



International Forum in Oslo

Dr Darakhshan Razzaq's QI poster wins First Prize in Oslo!

Bristol Patient Safety Conference 2026

QI Spotlight - our featured Learners!

News: new website, blog, QIC in Wales

The QI Hub: QI Evidence Updates

Our Autumn 2026 courses

As Spring arrives I always marvel at the spectacle of new growth erupting from the ground and familiar shoots of favourite shrubs with the promise of joy as their leaves unfurl and their buds burst into colour.

And this is not so far away from how I experience every new cohort of learners as they join our flag ship course [Improve ONE thing](#). Every time we hear how their energy has been sapped from many attempts at QI, and yet they bring with them optimism that they can follow in the footsteps of their colleagues and learn to do QI really well with us. Seeing them grow and achieve more than they had imagined is amazing, and gives me and our mentors enough joy to last the year round!

Each Spring this culminates in us getting to meet 16 of them in person for the first time, and for them to meet their peers and learn even more at the BMJ/IHI International Forum. This year we met in a slightly snowy Oslo in Norway, next year we will meet in sunny Lisbon in Portugal!

So in this edition of Focus QI we will celebrate some of the successes and stories from Oslo, which we hope will entice you to check out their work in our [QI Poster Gallery](#) and show off your own work at this annual event.

I am still writing the papers I mentioned in our last edition and getting closer to acceptance. As with QI, it is an iterative process. The hardest part is seeing all the amazing knowledge and insights that have to be left on the cutting room floor in order to tell the story. I am so very grateful to my collaborators, for their genius contributions and patience. Also acknowledging how the frustration we feel when reviewers comments come in, push us to do even better – a rich and rewarding learning experience!

This edition of QI Focus includes our regular spotlight on featured learners, and information on the Bristol Patient Safety Conference on May 13th 2026. I'm also delighted to share a Blog about the exciting work we are doing in Wales: Working with the Q Community to support the Welsh team as they build their Quality Management System (QMS), ranging from engagement of their Health Boards to prototyping with local teams.

We also have the latest Evidence for QI from the QI Hub, a trailer for 100 voices and advance notice of our Autumn course dates.

If there's something you'd like to see featured in future get in touch: team@qiclearn.com

Wishing you happy reading!

NikkiD



Take a look at what's inside...

International Forum in Oslo

[Bristol Patient Safety Conference, 2026](#)

News – new website!, Q cards, 100 Voices
nominated, Pioneering a new approach
to Quality Management in Wales

[QI Spotlight, Learner Success – Ben
Rosen](#)

QI Spotlight, Featured Learner: Dr Sophie
Tanner

[QI Hub Evidence Updates](#)

QIClearn 2026 courses

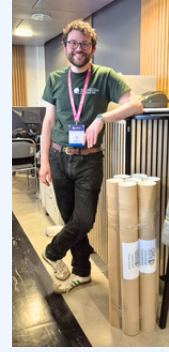
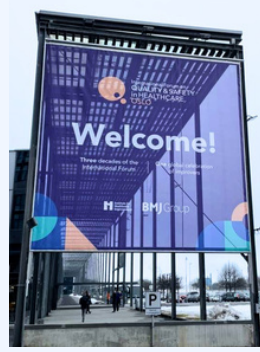
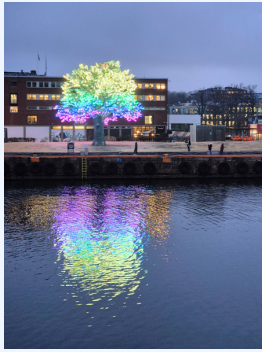
[QI Poster Gallery](#)

Aspiring Leaders Network



WOW! This [event](#) is of course one of my highlights of the year!

So much to learn, so much to share, so much to celebrate.



Despite the cool air and longer nights, warmth is in abundance in Oslo with ever changing colourful light sculptures reminiscent of the aurora. Home of the Nobel Peace Prize the museum and the award celebrates the contributions of people who have made truly amazing discoveries and positive steps for our people and planet.

And inside the industrial conference centre we found an equally warm welcome from Charlie, a programme manager for IHI, who kindly looked after our 16 posters whilst our QI Change Champions found their way there!

It was such a privilege to meet face to face with members of the Aspiring Leaders in Healthcare Network (ALiHN), a truly inspiring group with connections across the globe. Led by Emily Audet and Jamie Smyth they are working with the Forum to connect with the next generation of improvers seeking to lead improvement in patient safety in healthcare.



In a world where so much of our contact is virtual, this is a rare chance to catch up with our mentors, old friends and people who have shaped our thinking and practice of QI: Don Berwick, Maureen Bisognano and Pedro Delgado from IHI and Peter Lachman, Bob Klaber and Matt Tite from the UK. It's also a place where we can connect with the next generation who are making their own contributions to furthering QI thinking such as Fatai Ogunlayi, Emily Audet and Jamie Smyth.

International Forum

First Prize!



We are proud to celebrate **Dr Darakhshan Razzaq**, who won **First Prize in the Top Poster Award – Safety** category at the BMJ / IHI International Forum on Quality & Safety in Healthcare 2026, in Oslo!

Dr Razzaq, from Great Ormond Street Hospital, developed her award-winning poster as part of Improve ONE Thing: the Full QIP Autumn 2024, London School of Paediatrics. The project was co-authored with Dr Danny Cheng and supported by mentors Usha Niranjana and Nikki Davey.

Titled **"Transforming Children's Cancer Care – One Huddle at a Time"**, the project focused on improving patient safety on children's cancer wards by increasing the reliability of evening safety huddles between doctors and nurses. Baseline data showed that these huddles were happening inconsistently, limiting communication about deteriorating patients, upcoming procedures, chemotherapy plans, and urgent clinical tasks.

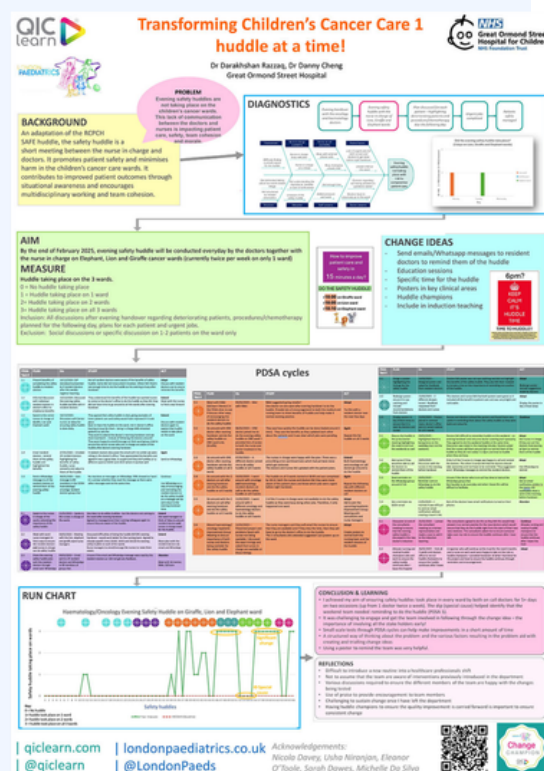
Using structured PDSA cycles, Dr Razzaq introduced targeted changes including staff reminders, clear ownership, education sessions, visual prompts, designated huddle times, and the use of huddle champions. These interventions led to a significant and sustained increase in evening safety huddles being carried out consistently across three cancer wards, strengthening situational awareness, multidisciplinary teamwork, and patient safety.

This international recognition highlights the impact of frontline-led quality improvement and reflects Dr Razzaq's commitment to safer, more collaborative care for children with cancer.



Congratulations to Darakhshan on this outstanding achievement on the global stage.

Click [here](#) to view her poster in the gallery



International Forum

World Cafe

The World Cafe was a new edition to the Forum this year – so **we were over the moon to secure two places to share our work and learn from others.**

Building connections across continents, this world cafe session reflects a collaboration born out of connections made last year at the International Forum in Utrecht.

At the conference Dr Heather Shearer connected with Dr Genevieve Digby, an Associate Professor from Kingston Health Sciences Centre and Queens University, Ontario when she presented her work on Strategies for emerging physician leaders to advance the Quality Agenda.

Over several virtual meetings we co-designed a practical discussion session based on actionable strategies to overcome barriers that they identified at 10 steps in the QI journey. These generated lively and at times intense discussions amongst the participants throughout three sessions.



Access
Genevieve's
paper [here](#)
or scan the
QR code:



Vets for Pets

David Donovan was selected to share his work at the **World Cafe.**

During three rounds of presentations and discussion he had the opportunity to explore similarities and differences between Veterinary Practice and Human Health care. He focused on some of the techniques that he had used to engage his colleagues and how this had led him to a completely different, and simpler approach than the one he had 'brought with him' to the course.

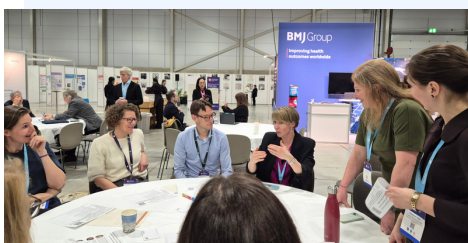


Lisa Fisher and David Donovan were the 1st Vets to showcase their work at the International Forum! Leading the way on QI for Vets for Pets they showcased their brilliant work. Lisa has since completed our Mentor in Training course and will become a Mentor for our 4th Cohort of Vets, Veterinary Nurses and Practice Managers starting this summer.



International Forum cont.

Gallery



Bristol Patient Safety Conference

13th May 2026

We're delighted to be part of this year's online Bristol Patient Safety Conference! Taking place online on 13th May, this national conference brings together 300+ professionals for a day of practical learning and expert insights.

Nikki Davey is leading two interactive QI workshops designed to boost your skills and impact:

11:15–12:00

Using QI to address health inequalities – your chance to learn and practice

14:20–15:00

QI coaching elevates impact – see and hear how!

Co-delivered with Hannah Zu

Alongside Nikki's sessions, the programme features a fantastic range of QI content, including **sustainable QI, preventing deconditioning in older people, the opportunities AI offers** to improve care and reduce inequalities, plus a **dedicated focus on women's health** with a keynote and panel discussion.

Book your place [here](#).

View the Programme in full [here](#).

Visit bristolpatientsafety.com

We look forward to seeing you there!



**JOIN 300+ HEALTHCARE
PROFESSIONALS AT OUR 13TH
ANNUAL CONFERENCE
13TH MAY, ONLINE**

UK Patient Safety and QI Conference

Learn from national experts, gain practical improvement skills, and hear from clinicians who have successfully delivered scalable service improvements in local settings.

"High quality programme with focus on important current issues"
"Engaging sessions with high clinical relevance"
"Great ideas and principles to support daily practice"
"A full national conference experience without the time and cost of travel"

Attend live plus watch on-demand.

Book your place now!

Pay just **£189 (no VAT)** if you book by 23rd April using discount code: **BPSC26**

[Click here for the full programme](#) ➔



Keynote:
Professor Gillian Leng CBE,
President of the Royal
Society of Medicine



Rachel Clarke,
NHS palliative care doctor,
former television journalist and
award-winning author



Professor Dame Lesley Regan CBE,
Professor of Obstetrics and
Gynaecology at Imperial College
and Women's Health Ambassador
for England



Guddi Singh, Consultant in
Neurodevelopmental and
Social Paediatrics and TV
and Radio Broadcaster



Frances Mortimer, Medical
Director at the Centre for
Sustainable Healthcare (CSH) in
Oxford

Quality Improvement Clinic - website

New & updated!

We're pleased to share the **launch of the new Quality Improvement Clinic website**, refreshed to better reflect our mission and the impact of our work across health and care.

For **over 12 years**, QIC has supported leaders, clinicians and teams who are motivated to improve care, but often lack the time, space or structure to turn ideas into action. Founded by Nikki Davey, the Clinic has grown beyond what she ever imagined, thanks to the many people who share a passion for quality improvement.

Our new website offers a clearer window into our **consultancy and coaching, learning programmes**, and the **growing QICaction and QIClearn initiatives**, all focused on helping organisations embed sustainable improvement.

Explore the new site:

www.qualityimprovementclinic.com



"Loving the new look site - reflects the incredible, high quality Quality Improvement work you guys deliver and very impressive, just like the QIC team!"

"The new site really shows what I've always admired about you and the QIC team - your passion for improvement, the care you take with learners, and the very real difference you help teams make for patients. Excited to see where you take it next."

"Many thanks to you, Nicola, for your dedication and skills but also your smiles and joy!"

"Fantastic work as always Nicola Davey and great to see you on LinkedIn. I'm sure the 12 years has flown by so fast! Cheers to many more QI years"

"Always lovely to see you, Heather Shearer (PhD) and everyone you've supported over the years. A beautiful community. Congrats and keep building..."

Q Cards - Now available!

Order now!



Get [your pack here](#).

Great conversations drive great change. Our Q Cards are designed to spark the kind of thinking that leads to fresh ideas, deeper insights and better outcomes.

Each card contains a simple yet powerful question to help:

- **Shift perspectives**
- **Unlock new thinking**
- **Strengthen conversations** across teams and boards

Whether you're leading board development, coaching conversations or organisational change, Q Cards are a **practical tool** to help people pause, reflect and move forward with clarity.

QIClearn Recognised in 100 Voices

We are delighted to celebrate the inclusion of two QIClearn colleagues in *100 Voices* – an inspiring project recognising individuals who are driving improvement in healthcare. Huge congratulations to **Nikki Davey**, Director of QIClearn, and **Dr Heather Shearer** MACadMED, Associate at QIClearn, whose personal stories have been nominated and selected as part of this national collection!



[100 Voices](#) brings together personal experiences from across healthcare to inspire and motivate others, share practical learning, and strengthen the improvement community by showcasing the real impact of improvement work. Funded through the Q community's Supporting Q Connections programme via the Health Foundation, the project shines a spotlight on the people behind positive change.

Watch this space for more information on the project and the stories as they are shared....

Pioneering a new approach to Quality Management in Wales



We're proud to be **partnering with NHS Wales Performance and Improvement and Q on the new Quality Management System (QMS) Prototype Programme of Support**. As part of this initiative, teams in Swansea Bay's Perinatal Directorate and Cardiff and Vale's Cardiothoracic Directorate will pioneer a more joined-up, system-wide approach to managing quality.

Running until June 2027, the programme will support teams to bring **quality planning, improvement, assurance and control into one coherent system**, helping to build sustainable approaches to continuous improvement.

Read [more here](#) to find out how this work is taking shape and what it could mean for services across Wales.

Blog: Three Measurement Failings in Healthcare - Neil Pettinger

This insightful blog by Neil Pettinger explores **why delays remain widespread across healthcare**, pointing to key failures in how the system measures performance. It highlights an over-focus on emergency departments, a reactive "here-and-now" mindset, and a culture where data is used more for oversight than improvement, all of which limit real progress.

Read the [full article here](#) to explore these challenges in more depth and discover why a more joined-up, reflective approach to measurement could help tackle delays across the system.





Spotlight on QI

Project Success!



We are thrilled to celebrate the success of Ben Rosen, who completed our Improve ONE Thing: the Full QIP course with the London School of Paediatrics in Spring 2023.

Ben's Quality Improvement Project, "See me Autism", which aims to improve the experience and safety of autistic children in the paediatric emergency department, has gone from strength to strength.

What started as a course project (and a poster you can still see in our [gallery!](#)) has now:

Been published in the BMJ (ADC Education & Practice)

Been made open access, so it can be shared far and wide

Spread to multiple hospitals, including North Mid, UCLH and Lewisham

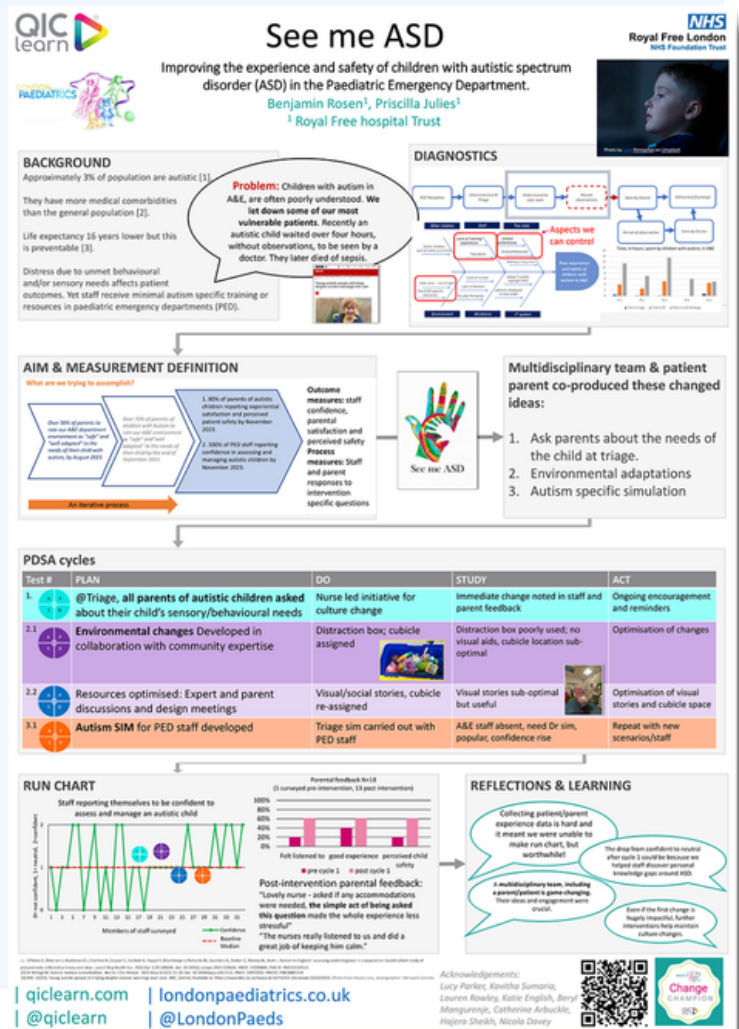
We're incredibly proud to see how this hugely important work is making a real difference for autistic children and their families, and to have been part of the journey.

Read the [open-access article](#)

Read the [PDF in full](#)

Ben's poster in our [Poster Gallery](#)

Congratulations to Ben -
we can't wait to see what
comes next!



Spotlight on QI

Featured Learners

Following the World Health Organization's Patient Safety Day 2025 focus on neonates and maternity, QIClearn mentors are continuing to shine a light on 12 outstanding QI projects improving care for our smallest and most vulnerable patients.

'IN REACH - It's Everyone's Responsibility.' Sophier Tanner

Dr Stephanie Meddick-Dyson, Palliative Medicine Doctor and QIC Mentor, Yorkshire & Humber has chosen to highlight **Dr Sophie Tanner's** QI project, 'IN REACH - It's Everyone's Responsibility. Improving inpatient access to food and drink.'

Dr Stephanie Meddick-Dyson explains why this work stands out:

"I liked the use of the bar chart on this poster to really pick apart what was going on on the ward. It can be easy to focus on documentation and records, but the simple counting showed how actually many patients just couldn't reach their food! The change ideas then clearly focus around this, getting team members involved who are permanent staff on the ward yet can sometimes be overlooked as that sustainable solution."

Thank you to **Dr Sophie Tanner** and co-authors A Pottinger and S Saunders at Oxford University Hospital.

[Click here](#) to view Dr Sophie Tanner's poster in our Gallery





Spotlight on QI

The QI Hub - Evidence Updates

Download Resources!



If you're interested in healthcare improvement then you don't want to miss The QI Hub's monthly QI Evidence Updates, curated by [Dr Andrea Gibbons](#) of Somerset NHS FT.

Their monthly roundups offers a concise, 2-page summary of the **most relevant quality improvement research, evidence, tools, and events.**

What's Included?

- A downloadable PDF and editable Word version
- A searchable list of resources for quick access
- A calendar of upcoming QI events and opportunities

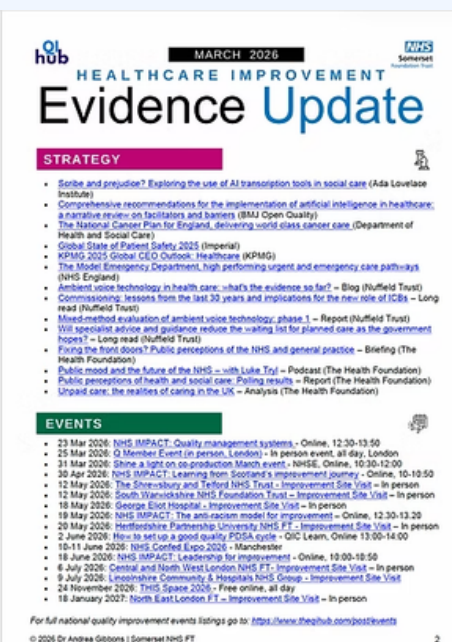
Why it's worth your time:

- Save hours of research with a focused, expertly curated summary
- Stay on top of new QI trends and evidence
- Apply insights to strengthen and inform your own improvement projects

[Click here](#) for January 2026 update

[Click here](#) for February 2026 update

[Click here](#) for March 2026 update





Improve ONE thing: the full QIP

Join our innovative online course designed for professionals working in all specialities.

Working alongside each other QIClearn will 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.

What's the commitment?

Attend 2 micro-sessions and 2 full-day workshops, work in the online learning space.
4 months to completion.

Autumn 2026

Online space opens: 21st September 2026
Online learning starts: 28th September 2026

Session 1	micro-session (105 minutes)	w/c 12 October & 19 October
Session 2	full-day workshop	Wednesday 11 October
Session 3	micro-session (105 minutes)	w/c 30 November & 07 December
Session 4	full-day workshop	Thursday 07 January 2027

Click below to book onto your Improve ONE thing: the Full QIP course:

[East of England](#)

[London School of Paediatrics](#)

[Yorkshire & Humber School of Paediatrics](#)

[East & West Midlands](#)

[OPEN \(to everyone\)](#)

*Learner
Feedback*

Improve ONE thing: the full QIP



“

“I did an online learning with the team, and it was simply amazing. The learning was in bitesizes and self-paced. This made it easy to do the learning activities alongside my work. The learner’s support is excellent, and the mentors are very responsive. My only regret is that I should have taken this course earlier in my career.”

“

“I wanted to take a moment to sincerely thank you for your dedication and support throughout the course. Your guidance, expertise, and enthusiasm made a real difference in my learning experience. I truly appreciated the way you made the content engaging and relevant, and your encouragement helped me stay motivated from start to finish... It’s been a valuable experience, and I’ve gained both knowledge and confidence because of it..”

“

“Through this program, I gained a thorough understanding of all the essential steps required to successfully plan and execute a QI project. The mentors were incredibly supportive, dedicated, and always available to guide us. The online sessions were interactive and engaging, featuring fun, practical activities that reinforced our learning.”

“

“As a trainee, balancing clinical work with quality improvement can be challenging, but this program’s flexible and supportive approach made it invaluable. Its unique focus on leadership and storytelling provided insights I will carry throughout my career, and I highly recommend it to anyone looking to enhance their leadership skills.”

“

“Thanks to the insights and skills I acquired from this program, I have now successfully completed my own QI project. I would highly recommend this program to anyone interested in learning about Quality Improvement and undertaking their own projects with the guidance of a supportive QI team.”



How to set up a good, quality PDSA cycle

A short, perfectly curated, **FREE**, virtual workshop that takes you through how to set up a good quality PDSA cycle.

Join our **1 hour, virtual workshop** that takes learners through a journey to understand how to set up a good quality PDSA cycle.

Hosted by Nikki Davey, who has previously worked clinically as a pharmacist and have spent the past 15 years of her career learning and practicing QI. Nikki will take you through the Model for Improvement, PDSA vs Audit and a PDSA cycle.

This course is aimed at junior doctors. Get your QI tick in the box early!

What's the commitment?

Attend one 1 hour workshop

Spring 2026

Workshop 1 1 hour

Tuesday 2nd June, 1.00 – 2.00 PM

FREE

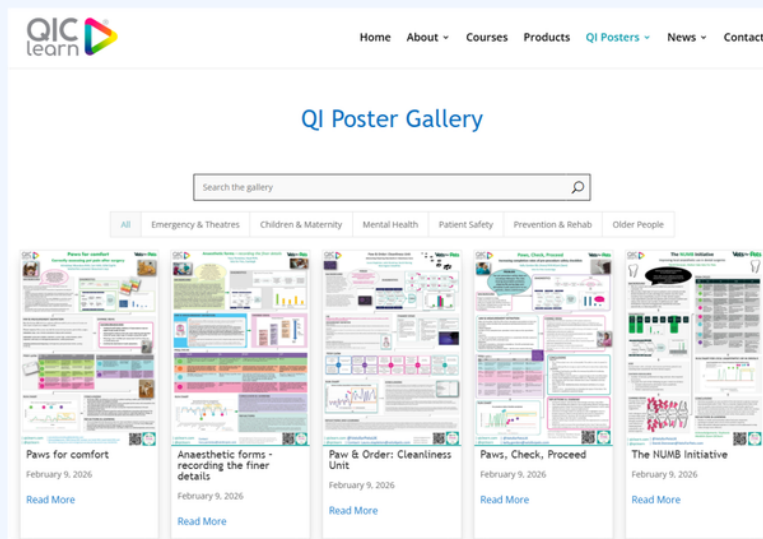
Click [here](#) to book your place!

QI Poster Gallery

After each of our courses, we capture all the QI projects we've supported in our [searchable online Poster 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



Click [here](#) to view the full gallery, or click below to view grouped posters:

[BMJ / HIH Forum Posters](#)

[East of England School of Paediatrics Posters](#)

[LSP Posters](#)

[Oxford University Hospitals Posters](#)

[West Midlands Posters](#)

[York & Humber Posters](#)

[Vets for Pets Posters](#)

Aspiring Leaders

Aspiring Leaders in Healthcare Network

*Join &
Network!*



The Aspiring Leaders in Healthcare Network (ALiHN) is a multi-professional, international community of practice dedicated to **empowering early-career professionals and frontline staff to become impactful healthcare leaders.**

By joining, you'll connect with like-minded peers, gain leadership insights, and contribute your passion and perspective to shaping the future of healthcare quality and safety.

ALiHN provides:

- **Quarterly online meetings and opportunities to meet in person** at the International Forum on Quality and Safety in Healthcare
- Links with the **Next Generation Advisory Panel**, creating opportunities to engage with established leaders on global challenges
- A **supportive space** to share, learn, collaborate and influence change in healthcare improvement

ALiHN's vision is to raise the collective voice of early-career professionals, ensuring their insights are heard in leadership forums worldwide.

Complete the short Registration Form to become part of this growing network:

[Click here](#) to complete the Registration Form

[Click here](#) to visit ALiHN on LinkedIn



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:

- make an impact and lead positive change in our health and care profession
- build your network and access support from a community working together to improve health and care
- make membership work for you with flexible access and support, designed for busy people
- empower your team with the knowledge you develop through Q
- solve challenges and develop your ideas collaboratively using an evidence-led approach.

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/join-us 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/join-us





FocusQI

Spring 2026

Find out more at: www.qiclearn.com

