ELFT's QI Projects

No. of Active Projects

170

Record Number	Title	Aim	Location
115742	Triple Aim - Improving quality of life for people with learning disabilities in Bedfordshire	Population: People with a learning disability, with or without Autism, ADHD and dementia, who are at risk of being prescribed antipsychotic medication, with no confirmed diagnosis of mental illness* Purpose statement: Improving quality of life for our population. * e.g. psychosis, severe depression	Luton & Bedfordshire Services for People with Learning Disabilities
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
130379	Enjoying Work - Mental Health Law Team	To increase weekly well-being score from 4 to 5 and reduce burnout score from 2 to 1 by December 2021 (in 2 months)	Mental Health Law
131293	Triple Aim: Leighton Buzzard	In Leighton Buzzard we will work together to improve the experience of accessing care for people living with dementia by 50% by December 2022	Leighton Buzzard services
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

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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 counselling for women with serious mental illness (SMI)	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
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
138481	Enjoying Work - NW EPCT TH	To increase staff satisfaction reported by the NW EPCT TH Team by Oct 2022.	TH NW EPCT
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
140187	Reducing waiting times for Community OT and Community Physio	To monitor and provide effective triage to reduce the number of 18+weeks breaches to zero, for community OT in all 3 localities and community physio in south by April 2022	Bedfordshire
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 SHNA Action Plan	To plan and drive improvement actions following SHNA	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 in Hackney	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	Main LEAD members are based at Bedford P2R Drug & Alcohol Services - 21 The Crescent, Bedford, MK40 2RT.

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.

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 recieving 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
143735	Increasing the engagement and usage of the Learning & Development hub by ELFT staff	Increase the visibility and usage of the new Learning Management System from xxx to xxx +20% by Dec 2022	Learning and Development
143865	Reducing unplanned Catheter changes	To reduce avoidable call outs for catheter problems which impacts on staff resources by 5% by December 2022 thus reduces risk of harm to patients and improve patient's experience.	3rd Floor Beaumont House, Mile End Hospital, E1 4DG
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 10% 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	OTMAPS - 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	C&H SPS will co-design a QI project to address the service's current problems. Our project aims to achieve 95% of assessments within 0-11 weeks (referral to the first appointment) and improve the quality of assessments and care plans. To ensure patients are placed on the correct waiting lists, 95% of patients are not waiting longer than six months to begin treatment.	Specialist Psychotherapy Services C&H
145943	Reducing Gender	To increase the number of interventions within ELFT that specifically target the gender	

	Pay Gap in Doctors at ELFT	pay gap in medicine	
145986	Patients Know Best (PKB) Planning		
145991	Walking aid recycling	To recycle 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
146257	Luton Marmot Work - Improving the accessibility and inclusiveness of ELFT recruitment process	To increase the number of service users and others in the community who may experience barriers to employment recruited as employees and apprentices at ELFT	
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 NCfMH 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 substantive/ fixed-term medical workforce in Luton and Bedfordshire by 30% in one year.	To increase the proportion of posts that are substantively filled by 30%	ELFT Luton and Bedfordshire Mental Health
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 January 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
147862	Reusable crockery & cutlery at John Howard Centre	To eliminate all single-used plastics from catering and implement reusable crockery and cutlery that are safe for service users.	John Howard Centre (Clerkenwell Ward)
147913	To develop and test the SOP for Processing Repeat Prescriptions within the GPSU	To map the prescriptions process, and harmonised the prescriptions process between LRS and CMC, to develop a SOP and then to test	GPSU
148126	Observations and Therapeutic Engagement	To make observations safe, effective, meaningful and collaborative in the Forensic Service from XXX to XXX by May 2023	Forensic Directorate
148128	Let's Talk: Improving the Experience of Community Mental Health Services for Black, Asian and Minority Ethnic People in Tower	To improve the experience of community mental health services for Black, Asian, Minority Ethnic People in Tower Hamlets, Newham and City & Hackney	

	Hamlets, Newham and City and 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)
148454	To reduce wait times from referral into camhs after triage assessment to date of first face to face appointment with CHUMS	To reduce the average wait times from point of referral into camhs to first appointment including: referral to spoe meeting from spoe meeting to first appointment To support a reduction of CHUMS wait times from XX days down 12 weeks.	rush court bedford
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
148596	CIMHS Screening Meeting	Explore the opportunities to streamline daily screening meeting in the 6x CIMHS Sub-teams. Explore opportunities to reduce the burden on teams to establish a quicker and more effective screening process. Free up capacity to support the teams.	Newham Directorate; CIMHS
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+	We, staff and young people at the Coborn, aim to improve young people's perception to an average rating score of 4.5, on whether the needs of young people who identify as LGBTQIA+ are being met.	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.	
148871	Increasing participation of older adults in People Participation	The aim Is to increase participation and meaningful engagement of older adults via People Participation	
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 by October 2024	Bedfordshire and Luton
148950	Ivory Ward QI Project	Reducing the average length of stay on Ivory ward to less than 10 days by 31st March 2023	Ivory Triage Ward, Newham Centre for Mental Health
149007	Reducing DNAs across BCHS	Reduce the amount of DNAs recorded across BCHS	Bedfordshire Clinics
149010	Improving the quality of informatics reporting and storytelling	Informatics Department to increase the perceived satisfaction of information requesters by 20% by August 2023.	The Green
149018	Reducing the Adult Speech & Language Therapy Service community swallow	The Adult Speech & Language Therapy Service will reduce the community swallow waiting list from 37 weeks to 18 weeks by December 2023	

	community swallow waiting list from 37 weeks to 18 weeks		
149027	Reducing the Number of staff musculoskeletal sickness rate and improving access to Display Screen Equipment (DSE)	Improving access to Display Screen Equipment (DSE) thus reducing the Number of staff musculoskeletal sickness rate	Health & Safety Team
149065	Energy Data Provision - Site Level	To drive down energy usage by introducing a competitive element and providing awareness on energy usage across their sites and over different months	All sites
149072	Improve access to ELA for new starters	The Learning & Development team aim to provide ELA access for 95% of colleagues by May 2023. Currently 90% of staff have access. All staff should be able to access training.	Alie Street, E1 8DE
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 April 2023, improvement in PREMs scores from young adults who are transitioning from Tower Hamlets CAMHS (Children & Adolescent Mental Health Serices) to Stepney & Wapping NMHT (Neighbourhood Mental Health Team) for adults.	Tower Hamlets
149384	Increase the uptake of the SU-Led accreditation programme at ELFT	To increase the uptake of service user accreditation programme across the Trust by 2 accreditation visits per month by May 2023	
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 within BWS want to increase how connected staff feel to other members of the team to increase wellbeing and knowledge sharing	Bedfordshire Talking Therapies
149545	Applying the Institute for Healthcare Improvement Joy in Work framework to the PKB Deployment project, utilising a systematic approach through Quality Improvement.	Improve staff 'joy in work' within the PKB project team to strengthen deployment processes and teamworking	East London NHS Foundation Trust
149562	Smoking cessation in the SMI community ? the City and Hackney Bespoke Service	Ensuring a % (TBC) of the ELFT community mental health caseload who have SMI in City and Hackney who are smokers are referred to the new service by July 2023 Ensuring a % of those referred attend a first appointment.	City & Hackney

	Bespoke Service Pilot		
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
149595	Improve the confidence of staff dealing with low-risk / in-person and verbal complaints	By 30th October 2023, a needs assessment report will be produced that includes recommendations for appropriate training interventions to effectively support staff in managing low-risk complaints.	BCHS
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 01 December 2023	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
149904	Improving engagement with staff, services users and carers within the Community Mental Health Transformation Programme for better communications and storytelling around transformation and its implementation.	We will co-produce with service users, carers and stakeholders to increase participation and engagement in communications and storytelling around the work initiated by the Community Mental Health Transformation Programme by September 2023	East London
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	1. Reduce the number of delays in communicating medication change to GP by 20% by December 2023. 2. Improve patient experience of medication.	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		John Howard centre
150454	Admissions Optimisation - Evergreen	Reduce length of stay at inpatient unit	Evergreen CAMHS Tier 4 Inpatient Unit - Luton (BLMK)
150462	Review of health	To proactively identify unmet health needs of individuals with learning disabilities living	33 Bradford Road

150468	Review of health needs for clients discharged from CHIP	To proactively identify unmet health needs of individuals with learning disabilities living with complex health needs	29 Romford Road
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
150800	Corporate PP - Increasing Service User involvement in Corporate Departments.	Every Corporate department to have a level of Service User involvement.	
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
151177	Improving the quality and appropriateness of referrals to the ELFT dietitians	Increase the quality (referrals with nutrition screen) and appropriateness (referrals with nutrition risk) of referrals to the ELFT dietitians by 100% by December 2023.	Forensics Directorate
151212	TH Pharmacy discharge medication service QI project	Increase Discharge Medication Service referrals from 0% to 20% of all discharges from Globe 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 CH HTT	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 PCN SMI 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 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.	S M - base line data (referral rate or severity) A R T - 6 - 9 months To change referral trends for dysphagia from 90% being in response to serious incidents / severe needs to 90% being in response to early signs of need, by April 2024 ?Referral trends from being typically triggered at point of medical emergency or severe dysphagia needs to triggered	East London Foundation Trust, Forensic inpatient secure wards. Westferry, Bow and Clerkenwell wards.

upon presentation of mild difficulties e.g. noticing mealtime discomfort or differences.

ID	Title	Description	Location
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 2023	
152113	Reducing DNA Rates and Improving Health Equity in a Specialist CAMHS Neurodevelopmental Service	To reduce DNA rates for the NDT by 30% over the next 3 months	City & Hackney Specialist CAMHS (Homerton Row)
152117	To Improve the Physical Health of THEIS Service Users by Improving Assessment & Interventions of Physical Health and Lifestyle	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
152261	Improve anti-coagulation control for heart valve patients	Improve anticoagulation control in patients with mechanical heart valves	Twinwoods

152536	AHP student placement capacity	To increase pre-registration placement activity to 50% across all AHPs by October 2023?	
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	Reducing the Number of admission to General Hospital by 20% by October 2023 from inpatient elderly ward	Houghton Regis
152916	Improving referrals of patients on clozapine to Luton Psychiatric Liaison Service (PLS)	For all patients on clozapine to be referred to PLS (Luton or Bedford Hospital) - within 24 hrs of their admission to hospital.	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 80% 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.	
154845	Improving the uptake of family intervention (FI) within Newham Early Intervention for Psychosis	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
155108	Improving Medicines Incident Reporting in TH CHS	To increase Medicines incident reporting from 0% to 50% by January 2021	Tower Hamlets CHS - Beaumont House
155125	Improving Physical Health Monitoring in the Newham Home Treatment Team	To 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 February 2024.	Newham Home Treatment Team
155219	Coaching Community Corporate QI project	To increase the monthly involvement of coaches into the monthly Corporate coaching community activities from an average of 2 coaches (14%) to an average of 14 (100%) by March 2024	
155281	Cultural Inclusivity and Engagement on Jade Ward PICU	To increase service user satisfaction with Equality, Diversity and Inclusion strategies on Jade Ward PICU, by X % by X Month	Jade Ward
155437	To reduce afternoon handover while ensuring relelvant informationis 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 and accessibility of the standardised clinical questionnaires used on Aldgate Ward, a service for people with autism.	To develop and adapt the WEMWS, GASS and SIMPAQ to be more tailored and more accessible to our neurodiverse service users by the end of 2023.	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 2023	Bedfordshire & Luton Ocean service, Luton & Dunstable Hospital
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
156206	Increasing Motivation Through Activities	Establish consistent Groups and Activities For 6 Months	Aldgate Ward
156333	Inpatient Quality and Safety - Safety Bundle		
156345	Increasing referrals to Long Covid and Pulmonary Rehabilitation services		
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