other functions of the service, including the administration of prescriptions. Prior to lockdown, clients would almost always collect their own prescriptions during a ?key working? session with their ?keyworker?; after lockdown, clients were no longer seen for key working sessions face to face and prescriptions were couriered in bulk to pharmacies. While this allowed continuity of treatment, it introduced a break in the normal cycle of client engagement with the service. As the first lockdown went on for so long, it led to a fundamental change in normal ways of working. It became clear over the first six to twelve months that clients were not answering phone calls to keyworkers. When clients had previously been seen face to face, their prescription would have been held back at the treatment hub if they did not attend a booked appointment; this allowed for close monitoring of compliance with treatment and early intervention by the keyworker if the client did not attend. It also ensured that clients who may have been engaging in riskier practice and not collecting or taking their medication as prescribed, were identified quickly and additional contact could be attempted in a timely way. As prescriptions were sent out in bulk, it became more difficult to stop or hold prescriptions in a timely way when someone did not attend an appointment or answer their phone. It could be two or three weeks between a missed appointment and a prescription being held back at the hub, as prescriptions were typically sent out at least 2 weeks in advance of the start date. This was to ensure there was continuity of treatment and that our pharmacy colleagues, also under enormous workload pressure in the community, were able to plan ahead for observed consumption or daily dispensing work. In the initial weeks after lockdown, most clients engaged very well and many had more contact than they may have done if they had only been seen face to face. However, there was a small contingent, around 10% of our population, who were very difficult to engage. This group was those who were homeless or already engaging in risky drug use behaviour prior to lockdown. They became harder to contact and engage with, and many of these clients remained on a supervised consumption regime. Over the following 6 months, there was a gradual rise in the number of other, less risky, clients not engaging well with treatment. In turn, over the next 3-6 months this led to a steep rise in non-attendance at prescriber appointments. On some days this was 100% of appointments, but regularly ran at 50% by mid 2021. This resulted in significant wasted time and resources, including time spent by keyworkers then following up clients who had missed appts, re-bookings and further non-attendance at rebooked appts. In late 2021, prompted by prescribers reporting a very high demand for appointments together with a very high non-attendance rate, a review of how appointments were used was carried out. This revealed that clients were not attending appointments or not answering phone calls with keyworkers up to three months prior to an appointment being booked with a prescriber for a review of their medical treatment. It became clear that an appointment with a prescriber was being used as a final effort to engage a client in treatment, with medication regime review or change being given as a consequence for non-attendance at the medical appointment. The main point that emerged was that medication regime change was only introduced as an idea by many keyworkers once non-attendance had been established for many months. The service operational policy allows for prescriptions to be withheld at much earlier points when a client is disengaged from treatment, but does require the keyworker to ensure the currently-running prescription is proactively stopped. Interventions tried to remedy poor engagement 1. Holding prescription at hub ? generally successful if carried out but could force clients to ?drop off? treatment, so best not to do this at end of the week. Also requires keyworker to proactively stop a current prescription to avoid a further 2-3 weeks of medication being dispensed on current regime. 2. Text / phone reminders ? less successful, clients would ignore calls on day of appt if did not want to attend. This was a v good indicator that client would DNA. 3. Sending reminders via pharmacy, similar success to (2) Because of the high workload of keyworkers chasing up clients for prescriber appointments, repeat non-attendance at keyworker appointments prior to non-attendance at prescriber appointments and failure of current service interventions to improve attendance, we decided to use QI approaches to find root causes of all the issues.	Main LEAD members are based at Bedford P2R Drug & Alcohol Services - 21 The Crescent, Bedford, MK40 2RT.
143407	Reducing wait times on the over 13's ASC assessment pathway	Reduce the number of days it takes between someone having their first autism assessment to receiving the outcome of their assessment from an average of 108 days to 60 days by December 2023.	Bedfordshire

143654	WARDS - Working across wards, a review and development of solutions	Improved staff experience (insert measure?) of daily redeployment, through staff engagement and instigating change initiatives (time frame?)	Bedford Hospital NHS Foundation Trust
143995	Reducing Staff Vacancies In The Primary Care Directorate	To reduce Vacancy rate from 16.4% to 10% and Turnover rate from 19% to 15% in Primary Care Directorate by June 2023	
144507	To Improve Communication between GP Teams and ELFT Tower Hamlets Community Health Services	To reduce the percentage of rejected GP referrals out of total GP referrals into Foot Health and Continence Services to less than 20% by May 2024	Beaumont House Mile End Hospital
144674	LGBTQ Network: to increase the membership from 273 to 373 by 30 November 2023	to increase the LGBTQ Network membership from 273 to 373 by 30 November 2023	Corporate
144781	Reduction of mileage claims and reduction in carbon footprint	Reduce costs, reduce Co2	Trustwide
144842	Clerkenwell ward wellbeing project	We aim to improve the wellbeing measures of patient and staff on Clerkenwell Ward by June 2023.	Clerkenwell Ward
144924	PATHWAYS - A new app supporting service-users and staff to visualise the recovery journey.	To improve the tracking, centralisation and digitisation of service-users' progress through their recovery pathway, from admission to discharge by 15% within 12 months.	John Howard Centre
145415	Increasing Equity for BAME Service Users in Forensic Services	To improve BAME service users engagement, experience and outcome in relation to East London Community Forensic Service	East London Community Forensic Service
145686	SPS C&H Assessment QI Project	To provide timely, holistic assessments by reducing waiting time to assessment by X% and improve quality of assessment (as agreed by our quality criteria) so that X% assessments meet criteria by ? 2024.	Specialist Psychotherapy Services C&H
145943	Reducing Gender Pay Gap in Doctors at ELFT	To increase the number of interventions within ELFT that specifically target the gender pay gap in medicine	
145991	Walking aid reuse	To reuse an average of 16 walking aids per month in the Newham MSK department by March 2023	Physiotherapy Service, Community Health Newham
146020	Tower Hamlets Extended Primary Care Team - Adult Community Therapy Waiting Times	All new service users accepted to the EPCT therapy waiting list to receive an initial therapy assessment within 6 weeks of referral acceptance	Virtual via MS Teams
146053	Improving referrals for BAME detainees	We aim to see our BAME detainees referred into our service at a proportionate rate as compared to the indigenous population.	Liaison and Diversion Service
146547	Reducing waiting times for adult autism services in Tower Hamlets	To reduce the time people wait from point of referral to starting their autism assessment by 50% in 12 months.	Tower Hamlets Autism Service, 51 Three Colts Lane
146830	Trauma Informed Care on Limehouse Ward	To improve staff and service user satisfaction through adopting trauma informed care approach	Limehouse Ward, John Howard Centre
147021	Access and Flow - CAMHS Newham	Reduce the time Young People in Newham CAMHS wait from referral to assessment to 9 weeks	York House, 411 Barking Rd, London, E13 8AL
147184	Ruby Ward Optimizing Flow	Improve transfers Ruby Ward to the acute wards in NCMH by reducing the length of time on the Triage ward from 13 days to 10 days by August 2023. Improve patient and staff experience of the transfer process by December 2023.	Virtual
147344	To improve quality of care for patients by increasing the	To increase the proportion of posts that are substantively filled by 30%	ELFT Luton and Bedfordshire Mental Health

substantive/ fixed-term medical workforce in Luton and Bedfordshire by 30% in one year.

147413	Improve patient experience of transition to adulthood for SCYPS transition caseload.	Improve reported experience of transition from a mean score of 2.2 out of 5 to 4 out of 5 by April 2023.	West Ham Lane Health Centre
147446	Enjoying Work at Tower Hamlets Talking Therapies	By end of June 2024, we aim to increase how much our staff agree with the statement 'I enjoy my work?' to 5.5 on a 7 point Likert scale	Tower Hamlets Talking Therapies
148126	Observations and Therapeutic Engagement	To make observations safe, effective, meaningful and collaborative in the Forensic Service from XXX to XXX by May 2024.	Forensic Directorate
148128	Let's Talk: Improving the Experience of Community Mental Health Services for Black, Asian and Minority Ethnic People in Tower Hamlets, Newham and City and Hackney	To improve the experience of community mental health services for Black, Asian, Minority Ethnic People in Tower Hamlets, Newham and City & Hackney	
148148	Increasing 'Big I' People Participation in the Cancer and Palliative Care Psychology Service.	We aim to have increased the incidences of 'Big I' Service User/Carer involvement in the Cancer and Palliative Care Psychology Service (by end of 2023).	Cancer and Palliative Care Psychology Service, (Mountbatten House, Dunstable)
148567	Happy Staff Happy Outcomes	We, the staff of the acute crisis settings in Newham, aim to implement 3 (or more) well-being initiatives which become normal workplace culture, to improve staff satisfaction at work by December 2023 because happy staff equals happy outcomes for service users.	Newham University Hospital and Newham Acute Day Hospital
148625	Improving the support offered to informal carers (Tower Hamlets Community Health Services)	To increase the number of informal carer's details recorded on EMIS by 50%. For 90% of all identified carers to be offered an opportunity to discuss their own support needs.	Tower Hamlets Community Health Services
148707	Improve experience of young people at Coborn who identify as LGBTQIA+	For 80% OF YOUNG PEOPLE admitted at the have the experience of appropriate pronoun use at the Coburn.	The Coborn Center for Adolescent Mental Health
148810	Improving Referral Flow in Admission Avoidance Team	1. To reduce length of stay in acute hospital 2. To streamline referral process from ED/CDU to the community Intermediate Care Pathway within the team 3. To improve patient experience and satisfaction 4. To provide timely intermediate nursing input 5. To coordinate appropriate nursing follow up within DN locality 6. To increase capacity of the number of patients seen in ED and CDU	ED/CDU RLH
148839	Reducing the amount of indwelling catheter's in Community services.	To reduce the number of long term indwelling urethral catheters on the community nursing caseloads within BCHS by 10% in the next 6 months. This will improve patient experience by reducing the risk of infection and quality of life.	BCHS
148851	Promoting suitable referrals to CRHTT from PLS Bedford	By December 2023, Increase the number of referrals taken on for home treatment by the CRHTT following referral from PLS by 20%.	Bedford Hospital
148865	Improving staff well-being	Increasing sense of well-being and connection for Tower Hamlets CAMHS staff. We hope to increase staff sense of connection to self, to colleagues and to the purpose of the work and the workplace by 1 star by the end of 2023. We also hope to decrease the sense of burnout to indication of no sense of burnout in majority of staff.	
148925	Access to perinatal mental health team	All woman in Beds and Luton are able to access the right care at the right time in the right place from the perinatal mental health team - We aim to increase the number of referrals to the team to an average of 100 per month, by October 2024.	Bedfordshire and Luton
149007	Reducing DNAs across BCHS	Reduce the amount of DNAs recorded across BCHS	Bedfordshire Clinics

149018	Reducing the Adult Speech & Language Therapy Service community swallow waiting list from 37 weeks to 18 weeks	The Adult Speech & Language Therapy Service will reduce the community swallow waiting list from 37 weeks to 18 weeks by December 2023	
149147	Engagement Project	To reduce gaps in observation practice: For 100% of observations to be carried out including documented reasons for omissions by December 2023	City and Hackney Centre for Mental Health
149156	Therapeutic engagement & observations in Tower Hamlets	For all our therapeutic engagement & observations to promote safety & well being across our inpatient wards by December 2023	Tower Hamlets Inpatient Wards - Burdett House
149187	To reduce inappropriate non sterile glove use across the Luton and Bedford inpatients wards by March 2023.	To decrease inappropriate glove usage amongst ELFT staff on the Luton & Bedfordshire Inpatient wards Crystal and Fountains Court by December 2023.	Luton & Bedford In patient Wards Crystal/Fountains Court
149196	Increase the racial diversity of service user participation for co-production in Bedford and Central Bedfordshire	To have more service users within BCHS People Participation from a racially diverse background	Bedford
149262	Service User Qualitative Feedback	By May 2023, we the Steps to Wellness team will receive qualitative service user feedback of 50% of all service users who attend the first and/or last group therapy session in Steps to Wellness.	
149281	Improving the experience of transitions for young adults	By May 2024, we will ensure that the standards for transition are being met for young people transitioning from CAMHS to Adult services (NMHT) as documented in the transition policy. This will ensure an improved experience of transition for the young person and their carers	Tower Hamlets
149468	Ensure all palliative and end of life patients have advanced care plans that include preferred place of care and death.	Increase the number of palliative patients on BCHS community nurse caseload who have a recorded Preferred place of care and preferred place of death within their SystmOne record to 60% or over by June 2023	Bedfordshire community health services trust wide
149471	Improving Connectivity of the Team	We want to increase how connected BTT staff feel to other members of the team, to increase wellbeing and knowledge sharing by Dec 2023.	Bedfordshire Talking Therapies
149589	Improve carer involvement and satisfaction in Luton CMHTs	Improved methods for recording carer data Greater satisfaction by staff and carers in support for carers/ involvement with carers	Luton CMHTs
149597	Safeguarding Pathways in Primary Care Directorate	We at the primary care directorate will codesign with our trust, staff and service users a safeguarding pathway to reduce potential harm due to delay in completing the safeguarding tasks across the sites in the directorate by June 2023 by 50%	Primary Care Directorate
149625	Police Response	Increase the number of investigations by the police. Actions taken by the police on incidents reported.	Oakley court - Ash ward - Luton
149666	Improving Functionality of Oracle	To ensure 90% corporate requisitions are paid within one month by 31 May 2024	Trust HQ, Alie Street
149677	Improving Therapeutic Observations and Engagement in Luton and Bedfordshire MH Inpatient Wards	Improve the Completion of Therapeutic Observations and Engagement on the Ward to 100%	Luton and Bedfordshire MH Inpatient Wards - Townsend Court, Onyx Ward, Crystal Ward, Coral Ward and Fountains Court
149840	Service User Feedback at Leighton Buzzard CMHT	To increase the amount of service user feedback received via the RateMyNHS website at the Leighton Buzzard CMHT Service to 15-20 responses a month within 6 months.	Crombie House Leighton Buzzard CMHT
150191	Patient Flow in Forensic Services	Maintaining Flow; Tackling Stuckness: To ensure our patients are in the minimally restrictive Forensic setting to maximise their quality of life, whilst ensuring services and individuals are safe	Forensic Services

150298	Central Bedfordshire Medication Flow and Communications Project	Decrease service user dissatisfaction with medication from an average of 11.9% to 10% in Central Bedfordshire community mental health services by September 2024.	Central Bedfordshire
150304	Improve the efficiency of referral to diagnosis pathway for Bedfordshire Chronic Fatigue patients	Aim to reduce the number of weeks patients wait from referral to diagnosis	Bedfordshire
150388	To improve patient attendance at the podiatry clinic within the John Howard Centre	To reduce the number of patients not attending their podiatry appointments by 12.5% ( 2 out of 16 patients DNAs) by the end of November 2023.	John Howard Centre
150408	U of Transport	To reduce forensic services expenditure on transport by 10 percent by end of March 2024	John Howard centre
150454	Admissions Optimisation - Evergreen	Reduce length of stay at inpatient unit	Evergreen CAMHS Tier 4 Inpatient Unit - Luton (BLMK)
150534	Reducing high frequency use of emergency services by mental health service users who self-present.	The aim of the QI project is to reduce mental health high intensity users' self-presentations via Homerton Hospital emergency department by 30% of total attendances by the end of 2024. The QI Project relates to improving the crisis pathway for high intensity users with mental health difficulties. The aim is to support service users by identifying more appropriate pathways for mental health needs as an alternative to emergency department. Objectives: -To support service users by identifying appropriate pathways for mental health needs as alternative to emergency department -To understand gaps in current pathway -To identify current reasons for recurrent attendances -All community mental health services to make clear service provisions -To empower service users to use available resources in the community.	Homerton Hospital and City and Hackney Centre for Mental Health
150818	Tower Hamlets Talking Therapies Equity Project	To achieve 50% recovery rate with Bangladeshi patients accessing Tower Hamlets Talking Therapies by 2024	Tower Hamlets
150871	Understanding and removing barriers for underrepresented groups accessing care at PTS	By January 2024 we aim to improve access for underrepresented groups, to match the borough population as indicated by census data, with respect to those offered an assessment at PTS, i.e.: over 65s 6%, people of BAME heritage 61% and men 50%.	Psychological Therapies Service - Tower Hamlets
151212	TH Pharmacy discharge medication service QI project	Increase Discharge Medication Service referrals from 0% to 20% of all discharges from Gobe inpatient mental health ward within 6 months.	Mile End Hospital
151220	To improve the waiting list experience for service users	To improve the experience they have on the waiting list and ensure they still feel connected to our service whilst waiting or have other services or activities we can signpost them to.	
151249	Reducing the delayed discharges from 70%to 30 % in CHHTT	Reduce the delayed discharges thereby improve case management	City and Hackney
151306	Improving the recording of fridge temperatures	Improve Record Keeping of Fridge Temperature develop system of daily Resetting of Fridge	John Howard Centre - Morrison and Ludgate Ward
151332	To Improve Young People & Staff Experience of Therapeutic Engagement in CAMHS Inpatient Units	Our Aim Is For 100% Of Therapeutic Observations To Be Completed Including Documented Reasons For Omissions, By December 2024. Outcome measure - % of engagement completed per 24hrs No. of intermittent engagement / 1:1 engagement per 24hrs No. of incidents per 24hrs	Coborn Adolescent Unit
151405	SMI (Severe Mental Illness) Engagement Project within Primary Care Mental Health.	Identify BAME clients on Hatters Health PCNSMI register who have not engaged with primary care mental health service for the last 2 years and improve on engagement and uptake of biopsychosocial intervention from 20% to 80%.	Luton Primary Care Network (Hatters Health and Medics)
151551	Addressing racial	Reducing racial and ethnic disparities in access to Nubank SPS	Nubank



151551	Addressing racial and ethnic inequalities in Newham Specialist Psychotherapy Service	reducing racial and ethnic disparities in access to Newham SPS.	Newham
151561	Improving early detection rates of dysphagia in forensic services.	To stabilize referral trends for dysphagia: from up to 90% being in response to severe needs or incidents, to 50% being in response to early signs of need, by June 2024 To increase non-urgent referrals from X% to Y% by June 2024	East London Foundation Trust, Forensic inpatient secure wards. Westferry, Bow and Clerkenwell wards.
151571	Increasing Psychology Case Consultation Provision To 100% Of The Early Intervention Service Caseload Within 8 Weeks of Acceptance Into The Service	Increase psychology case consultation provision to 100% of the Early Intervention Service (EIS) caseload within 8 weeks of acceptance into the service.	Bedfordshire and Luton Early Intervention Service
151599	The Identity and Intersectionality Project	We want to improve service user experience of care and treatment by ensuring staff are informed of how someone's mental health difficulties can look like with different identities (and intersectionalities).	Newham
151623	Increasing Quality of Feedback from Clinicians to Young People	Enhancing feedback quality from clinicians to young people and reducing timespan of feedback received to within a month	
151683	Improving Service Users' participation into service development.	To improve number of activities with SUs' involvement for our practice to be better informed by SUs' experience.	Bedfordshire and Luton Community Eating Disorders Service for Children and Young People.
151727	SMI Health Checks in Primary Care	Increase uptake of SMI health checks, identify barriers - including training for staff to ensure that checks can be completed in a one stop shop model, ensure effective coding. To be implemented, tested and reviewed for full roll out by March 2024.	Bedfordshire Primary Care
151803	Reducing the use of single cutlery	To reduce the use of disposable cutlery by 80%	JHC
151909	SCYPs NDC Optimising Flow 2023	To have NDC initials seen within 18 weeks and NDC Reviews seen once a year	West Ham Lane
151940	72 Hour Follow-Up	To provide focused recommendations to improve the completion rate of the 72 hour follow-up plan on discharge.	ELFT, Luton
151942	Reduce the number of incidents reported for quality issues relating to discharge from Royal London Hospital	To reduce the number of reported discharge quality issues by 50% by 03/2024	Mile End
151987	Improving the patient experience of the sickle cell clinics post Covid	Optimising flow in clinics that benefits patient experience	Sickle Cell and Thalaessaemia Service, 19-21 High St South
152086	Smoking Cessation post discharge 6 week community clinic follow up	Effectiveness of 6 week post discharge Community smoking clinic started February 2023 and by October want to increase the number of uptake of follow up patients	Luton and Bedford
152093	Improving shared learning from safety incidents	To increase staff's exposure to patient safety learning, as measured by number of staff accessing safety learning material, and number of forums that include safety case material - by the end of Aug 2024	
152113	Reducing DNA Rates and Improving Health Equity in a Specialist CAMHS Neurodevelopmental Service	To reduce the number of DNAs overall & reduce the number of DNAs from those living in neighbourhoods falling within the top 3 deciles of most deprived areas in England.	City & Hackney Specialist CAMHS (Homerton Row)
152117	To Improve the Physical Health of THEIS Service Users	To improve the Physical Health of THEIS Service Users by improving Assessment & Interventions of Physical Health Checks and Healthy Lifestyles and achieve >90% PASS on Physical Health Checks aligned to CQUIN Data	THEIS & Tower Hamlets



	by improving Assessment & Interventions of Physical Health and Lifestyle		
152261	Improve anti-coagulation control for heart valve patients	6 months after implementing the changes 20% of our patients with mechanical heart valves will have LMMH if their INR is below their range.	Twinwoods
152560	Cultural Neuropsychology	To be make our neuropsychological practice more culturally inclusive.	Luton and Bedfordshire MAS
152597	Improving access to Eating Disorder Support for residents of Newham	We are aiming to improve access to Eating Disorder Support for residents of Newham by 100% by December 2023	Mile End Hospital
152840	Reducing falls on Sally Sherman ward	To reduce falls rate on Sally Sherman ward by 30% (from 5.4 to 3.7 per 1,000 occupied bed days) by April 2024	East Ham Community Centre
152861	Triple Aim - People with learning disabilities who present with behaviours that challenge living in the London borough of Newham	Improving the quality of life for people with learning disabilities living in Newham	29 Romford Road, E15 4LY
152899	Reduction of admission to A&E from Poplars Ward	We staff at poplars ward (Older people inpatient ward) together with few of our service users and under the guidance of our QI coaches aim to reduce the Number of readmission to General Hospital by 20% by June 2024 from inpatient elderly ward	Houghton Regis
152916	Improving referrals of patients on clozapine to Luton Psychiatric Liaison Service (PLS)	For 100% of patients on clozapine to be referred to PLS, within 24 hrs of their admission to hospital, by August 2024.	The Luton & Dunstable Hospital
152975	Learning Disabilities- Breast screening	To improve the uptake of breast screening for women with learning disabilities	Newham Health Team for Adults with Learning Disabilities
152991	Improving accessibility of MHST services for South Asian children and young people within Wave 5 schools	To increase the proportion of referrals from those of Asian/South Asian Background to be representative of the local population (representative of the W5 school populations) by October 2023	Luton CAMHS
152997	Making our Tower Hamlets CHS staff feel safer at work	Our project team will work together to help our Tower Hamlets CHS teams feels safer at work with a 10% increase in the safer score and over 80% of staff reporting they feel safer at work by December 2023	Tower Hamlets
153001	Improving Primary Care Clinical Systems Data Quality & Accuracy	Improve quality of data held in clinical systems by end of quarter one 2024.	
153150	Hospital and Community Carers Service	By December 2023 a minimum of 90% friends, family and carers of a service user admitted to a C&H mental health ward, will have a positive experience of admission, stay, discharge and community support	City and Hackney Center for Mental Health
153526	CAMHS Crisis Team Improving Staff experience	To improve staff experience and morale at work by increasing current Star rating of 2 to an average of 10 by Dec 2023.	Trust wide
153838	Improving SpR Morale	Improve SpR cohesiveness and morale by 50% before the next changeover date (August 2023).	North East London
154632	Improved quality of care for dual diagnosis service users in ELFT & Resolutions	increased number of jointly worked dual diagnosis SUs	
154678	Therapeutic engagement - Evergreen	To increase the number of enhanced observations being completed from 99.7% to 100% by Dec 2023 on Evergreen.	Evergreen inpatient ward

154845	Improving the uptake of family intervention (FI) within Newham Early Intervention for Psychosis Service (NEIS)	To increase uptake of FI from 9 to 16% in 12 months?	Newham Early Intervention Service, Appleby Health Centre, 63 Appleby Road, Canning Town, London, E16 1LQ
155082	Staff on Staff Racism, Forensic Directorate	Improve Staff Knowledge, Awareness and Reporting Racism by 20% by June 2024	Forensic
155125	Improving Physical Health Monitoring in the Newham Home Treatment Team	We improve the physical health monitoring for all service users being cared for by the Newham Home Treatment Team. For 80% of service users under HTT to have their vital signs, BMI, blood sugar, routine bloods, ECG and lifestyle assessment completed by the end of May 2024.	Newham Home Treatment Team
155281	The identification of a non-healthy Body Mass Index from an inclusive Equity perspective	To increase identification of non-healthy BMIs (obesity) and increase offering of appropriate interventions as defined by NICE guidelines on Jade ward PICU, by 10 % by June 2024.	Jade Ward
155437	To reduce afternoon handover while ensuring relevant information is discussed	To reduce afternoon handover time, to effectively handover relevant information on clients.	beech close
155515	Prevention and Management of Contractures in Care Homes	To reduce the number of referrals for management of severe contractures by 50% in one year.	Primary Care at Home South
155981	Improve service user experience of communication on Aldgate Ward, a service for people with autism.	Improve communication to patients with autism	John Howard Centre, Medium Secure Forensic Psychiatric Hospital, Aldgate Ward - Autism Specialty Ward
156135	Improving trauma-informed support during pregnancy to women from Black, Asian and other minority ethnic backgrounds with moderate to severe fear of birth (tokophobia)	To increase identification and support of moderate to severe tokophobia in birthing people from Black, Asian and other minority ethnic backgrounds by increasing tokophobia referrals from the Luton area to Ocean by 25% by October 2024	Bedfordshire & Luton Ocean service, Luton & Dunstable Hospital
156142	Catheter Project Newham		Newham
156146	Improving Wound Assessment	To increase the number of fully completed wound assessments for patients with pressure ulcers, documented by District Nurses by 30% over the next 12 months (October 2024)	Tower Hamlets
156189	Management and Reduction of Catheter call outs in RR	To reduce No of frequent catheter call outs by 60% by End of September 2024	Rapid Response THCHS
156206	Increasing Motivation Through Activities	We want a minimum of 3 Groups and Activities established weekly on Autistic ward by February 2024	Aldgate Ward
156325	Reducing inequalities at End of life care for Bangladeshi and other ethnic minorities? community in Tower Hamlets	1. To improve End of life care and services for the Bangladeshi community from ?? to ?? by July 2024 2. To improve quality of life for the patients	Tower Hamlets
156333	Inpatient Quality and Safety - Safety Bundle		
156345	Increasing referrals	Increasing referral of Newham and Tower hamlets Long covid Patients and Newham	

	to Long Covid and Pulmonary Rehabilitation services	Pulmonary Rehabilitation service by 5 % by March 2023.	
156470	Delivering an online Parkinsons teaching programme to care home staff, within Bedfordshire	To deliver a structured online teaching programme of 5 weekly sessions to care home staff within Bedfordshire	Bedfordshire
156894	Improving Management of Diabetes at Cauldwell Medical Centre	Reduce number of patients with HbA1c 58 or more by 25% by April 2024	Cauldwell Medical Centre
157030	Improving access to menopause management and support at Cauldwell Medical Centre	Improve menopause management at Cauldwell Medical Centre by increasing service user satisfaction from XX to XX by December 2024	Cauldwell Medical Centre
157053	Improving the experience of informal carers as part of hospital discharge	To ensure carers are identified, recognised, supported and made an integral part of the discharge planning process during acute hospital discharge.	Royal London Hospital
157169	To improve the whole staff experience to feel satisfied from offer of employment through to becoming an experienced member of admin staff in order to give our service users reassurance and confidence when communicating with our services	To improve the whole staff experience to feel satisfied from offer of employment through to becoming an experienced member of admin staff in order to give our service users reassurance and confidence when communicating with our services.	Bedfordshire and Luton
157198	C&H Neighbourhoods Waiting Times Project	To achieve target of 95% of first appointments being seen within 28 days in two Neighbourhoods.	City and Hackney
157260	Overweight and obesity management at ELFT Forensic Directorate	What - We, the primary care team in the Forensic Directorate, want to provide structured weight management support, developed in collaboration with service users, supporters and the MDT, for those who live with overweight or obesity. Why - This is to improve service user satisfaction with available weight management support... How good - by X% satisfaction score... By when - by December 2024. Optimize and structure obesity management in the Forensic directorate	ELFT Forensic Directorate (John Howard Center, Wolfson House)
157393	Moving Forward- improving knowledge for discharge on Loxford ward	To improve the understanding of and readiness for discharge of services users on Loxford ward by August 2024	Loxford ward, Wolfson House, Forensics- Low Secure Services
157411	Pharmacy Discharge Medication Service	To increase the number of patient referrals from all L+B inpatient wards to the discharge medication service (DMS)	Luton
157417	Optimising Flow on Fothergill Ward	To reduce average length of stay on Fothergill ward from xx to xx days by November 2024.	Fothergill Ward
157478	Reducing unplanned hospital admissions for End of Life/ Palliative patients through integrated working between Community Health and Home Care.	To reduce the number of unplanned / avoidable hospital admissions for the residents of Tower Hamlets in the last months of life.	ELFT Tower Hamlets Community Health Services
157500	Strategic recruitment	Increase the number of delegates who attend our trainings (Master Classes & PQI) by X% by X.	
157525	Improving the	To improve the quality of the referral's made to Complex Care.	Grove View Health Hub

quality of referrals into Complex Care

157561	Bridging The Gap: Transition Project for Children and Young People	We, will co-design a transition pathway for children and young people with epilepsy alongside our coach, sponsors, staff and service users. By developing and implementing this pathway, we will aim to reduce the number of young people transitioned from the children's community epilepsy service re attendance to the emergency department for prolonged seizures by 50% by December 2024.	
157664	Improving recovery scores within Talking Therapies for clients aged 16-21	We at Bedfordshire Talking Therapies want to improve the recovery scores of clients aged 16-21 by 10% by December 2024.	
157706	CLDS Weight Management	Improving access to weight management services for CLDS service users	Tower Hamlets
157743	Improving communication and information sharing regarding medication.	We aim to have 80% of our service users in the perinatal mental health service who are satisfied or very satisfied with the communication they received when starting or restarting medication by April 2024.	John Bunyan House
157762	Improving the experience of admin staff answering telephone calls at the Bow and Poplar NMHT	Improving the working experience for the Bow and Poplar NMHT admin staff answering telephone calls	
157783	Increase Community referrals to Newham Tobacco Dependency Team by working in partnership & collaboratively with Newham Recovery College	Increase Referrals to Newham Tobacco Dependency Team	Newham Directorate
157794	Combating the workforce crisis in the Trust by tapping into the SAS Doctors potential.	To increase by 100% the number of SAS doctors gaining a internal promotion, And: To create a Community of Practice to initiate, measure and demonstrate improvements in the effective use of SAS doctors' expertise in ELFT.	NE London
157809	Children's Physio Team QI Project - PAC DNAs	Understand and implement simple solutions to reducing DNA in our PAC clinic	West Ham Lane and Appleby Health Centre
157826	Reducing waiting lists for EPCT Therapy teams in Newham	To reduce waiting lists from xx to xx within EPCT therapy workforce by April 2024, with a view to improving efficiency and enhancing patient and staff experience.	CHS Newham Adult Therapies EPCT
157840	To increase the reach of Personal Health Budgets in City and Hackney to the target 34 referrals per month by end of March 2024, with referrals submitted from across ELFT teams in City & Hackney.	To increase the reach of Personal Health Budgets (PHB) in City and Hackney to target 34 referrals per month by end of March 2024, with referrals submitted from across ELFT.	City & Hackney
157855	Improving Access to Community Services for the Homeless Population in Tower Hamlets	With the current provision of foot health service for homeless service users within Tower Hamlets, it is aimed that through this scheme, we are able to introduce other community health service input (i.e physiotherapy and district nursing) to support homeless people in accessing community health services. To achieve system wide cost savings to primary and secondary health care services	
157894	Improving attendance at Havering CLDT psychiatry outpatient clinic	Reduce the number of DNAs within psychiatry outpatient clinic by 10% by March 24	Havering Community Learning Disability Team
157901	Improving Analyst access in the integrated Data	We aim to co-develop a data environment to improve Analyst access to a full range of data sets from 40% to 90% and Analyst accuracy responding to a full range of information requests from 17% to 75% by the end of Q4 2023.	The Green

Warehouse (iDW)			
157909	Improve accessibility of MHST services for South Asian children and young people within Wave 5	Improving accessibility of MHST services for South Asian children and young people within Wave 5	
157951	MBU Baby Observation	"To improve the quality of observations with service users and staff reporting a positive experience by August 2024"	City and Hackney MBU
157979	Establishing a comprehensive care community	Purpose statement: to establish a comprehensive care community across the Tower Hamlets directorate	Tower Hamlets Mental Health Directorate
157987	(draft) Improve effectiveness of Luton CRHTT performance	Improve acceptance rate to Home treatment Team .	Townsend court
157996	Pursuing Equity in Comms: Optimising Engagement of Users with Accessibility Needs across ELFT	By December 2024, ELFT commits to achieving 100% accessibility in all newly produced communication materials, ensuring that every staff member, service user, and stakeholder, regardless of their abilities, can fully access and engage with our information.	Corporate Comms
158027	Improving Number of Units (Teams/buildings) with reported compliance with Standard Facilities Inspections from 65% a month to 95% a month by June 2024	Improve the number of units (teams/buildings) with reported compliance with Standard Facilities Inspections from 65% a month to 95% a month by June 2024	Alie Street
158040	Forensic Violence Reduction Collaborative - Stratford		
158061	Moving Beyond Care Programme Approach	To establish processes whereby 75% of the North Hub caseload has an identified key worker and a shift away from the generic term care coordinator. This may involve: A clear multidisciplinary team approach involving all health professionals on the service user's journey. High-quality co-produced, personalised care and support planning. Better support for and involvement of carers to provide safer and more effective care.	Luton North Hub CMH Charter House
158099	Right Dressing Right Time	Our Aim is to improve wound care management by using the right treatment at the right time, reducing waste, improving healing and improving patient outcomes	Community Health Newham
158236	Sexual Safety Crystal Ward	By December 2024 we will reduce sexual safety related incidents by ? and we	Newham Center for Mental Health - Crystal Ward
158415	Total Bowel Management in ELFT Learning Disability Services	Identify service users known to Learning Disability services psychiatry caseload in ELFT who are prescribed laxatives, and provide appropriate constipation advice by June 2024	Trustwide
158418	Eliminating single use cups on Fountains Court	To eliminate the use of all single use cups by the end of March 2024.	Fountains Court
158503	Engendering a research culture as part of business as usual	To increase the number of meaningful indicators of "having an engendered research culture as part of business as usual", which, at present, may include indicators such as: - Number of staff who know the R&I Department (including what we do and don't do); - Number of staff who self-report as research-active; - Number of staff who are research-active by an objective measure; - The organisational infrastructure encouraging research; - The personal skills and aptitude towards research; - Number of Research Champions or percentage of teams across ELFT with an identified Research Champions	
158507	Befriending: Increasing Attendance of Service Users to Befriending Groups	To Increase the number of Service Users attending the Befriending-related groups from 2 attendees to 15 attendees per session by July 2024	
158508	Complaints: Improving the Quality of ELFT	For ELFT to increase the monthly average of complaints completed within timescales agreed with the complainant by 20% - by the 31st January 2025	Corporate

Responses

158542	Modernise psychosis treatment on Clissold Ward	To review, assess and optimise psychosis treatment on Clissold ward	Clissold Ward, Wolfson House
158559	CLDS Transition-improving the assessment process	Reduce assessment duration from referral to eligibility decisions	
158589	Community Treatment Order (CTO) Recent evidence suggests that there is a disproportionate number of black Adults in Newham Mental Health Service on CTO	By December 2024 we will ensure that all black and Afro- Caribbean patients under EIS, CRT North and CRT South who are on CTO between 1st Jan 2024 to 30th December 2024 will have a meaningful completed DIALOG+ and care plan to evidence co-production and good practice. To bring the number of these patients in proportion to others. We will be looking at quantitative as well as qualitative mental health interventions to improve experience among this group	Community Mental Health Teams
158720	Forensics Violence Reduction Collaborative-Clissold		
158733	Reducing Nursing Vacancies to 10% at ELFT by January 2025	Reducing nursing vacancies to 10% across ELFT by January 2025 through improving recruitment and retention	Trust-wide

