

Reference Number: FOI2021/104
From: Commercial
Date: 06 April 2021
Subject: Service / Quality Improvement

- Q1 What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?
- A1 [The Improvement Support Team.](#)
- Q2 The job title(s) for the manager or executive responsible for quality improvement work in your organisation.
- A2 [Chief Operating Office / Head of Improvement and Transformation / Senior Improvement Lead.](#)
- Q3 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.
- A3 [The Trust uses a blended approach - Model for Improvement and Lean. Methodologies may vary to meet the needs of the service.](#)
- Q4 The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.
- A4 [Information not held - not applicable to the Trust.](#)
- Q5 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.
- A5 [4.6 WTE Head of Improvement and Transformation, Senior Improvement Lead, Improvement Facilitator, Improvement Support Officer \(x2\).](#)
- Q6 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.
- A6 [Information not held – there are no members of staff outside of the team identified in A1 who have a proportion of their time formally allocated to service / quality improvement.](#)

Q7 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).

A7 £240k per annum.

Q8 The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

A8 2018/2019: 21
2019/2020: 30
2020/2021: 0 during pandemic