

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 06 April 2021.

I am pleased to confirm the following.

- 1. What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?**

Transformation and Improvement team.

- 2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.**

Director or Corporate Affairs and Governance  
Chief Nurse  
Associate Medical Director (Audit Lead)  
Head of Service Improvement

- 3. The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.**

- QSIR
- Model for improvement
- Other models will be used as part of the toolbox of models that align with particular projects and programmes. These might include Six Sigma and LEAN . For large capital programmes, an approach will be used that fits with NHSE and value for money / accountability frameworks.
- More recently, the Trust have been using an Appreciative Inquiry and Learning from Excellence approach for some clinical services
- Theatres use Human Factors as a QI methodology.

- 4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.**

Hug in a bag – national Nursing Times award for miscarriage care

**5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.**

Approximately 9 FTE (Head of Service Improvement, Improvement Manager; Associate Director of Transformation; Project Managers; Patient Safety Specialists; Audit Officer; Administration). The structure and staffing of the Quality Improvement (Transformation and Improvement) team is currently being reviewed.

**6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.**

A number of staff across professional disciplines have an element of their role allocated to quality improvement. It is not possible to give an accurate approximation to answer this question in the way it is currently worded.

**7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).**

The budget for Transformation and Improvement team (pay and non-pay) has remained at approximately £750,000 per annum – financial year. This is broader than the quality improvement function and so may not accurately answer the question in the way it is currently worded.

**8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).**

Our quality improvement programme spans several formal and informal training courses including QSIR, AI, Human Factors, Simulation, Learning from Excellence and other courses. We do not currently hold complete lists of staff numbers trained across these disciplines in order to answer the question in the way it is currently worded.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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