

What is Quality Improvement?

An introduction to quality improvement – how to increase your chances of success when making changes

The 'What is QI?' learning session provides an introduction to managing change and quality improvement for those in general practice who have no prior knowledge or experience of quality improvement.

Learning outcomes

By the end of the session participants will have achieved the following.

- Developed a basic understanding of the ingredients of successful change.
- Understand how quality improvement can help make improvements in their local practice.
- Have an overview of practical tools to get started on improvement work.
- An increased understanding of High Impact Action number 10 - Develop QI Expertise, to release time in general practice.

Content of the session

Participants will be given a basic overview of the key components of successful change, with an introduction to the Change Model for Health and Care.

The session will go on to describe how quality improvement techniques can be used to make changes locally. To help participants get started this will include the Model for Improvement, a simple, yet practical and effective way to making changes. This is a tried and tested approach that has been used successfully in healthcare over a number of years.

Who will benefit from attending?

The session is designed for anyone working in or with general practice that is thinking of making changes or improvements, and wanting to understand how quality improvement can help them. It will provide an introduction to practical approaches to making changes locally – how to speed up getting things done and getting them to stick.

Holding a local session

Sessions are 3.5 hours in length with participant numbers between a minimum of 20 and maximum of 80. To discuss further including a date to hold a session, please contact your local Development Adviser.

See overleaf for information about the Fundamentals of Change and Improvement programme.