

QI Roles and Responsibilities in Newham

The Role of a Project Lead:

- The day-to-day Project Leader, overseeing testing, data collection and implementation
- Encourage, involve and communicate with the team

Responsibilities and Tasks:

- Coordinate meetings: ensure all team members, coach and sponsor are invited.
- Monitor progress of project and regularly update sponsor on progress and/or challenges (at least monthly). You can do this verbally or via email. You will also be required to complete a monthly report on Life for Sponsors.
- Ensure the involvement of your customers (usually service users and/or carer) in the project and seek the support of the Patient Participation Lead, Improvement Advisor and/or forum if help with this is needed.
- Ensure that the project team communicates and connects effectively with your broader service team, via broader team meetings, away days, noticeboards, etc.
- Encourage a participative and non-hierarchical dynamic within the team meeting,
- participating as a team member, contributing ideas and participating in the team processes
- and decisions.
- Develop your knowledge in QI methodology and, with the support of your QI
- Coach/Improvement Advisor, do your best to apply this to the project
- Attend and share the progress of the project with the QI Forum when requested (a annual rota is created for the forums)
- Become an active use of Life QI to manage the project and encourage team members to do the same.

The Role of a Sponsor:

- A senior member of staff with influence over the system that the team is working on (your project sponsor will be identified and allocated in the monthly QI Forum).
- They may not necessarily be an expert in improvement methods
- Link the team's work with high-level goals, so the team knows how their work fits into the big picture.
- Support DMTs in developing annual improvement priorities, and planning QI capability building in Newham

Responsibilities and Tasks:

- Provide support and constructive challenge to the project lead around the formation of the project team and strategy (e.g. Is there a stable team, are all key stakeholders represented/engaged? Is there progress service user/carer involvement?)
- Provide support to address and blockers and issues in the project (particularly of a service nature, as opposed to use of QI methodology, which the Coach will help with)
- Review closely the monthly Life QI reports on their projects, provided by the Project Lead and Coach and liaise with them if needed.
- Developing the Directorate's quality improvement priorities and engaging in dialogue with teams to align projects
- Allocation of resource and effort to the directorate's QI work
- Approval of new QI projects & determine when projects should be closed (via the QI Forum)
- Thinking and leadership around scale-up of QI work
- Identifying and recruiting appropriate people for different levels of QI training & identification of new QI coaches
- Ensuring we celebrate, share and learn from successful projects

If you are a project lead and don't know who your sponsor is please contact your Improvement Advisor: Marco Aurelio, M.Aurelio@nhs.net.

Newham's Sponsors are:

- Gill Williams
- Dominic Dougall
- Bailey Mitchell
- John Babalola
- Paul McLaughlin

The Role of a Coach:

- Coaching QI Teams within the directorates, meeting with the team regularly
- Deeper knowledge of improvement methods and tools

Responsibilities and Tasks:

- Helping to engage people and teams in QI
- Supporting both potential (pre-approved) and existing project teams to develop ideas and strategy, using QI tools and advising on how to complete project documentation
- Attending their allocated project team meetings as required (this frequency should be discussed with the project lead and will likely vary over the course of the project. New project teams generally require more support than well-established project teams, so coaches will likely attend almost all meetings in the beginning, but reduce the frequency and things progress and the project achieves results)
- Supporting project teams to use all elements of QI methodology
- Develop skills and confidence in facilitation, teaching and explaining the use of QI tools and methods
- Attend the monthly QI Forum and liaise regularly with the directorate Improvement Advisor
- Develop relationships with QI sponsors and contribute to the strategic leadership and development of QI in the directorate (for example via the QI Forum, annual IHI visit and other opportunities)
- Update the Coaches monthly project report on Life QI and liaise with the project sponsor if there are concerns about the project

If you are a project lead and don't know who your Coach is please contact your Improvement Advisor: Marco Aurelio, M.Aurelio@nhs.net.

Newham's Coaches are:

- Fenno Outen
- Erasmo Tacconelli
- Shazia Hashmi
- Janice Strachan
- Fatimo Dawodu
- Linda Springer

The Role of an Improvement Advisor:

- Support the directorate to progress their QI Programme, as well as delivering training to staff, helping to promote and share the successes of the QI programme and leading work on Trust high priority areas.
- Extra support for those projects working on one of the trust priority work streams
- Expertise in improvement methods and tools

Responsibilities and Tasks:

Providing first-line coaching support to high priority projects

Strategic support to the directorate QI programme e.g. defining improvement priorities, aligning QI work, identifying whether issues are suited to QI projects, supporting thinking around scale-up of QI work, etc.

Attending, helping to coordinate and developing the approach of the QI Forum

Supporting the directorate to celebrate, disseminate and learn from successful QI projects

Provide supervision to QI coaches and individual support/shadowing opportunities to coaches when needed

Your Improvement Advisor was previously Emma Binley and has more recently Emma has handed over this role to **Marco Aurelio**.

Marco can be contacted on:
M.Aurelio@nhs.net.

