



FocusQI

Winter 2025

Collaborative Partnerships with OUH

A spotlight on our learners: International Forum

PAFTA nominations for Ourania

New course dates - Improve ONE thing: the full QIP

The Bristol Patient Safety Conference 2025

Nominate Your QI Hero

Hi, I'm Nikki Davey, Founder of QIClearn

Well - what a year 2024 has been!

Whilst the challenges have not diminished, our team and the people we work with and support have certainly continued to show their commitment to make change happen.

You can read more about some of our many achievements in this edition of FocusQI.

Others we don't have room for in detail include:

- **New Associates** - Liz Maddocks-Brown
- **New partnerships** - Vets for Pets and Kaleidoscope Health
- **New Programmes** - Introduction to Quality Improvement and Leading QI Across Systems

We know that improvement is a long game, so on a more serious note, I also feel the need to shine a light on the benefits of

- people learning and practicing robust improvement methods.
- stopping activities that no longer add value
- acquiring agency to make change happen

Wishing you a happy and productive 2025!

NikkiD



Take a look at what's inside...

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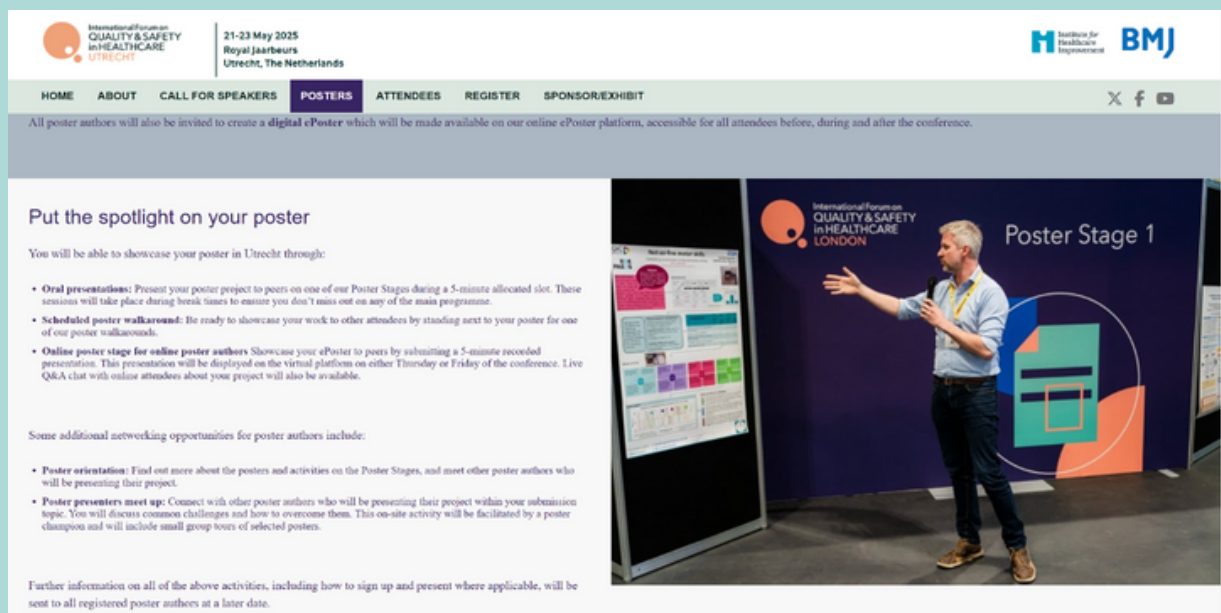


INTERNATIONAL FORUM FOR QUALITY AND SAFETY IN HEALTHCARE

Enjoying networking and learner success!

In May 2024, QIClearn marked a significant milestone at the **International Forum for Quality and Safety in Healthcare** held in London.

We showcased the exceptional work of 24 learners, 1 parent learner and 1 of our own faculty, our best year yet.



Putting a Spotlight on our Learners

It looks like we're not the only ones that believe our learners projects are fantastic. The International Forum is currently spotlighting one of our learner's, John Greenall, on its website. John's poster, 'Not-so-fine' motor skills, looked at how missing equipment can affect children's fine motor skills assessments, making it less likely the results were even communicated back to patients and parents. A fabulous project demonstrating our Improve ONE thing approach to learning and implementing QI methodology.

INTERNATIONAL FORUM FOR QUALITY AND SAFETY IN HEALTHCARE

Enjoying networking and learner success!

Building on a Legacy of Success

Over the past five years, we have consistently seen high levels of our learners showcasing at this event as well as other national and international conferences. The figures speak for themselves with over 77 QIClearn projects showcased at the Forum since 2019.

Looking Ahead to Utrecht 2025

As we reflect on our achievements at the forum, we are excited to announce that the next event will be held from 21-23 May 2025, in Utrecht, The Netherlands. With 20 learners having submitted their abstracts last month, we have high hopes for another stellar year for QIClearn projects.

It is also our pleasure to announce that our parent learner Akudo Okereafor (QI Change Champion and now mentor) has been invited back to this year's event to present her #ABCParents project in Utrecht. She previously appeared on the stage in Copenhagen 2023 and the project continues to move from strength to strength. [International Forum on Quality and Safety in Healthcare](#)

For more details on Akudo's work you can find the project on X [@abc_parents](#)

To view both John & Akudo's posters, as well as the many other presenters, **visit our BMJ International Forum poster gallery on our website:**
qiclearn.com/bmj-forum-posters/



Enjoying networking and learner success!

The Bristol Patient Safety Conference 2025

The Bristol Patient Safety Conference 2025 is scheduled to take place online on 14th May 2025, focusing on advancing patient safety and quality improvement in healthcare. This event is designed for healthcare professionals such as doctors, nurses, midwives, consultants, and quality managers, and aims to foster learning, collaboration, and the sharing of best practices in healthcare safety and quality.

Key features of the conference include:

- **Expert-Led Plenaries and Workshops:** Topics range from human factors, polypharmacy, and informed consent to innovative quality improvement practices.
- **National Poster Competition:** This competition highlights impactful projects in quality improvement and patient safety. Participants can present their work, gain recognition, and compete for prizes.
- **Networking Opportunities:** Engage with other professionals to share innovations and lessons learned in patient care

We are delighted to announce that Nikki Davey will be delivering an insightful session titled "Fail Safe, Learn Fast, Improve More" at 1:00 PM!

This session will delve into strategies for enhancing patient safety and continuous improvement within healthcare systems.

Plus, Ourania, one of our talented past learners, will take the stage at the 2025 Bristol Patient Safety Conference as a speaker. After earning a prize at a previous conference, she worked closely with QIClearn's Nikki Davey, whose coaching helped her publish a notable paper. Ourania has also received a PAFTA nomination, she says:

"This is the second year I was nominated in our regional paediatric conference- did not win this time but that feedback means a lot and you are one of the people that I look up to and work hard to achieve my QI targets!!"

For further details about the conference program and registration, visit [Bristol Patient Safety Conference](#)

From Coaching Session to Published Research: Dr Ourania Pappa's QI Journey

In 2023, Nikki, the founder of QIClearn, had the pleasure of meeting Ourania Pappa after she won the prize of a coaching session from Nikki for her quality improvement (QI) poster at the Bristol Patient Safety Conference. Nikki was immediately struck by Ourania's passion for QI. Whilst she had relatively limited formal training in structured improvement methods like the Model for Improvement Ourania's work demonstrated a clear commitment to enhancing patient safety—an effort Nikki saw as both innovative and promising.

Their professional relationship blossomed during the coaching session, with Ourania reaching out to Nikki for help in developing her work further. Ourania had ambitious goals: she wanted to refine her project to the point where it could be published in the BMJ. However, there were key aspects of methodology missing that were necessary to achieve this goal, particularly in relation to run charts and the PDSA (Plan-Do-Study-Act) cycles. With support from Nikki and from Yorkshire & Humber School of Paediatrics, Ourania worked diligently to refine these elements, ensuring the methodology was robust enough to meet the BMJ's publication standards.

By August 2024 while Ourania was based in Leeds, her hard work paid off: her article, 'A Lifeline: Enhancing Neonatal Central Venous Catheter Safety', was published. Her research not only contributed to improving safety in neonatal care but also demonstrated the effectiveness of applying structured QI methods in real-world healthcare settings.

Ourania's dedication has not gone unnoticed. This year, QIClearn co-delivered an 'Introduction to QI' workshop with the Yorkshire & Humber faculty, where Ourania was invited to present her "3MinuteQI," to inspire a new group of trainees to take their first steps with QI. In addition to her many contributions, Ourania has recently been nominated for a Royal College of Paediatrics and Child Health's (RCPCH) PAFTA (Paediatric Award for Training Achievements), for her exceptional work in quality improvement. Her colleagues have lauded her as an "incredibly supportive" figure, especially in mentoring international medical graduates (IMGs) and



supporting junior doctors on the neonatal unit. One senior colleague noted, I don't think I've ever come across someone so dedicated to quality improvement! Her many projects have improved the standard of care in our unit immeasurably—except she has measured it, on many run charts.

Ourania has now been invited to return to the Bristol Patient Safety Conference in 2025 – this time as a speaker – so that she can continue to inspire others to use Quality Improvement methods well to make change happen.

At QIClearn, we are incredibly proud of Ourania's achievements and excited for what lies ahead in her career. We look forward to continuing to support her and witnessing her ongoing success as a true QI change champion.

The 2025 Bristol Patient Safety Conference poster submission is now open, for your chance to showcase your QI poster, please visit their website here: bristolpatientsafety.com/poster-competition – **deadline for abstracts is 3rd March 2025.**

Best QI Project at LSP Roadshow

In September 2024, the London School of Paediatrics hosted their first roadshow of this academic year, these events held throughout the year, bring together College Tutors, Trust Representatives, Training Programme Directors (TPDs), and the Trainee Committee for a full day of collaboration aimed at enhancing training and sharing new ideas. At the recent Roadshow, QIClearn learner Sophie Dowsett inspired attendees with her quality improvement project, "A Wee in Good Time Could Save the Spine."

QIClearn supports the School in delivering the Quality Improvement (QI) elements of the curriculum for trainees, and this year, six learners were selected to present their work, showcasing the effectiveness of our 4 month programme in fostering in-depth learning and practical application of quality improvement principles.

Sophie's project stood out among a pool of impressive presentations, earning her the award for Best QI Project. Her work explored how distressing lumbar punctures for neonates can be avoided through early urine samples.

Congratulations to Sophie Dowsett on her outstanding achievement, and to all our learners who contributed to the event! We look forward to more successes in future LSP Roadshows.

To view all of our London School of Paediatrics posters **please visit our poster gallery at:**
qiclearn.com/lsp-posters/



You too could be an LSP Change Champion by joining our next intake in Spring, find out more on page 18.



Blog - Heather Shearer

Fostering Quality Improvement Through Collaborative Learning: A Partnership Between QIClearn and Oxford University Hospitals NHS Foundation Trust

At QIClearn, we are thrilled to share the outcomes of a unique collaboration with Oxford University Hospitals NHS Foundation Trust. This partnership, targeting educators, focused on not just learning about QI, but learning how to integrate QI practices into everyday work, benefitting both patients and healthcare professionals.

The Importance of Knowledge Translation in Quality Improvement

The core motivation behind this programme was to put QI knowledge into action, a key priority for the NHS as it strives for increased productivity, improved patient outcomes, and quality of care.

Curriculum requirements for doctors in post-graduate training include quality improvement. And yet, many educators who are expected to provide meaningful feedback to trainees and

ultimately to 'sign them off', do not have sufficient QI experience to perform these roles confidently.

The Director of Medical Education (DME) at Oxford commissioned this initiative with a clear goal: to equip a cohort of educators with the QI skills they need and to develop a Community of Practice that would continue to provide organisational benefits long after the programme ended.

As Lave and Wenger (1991) noted, **learning together** is essential for a **Community of Practice (CoP)** to flourish. However, merely learning together does not guarantee the formation of a CoP. This is where the design of our blended learning programme played a critical role.

By blending digital learning with live workshops and mentoring, we aimed



to create a dynamic environment where educators could share knowledge, solve problems together, and deliver practical QI projects in their own workplace settings.

The Blended Learning Approach

Our blended learning programme was carefully designed to meet the diverse needs of a cohort. It consisted of:

- **An online learning platform:** This platform allowed learners to engage asynchronously with QI materials at their own pace, enabling flexibility.
- **Four virtual workshops:** Conducted over Zoom, these workshops provided a space for learners to come together, discuss challenges, and share insights.
- **Small group mentor support:** Personalized guidance was provided to help learners apply QI tools in their work.
- **Practical project work:** Each participant took on a QI project within their own clinical setting, ensuring that their learning was immediately relevant and actionable.

Project Outcomes and Achievements

Out of the 14, 9 learners successfully completed their projects, using a rigorous approach to understanding the problem, developing change ideas,

doing multiple PDSA (Plan-Do-Study-Act) cycles and analysing data over time. In fact, 2–3 of these projects have even been presented at international conferences.

While not all learners completed their projects, those who reached the later stages of their work still made significant strides. Two learners successfully defined their problem, gathered diagnostics, and established baselines but struggled to implement multiple PDSA cycles due to various challenges. One learner engaged in the online sessions but did not make substantial progress with their project, and two did not take up their places on the programme. These insights will help us refine future iterations of the programme to ensure broader success.



"I am finding the QIClearn resources enormously helpful in those 'elevator pitch' moments with colleagues. For example, last week when I actually discussed my project with [senior decision maker] I had the data I needed at my fingertips to show him why I have settled on this change idea. And then he just said 'ok, let me know what you need and it's yours.' Result!."



Creating a Community of Practice

Wenger (1998) identifies three key components for a successful CoP: the domain, the community, and the practice. In our study, we observed these elements developing organically:

- **The Domain:** The shared interest in improving medical educator skills and confidence in QI in healthcare at Oxford University Hospitals formed the foundation of the CoP. Supported by Health to create a dynamic environment where educators could share knowledge, solve problems together, and deliver practical QI projects in their own workplace settings.
- **The Community:** Despite coming from different specialties and levels of experience, spanning from those soon after foundation years to consultants and clinical leads across various specialties, including paediatrics, orthopaedics, and respiratory medicine, learners formed a strong community. The asynchronous online spaces and synchronous Zoom workshops created opportunities for learners to share experiences, troubleshoot problems, and offer mutual support. For example, a consultant and junior doctor found common ground in their work on handover processes, while two consultants collaborated to troubleshoot a roadblock in one learner's project.

- **The Practice:** A shared repertoire of QI tools, resources, and peer feedback helped learners refine their understanding and application of QI. Many participants openly re-examined their QI knowledge and were willing to learn from their peers, applying feedback to improve their projects. This willingness to learn and adapt is a hallmark of life-long learning, and by the end of the programme, all participants who completed the course were recognised as Change Champions.



"I loved the format/online modules and also the workshops. The resources are second to none. I have learnt to think small and work up – not the other way round. I shall spread the word to others... I may consider becoming a mentor in the future as this work is inspiring and will only continue to improve my clinical practice. I hope to keep in touch with you all."

Future Challenges and Opportunities

While we celebrate the success of this programme, we also recognize that there is still much to learn. In particular, we are curious to explore how the Community of Practice



formed during this intensive period can extend beyond the programme's timeframe. What interventions can we put in place to ensure that the benefits of this community continue to support learners and improve patient care?

We are considering the establishment of mentoring schemes, faculty development, and ongoing support for CoP members to facilitate long-term engagement. While there are practical challenges—such as staffing and budget constraints—we remain optimistic that we can find ways to sustain this community and its benefits well into the future.

Impact on learners and patients

One of the most striking aspects of this programme was the sense of life-long learning that emerged. Learners demonstrated a profound willingness to challenge their existing knowledge and embrace new perspectives, all while continuously engaging with the community to enhance their learning.

Our partnership with OUH was successful in fostering a robust Community of Practice and translating QI knowledge into impactful action benefitting both patients and learners alike. Some of the projects led to:

- Increased patient involvement in diabetes clinic discussions.

- Enhanced staff satisfaction with the handover process to night staff.
- Improved documentation for ICU referrals.
- Increased access to food and drink for patients.

As we continue to prioritize quality improvement in healthcare, programmes like this offer valuable lessons in how educators, at all levels, can come together, learn collaboratively, and apply their learning to make a lasting impact.



“My biggest take home has been the opportunity to meet others working in the trust but different areas, I've loved this and made connections that I would not have done without the course.”

Nominate Your QI Hero for the 100 Voices Campaign

Do you know a Quality Improvement (QI) leader who inspires positive change in healthcare?

The 100 Voices campaign by The QI Hub celebrates individuals driving transformation through innovative and impactful QI work. This is your chance to highlight your QI hero and share their story with a wider audience, showcasing their achievements and contributions to healthcare improvement.

Nominations are open now!

Visit [The QI Hub - 100 Voices](#) to learn more and submit your nomination.

A graphic titled 'QI Coaching Offers' featuring a background image of people in business attire working together at a table with documents and a laptop. The title is in a white serif font on a dark grey banner. To the right of the title are four blue rounded rectangular boxes, each containing a coaching offer. At the bottom left, the names of the QI Coaches are listed.

QI Coaching Offers

- Optimise your QI reach with 1:1 coaching
1,3, or 5 sessions
- Build team skills and confidence with 1:1 and small group learning sets
- Develop your own QI story and credentials and help more people achieve their own QI goals
- Prepare to step up to a QI role with 1:1 coaching

QI Coaches
Nikki Davey
Heather Shearer

The full QIP



QIClearn are experts in Quality Improvement and work across the UK
with Trusts to MAKE CHANGE HAPPEN

**Fed up of choosing
something far too big
and getting swamped
in data?**

**Running up against
ethics?**

**Told you must do audit
and not sure how to
navigate?**

**Not able to get help/
advice/support you
want?**

**Need something for
your portfolio?**

**Feeling overwhelmed
when thinking about
QI?**

Time poor?

We Hear You!

Improve ONE thing: The full QIP is an innovative course designed for professionals working in all specialties.

We support you to design, test and implement meaningful improvements in 4 months.

The Improve ONE thing ethos is about providing the right balance of theory and practice. So, we focus on the practical elements of improvement science and how improvement works on the ground in your healthcare context.

Earn bragging rights with your peers as you share award winning QI posters and abstract submissions as have many of our learners.

Our courses offer real, practical steps, a structured pathway and illustrations of real changes to progress your QI learning.

Now Booking for Spring 2025!

London
School of
Paediatrics

Yorkshire &
Humber
School of
Paediatrics

East of
England
School of
Paediatrics

OPEN to
everyone



the Full QIP: Spring 2025





improve ONE thing



The full QIP,
including 3minuteQIP™

the Full QIP:
Spring 2025- now booking!



London School of Paediatrics

Book now!

Part of your approved budget study!



Yorkshire & Humber School of Paediatrics

Book now!

Use booking code: YHIntro24



East of England School of Paediatrics

Book now!

Claim back via your study leave budget



OPEN
to all

Open to all specialties and Trusts

Book now!

Spring 2025





How to set up a good quality PDSA cycle: 1 hour Workshop



QIC
learn
1 hour
workshop

Book Now!

A short, perfectly curated, 1 hour virtual workshop taking you through how to set up a good quality PDSA cycle.

QIClearn will take you through the Model for Improvement, PDSA vs Audit and a PDSA cycle.

This workshop is open to everyone – including F1 / F2 doctors who want to bag a QI credential!

Upcoming dates:

Monday 24th February, 1–2pm

Monday 2nd June, 1–2pm

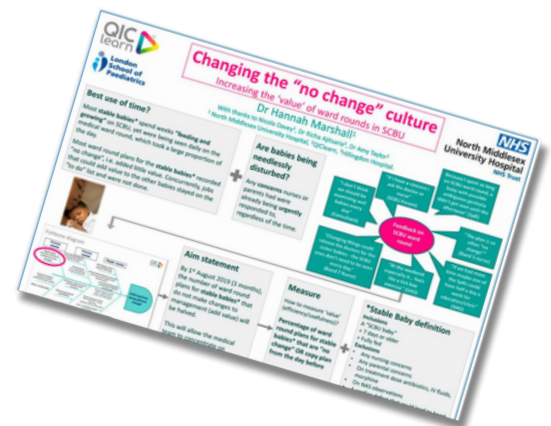
Cost: £10 including VAT at 20%

**“My one big takeaway?
...PDSA cycles can happen
quickly and lead to
significant improvements!”**

QI Poster Gallery

After each of our courses, we capture all the QI projects we've supported in a **searchable gallery**. You can view posters via specialty, Trust or diagnostic. Including:

- Emergency & theatres
- Children & Maternity
- Mental Health
- Human Factors
- Patient Safety
- Prevention & Rehab
- Older People



QIC learn

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QI Poster Gallery

All				
Emergency & Theatres	Pandemic Pandemonium in Paediatrics Post-discharge September 30, 2022 Read More	Hurry up with those Blood Gases September 30, 2022 Read More	It's going to be OK.. right? April 22, 2022 Read More	Our ONE big thing April 22, 2022 Read More
Children & Maternity				
Improve ONE thing	Standardising Risk Assessment for Post-partum Haemorrhage (PPH) April 22, 2022 Read More	Deck of cards April 19, 2022 Read More	New Baby, What's Normal?! April 19, 2022 Read More	Cure My Constipation April 19, 2022 Read More
Mental Health				
Human Factors				
Patient Safety				
Prevention & Rehab				
Older People				



Are you a paediatric professional looking for support and funding to develop your clinical skills?

The Evie Dove Foundation was set up in memory of incredible Evie to provide grants and bursaries for NHS staff working with sick children.

The Foundation aims to be very flexible, providing financial support for any staff wishing to develop their clinical skills and accepts applications from all professional groups – doctors, nurses, AHPs and others (such as play specialists and nursery nurses) and we can turn applications around quickly if required.

You can see the range of wonderful people they have supported in year 1 on their website: theeviedovefoundation.org

The link to the website for people wishing to apply is as follows:

theeviedovefoundation.org/applications

and there is also a short video on the origins and purpose of the Foundation on the home page:

theeviedovefoundation.org

If you have queries, please contact the Foundation who will be happy to help
info@theeviedovefoundation.org



Connect. Grow. Contribute.

Take the next step in your improvement journey, join Q to drive positive change in health and care.

Make real-world change by bringing your improvement challenges and helping others solve theirs. Connect, share, and discover with a group of like-minded people while contributing in a way that suits you.

Whether you have years of experience or are looking to build on your improvement skills, there's a place for you in the community.

To help decide if Q is for you, we've answered some of our most frequently asked questions:

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 with each other to tackle challenges. Together, we make faster progress to change health and care for the better.

Why should I join Q?

Becoming part of our community enables you to:

- connect with others carrying out improvement work with access to free events, networking, and learning resources
- learn, grow, and share ideas with a community dedicated to driving positive change
- take a flexible approach to contributing and help improve health and care
- join for free and get access to member-exclusive funding opportunities, with no ongoing membership fees.

Who can join the Q community?

You don't have to be an expert or come from a certain career path or background, Q could be for you if:

- you're interested in collaborating to improve health and care
- you understand some of the structured improvement approaches like co-design or Systems Thinking
- you have played a role in improvement by contributing to the design, supporting analysis or evaluation of improvement work.

Do I have to pay to be a member of Q?

No, there are no joining or ongoing fees to become a member of our community. It's free membership for life.

How can I join Q?

Joining our community is simple, just go to q.health.org.uk/apply-q and submit an application through our online portal. You'll be asked to write about your experience in improvement and why you want to join Q. Once you've submitted your application it will be assessed, and you should hear back within six weeks.

What makes Q different from other initiatives, networks or programmes?

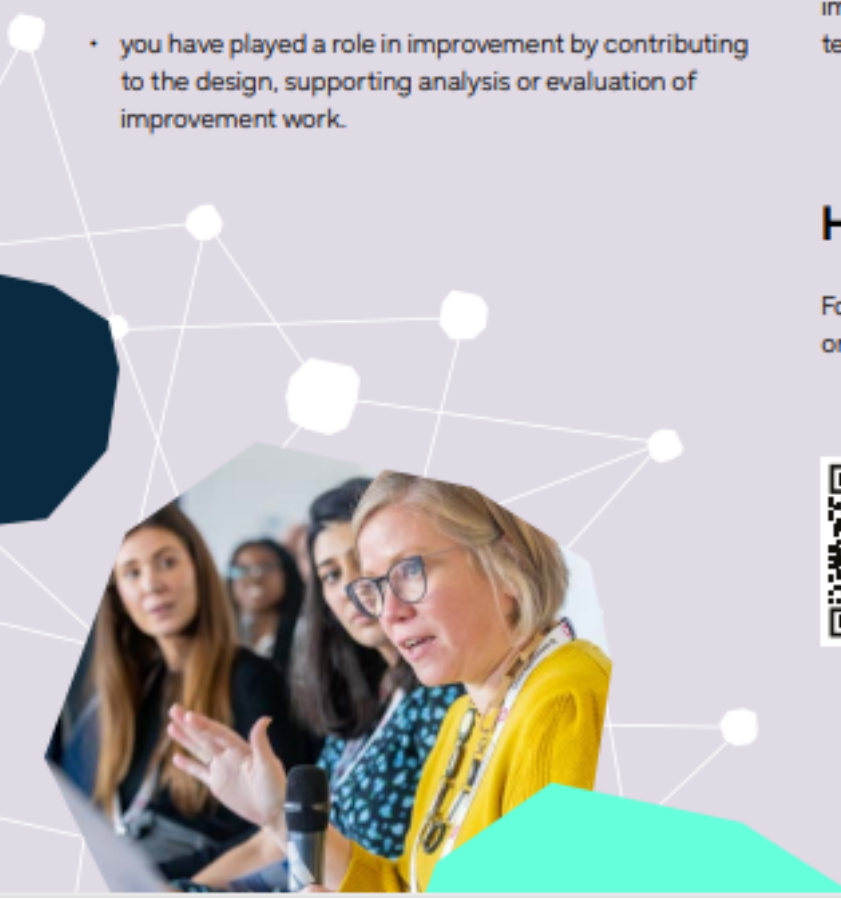
Our community is designed to complement other improvement initiatives you're part of. Q makes it easier to collaborate, providing resources and platforms to connect and support each other and making it easier to understand what improvement work is being done, by whom, and where, whilst influencing the context of improvement. Q is aimed at individuals and provides long-term support throughout your improvement career.

How can I find out more?

For more information about Q just visit q.health.org.uk or email our team on Q@health.org.uk



Join the Q community,
visit q.health.org.uk/apply-q





FocusQI

Winter 2025

Find out more at: qiclearn.com

