F2: Realising the potential of technology-enabled care

Through collaborating, codesigning, "codemolishing" and cocreating

International Forum

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Led by

The Health Foundation

Supported by

NHS England

Speakers

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This session

1. Reflect on the need for a collaborative approach to achieve sustainable system change and use of technology

2. Identify methods that can help collaboration and codesign for transformative system change

3. Understand the difference a more collaborative approach can make in practice

What is Q?

- Q is a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care.

- We share our knowledge and support each other to tackle challenges. Together, we make faster progress to change health and care for the better.

- Started in 2015, long term support to 2030

Together, to improve health and care

How Q supports collaborative improvement:

Searchable directory 5000+ members

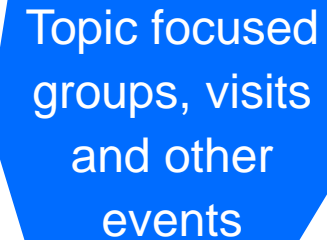Enable people to learn about ideas others have tried and how to get started

Website, blogs, high-quality comms

Demonstrate how improvement approaches and collaboration can help us make faster progress on recovery

Participatory funding programme

Provide training, ideas and resources to strengthen collaboration and generate greater buy in around change

Topic focused groups, visits and other events

Bring together people at all levels including senior leaders, enabling member insights to influence what happens nationally

Collective insight projects

Create safe spaces for people to reflect together on challenges and maintain energy and momentum
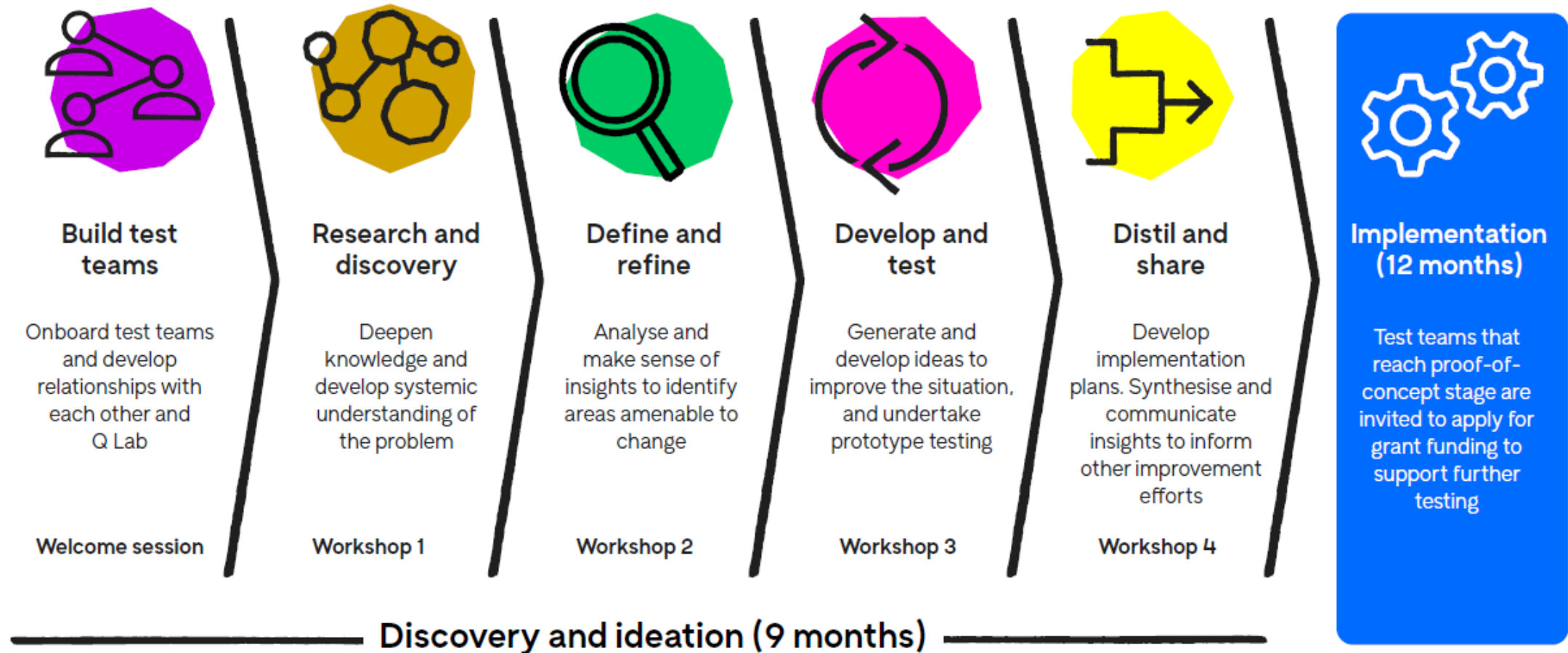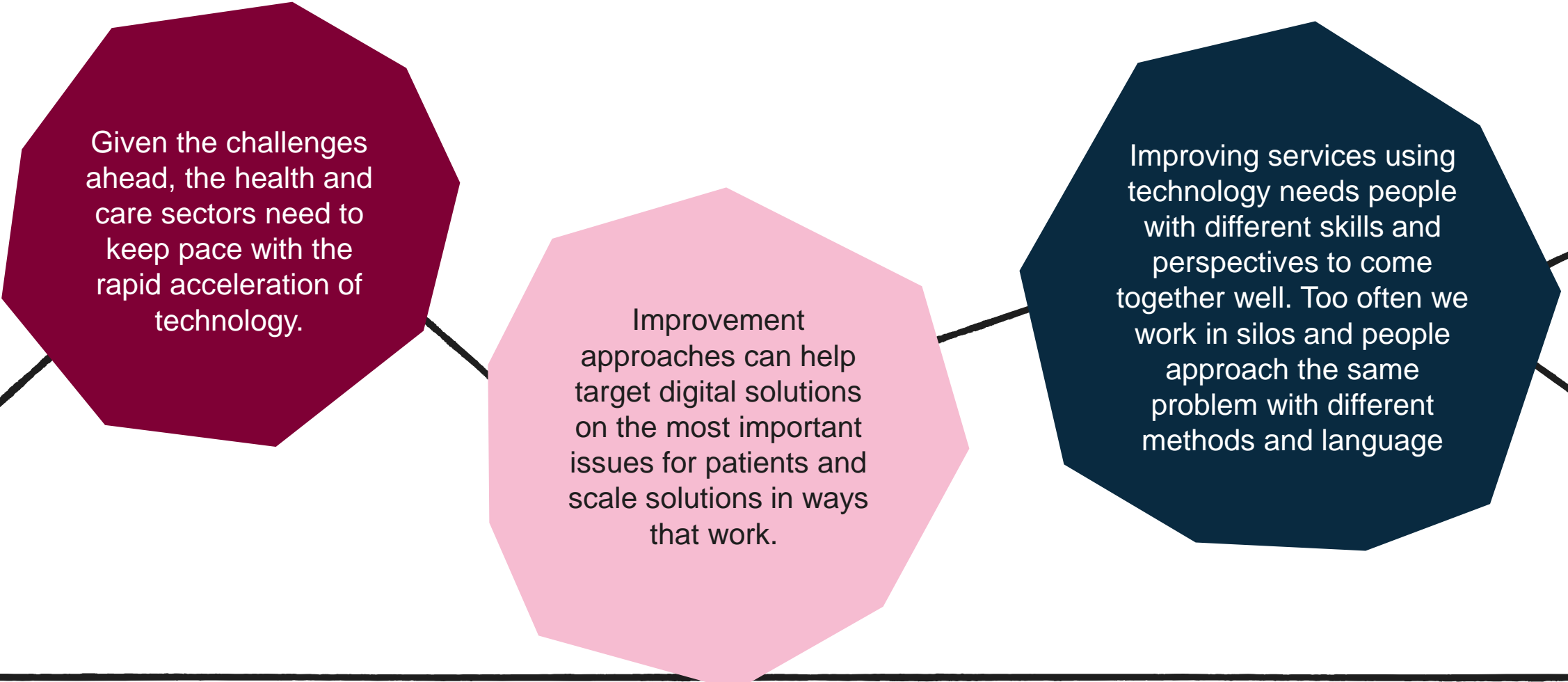
How Q supports collaborative improvement:

Q Lab UK

We support people to come together to take action on complex, shared health and care challenges

Q Lab UK

Build test teams

Onboard test teams and develop relationships with each other and Q Lab

Welcome session

Research and discovery

Deepen knowledge and develop systemic understanding of the problem

Workshop 1

Define and refine

Analyse and make sense of insights to identify areas amenable to change

Workshop 2

Develop and test

Generate and develop ideas to improve the situation, and undertake prototype testing

Workshop 3

Distil and share

Develop implementation plans. Synthesise and communicate insights to inform other improvement efforts

Workshop 4

Implementation (12 months)

Test teams that reach proof-of-concept stage are invited to apply for grant funding to support further testing

Discovery and ideation (9 months)

Why we need to bring improvement and digital together

Given the challenges ahead, the health and care sectors need to keep pace with the rapid acceleration of technology.

Improvement approaches can help target digital solutions on the most important issues for patients and scale solutions in ways that work.

Improving services using technology needs people with different skills and perspectives to come together well. Too often we work in silos and people approach the same problem with different methods and language

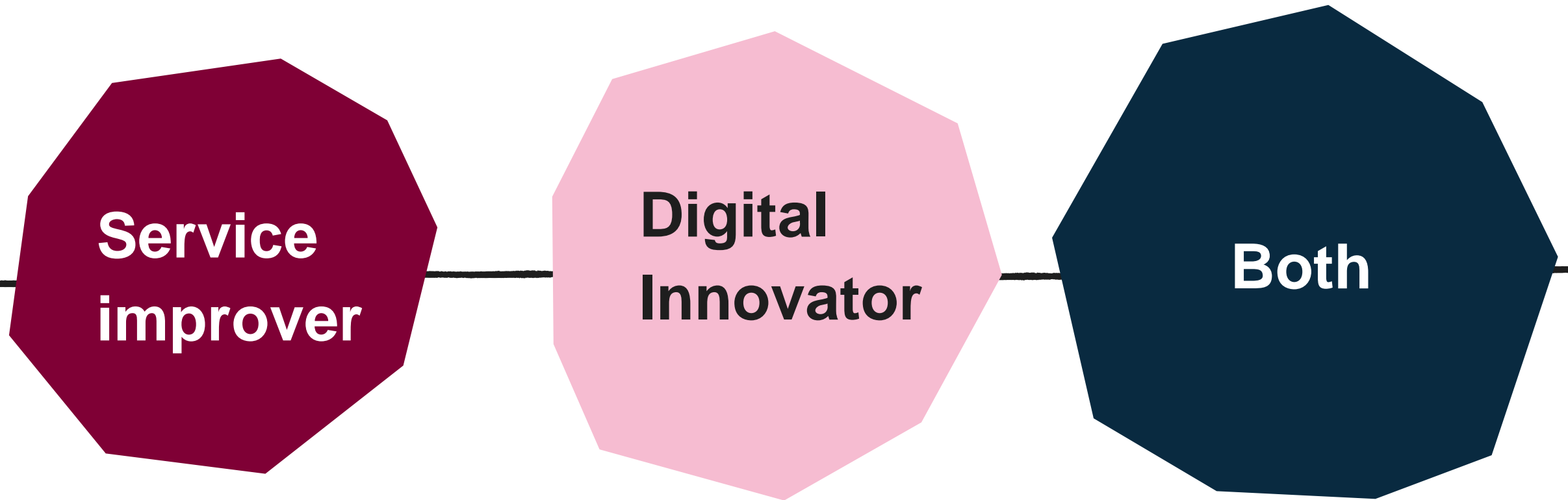# How joined up are service improvement and digital innovation where you work?

Not at all: completely separate

We work together a bit

Fully integrated

How do you identify?

Service improver

Digital Innovator

Both

What Q is doing in the UK to bring digital and improvement together?

We've worked with members to understand what enabled the rapid rollout of video consultations during the pandemic.

Our events are creating regular opportunities for people to learn together

Scan to find out more about the work we've funded

We're funding 20 teams to bring together improvement and digital methods, plus many other projects with a digital element

Q Lab UK is testing with the NHS how to build staff and patient confidence in technology-enabled remote monitoring, so it can be scaled

"I have never seen the pace of what we have achieved here – and I attribute that success to the collaboration between digital and improvement teams."

Q Lab UK participant

It was the best of times, it was the worst of times

Coronavirus: inside the Covid-19 wards at one of Britain's worst-hit hospitals

The award-winning photographer Stuart Franklin spent three weeks on the NHS front line. This is what he saw

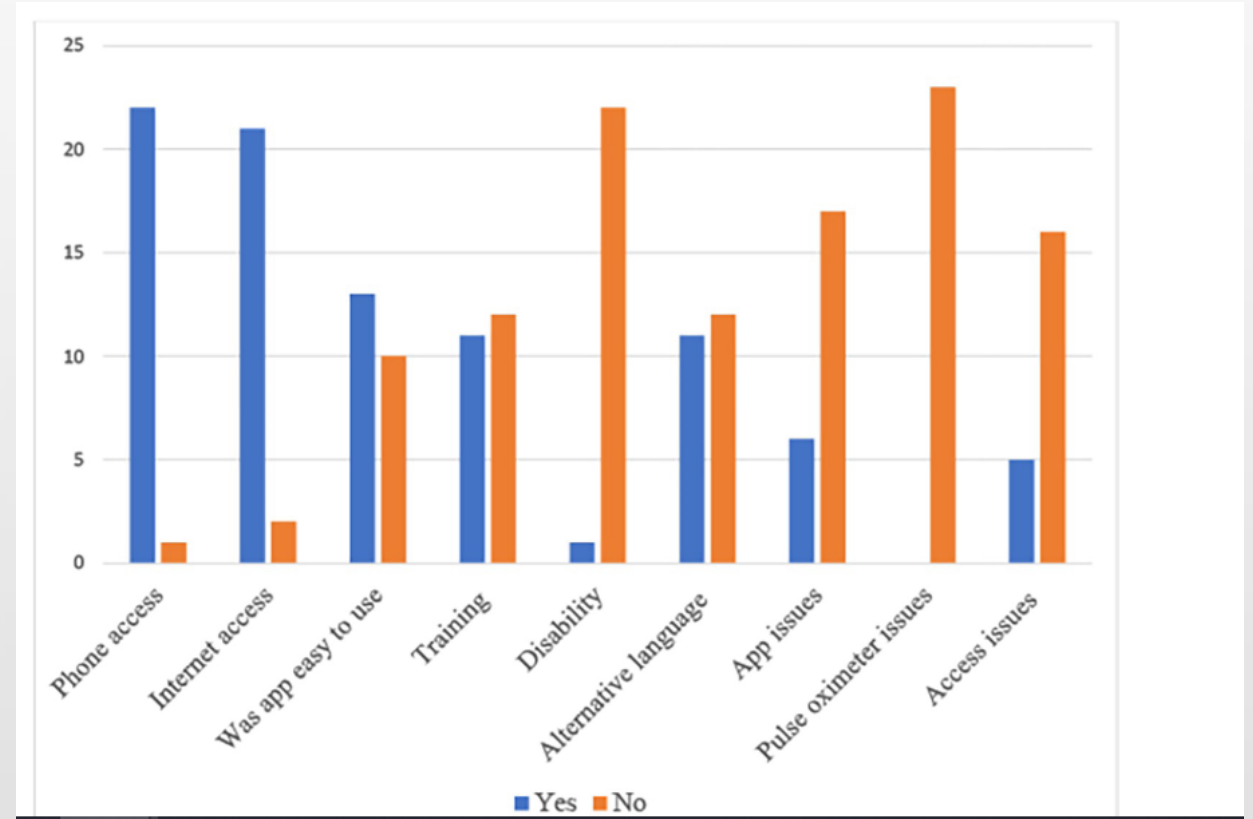At West Middlesex University Hospital, a patient lies in prone position to aid his breathing

© STUART FRANKLIN/MAGNUM PHOTOS

Chelsea and Westminster Hospital
NHS Foundation Trust

Move fast and break things

- Rapid digital improvement

- Covid virtual ward

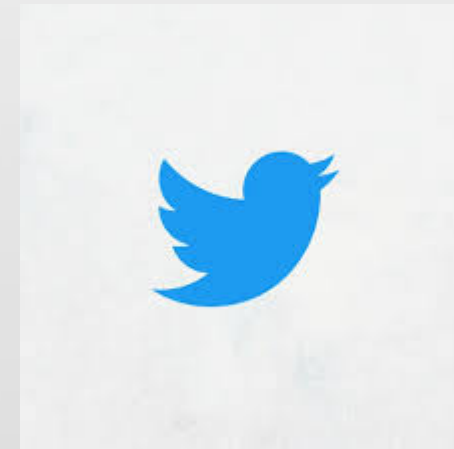- 3 weeks to idea to first patient

- 800 patients , at peak 90

Fox et al PLOS Digital Health 2022

A little bird told me …

- 2 tweets same evening

- Asked for an introduction

- The local authority agreed to work with us

"The currency of real networking is not greed but generosity"

- Community Engagement

Commun-IT

  - refurbishing IT by a learning
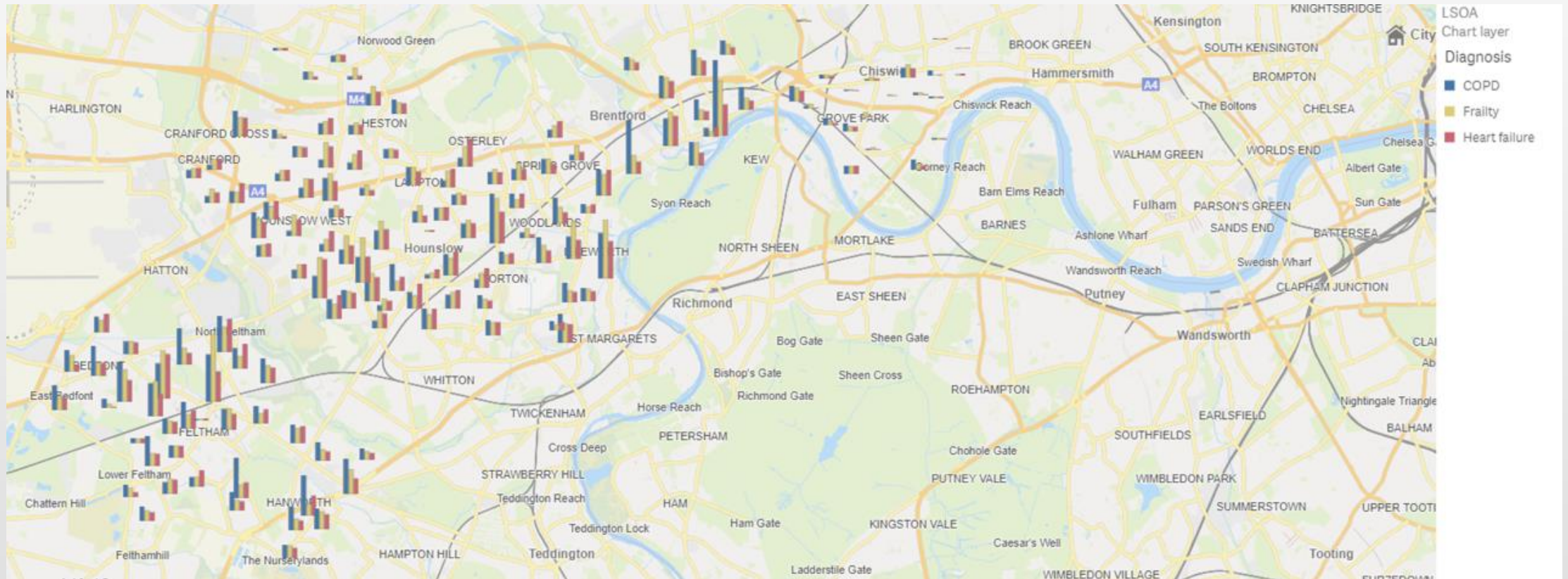   disability charity

  -access to fibre and broadband

Data sharing

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"Courage starts with showing up and letting ourselves be seen"

"The journey of a thousand miles begins with a single step."

- Sharing with others with diverse perspectives and experience

- Not holding ideas too close

- Learning different ways of working and developing a common language

- Courage – aim higher, bigger , 'codemolish'

"The NHS must look out rather than up"

- Place the quality of patient care above all other aims

- Engage, empower, and hear patients and carers at all times

- Foster whole-heartedly the development of all staff

- Embrace transparency in the service of accountability, trust, and the growth of knowledge

The Francis Report 2013

NHS
Chelsea and Westminster Hospital
NHS Foundation Trust

Opportunities for digital change

Activity

What opportunities do you see for boosting collaboration for digital change?

What ideas stood out in your conversation?

Questions?

Resources from Q to help your work

Tools and methods

q.health.org.uk/get-involved/creative-approaches-problem-solving-caps/

https://q.health.org.uk/resource/leading-successful-partnerships/

Download the skills map and resources

Thank you

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