

Quality Improvement Annual Conference

28 November 2023 | RCPsych, 21 Prescott Street, London E1 8BB



Programme

09.30am	Welcome and opening comments Satwinder Kaur
09.35am	Introductory remarks from the College QI lead Dr Amar Shah
09.40am	Building connections in the room
09.55am	Meaningful coproduction with service users and carers in quality improvement Geetika Singh, Isaac Obeng and Janet Seale Reducing Falls breakthrough series collaborative (GMMH) Alison Schofield, Samantha Stansfield and Celine Martin
10.45am	Break
	Break-out – A choice of 3 sessions (each session has 3 talks)
Room 1.1 11.05am	Reducing length of stay in seclusion at Thornford Park Hospital Gareth Taylor and Dr Prutha Desai Improving access to treatment and support for women and families who are experiencing perinatal mental health problems Alex Rawling and Jane Matfin Reducing DNA Rates and Improving Health Equity in a Specialist CAMHS Neurodevelopmental Service Rebecca Itlas, Lorraine Dick, Lila Woods, Toyin Ilo and Rose Kachere

<p>Room 1.2-1.4</p> <p>11.05am</p>	<p>Increasing co-production in care planning in an adult mental health team – an appreciative inquiry approach</p> <p>Dr David Francis Hunt, Julie Cooper, Beth Morphy and Clare Crole-Rees</p> <p>Co-producing Quality Management Systems in a Mental Health Care Setting using Quality Improvement</p> <p>Katy Stepanian, Sue Barnitt and Dr Parya Rostami</p> <p>Impact of improvement collaboratives</p> <p>Geetika Singh, Peter Toohey, Bridget Browne and Peter Smith</p>
<p>Room 1.7</p> <p>11.05am</p>	<p>Improving the experience of the Multi-Disciplinary Team (MDT) meeting for patients, relatives and staff within the West of Scotland Mother & Baby Unit</p> <p>Karen Drummond</p> <p>Promoting the effectiveness of Medway Young People’s Wellbeing Service (MYPWS), North East London Foundation Trust, Kent</p> <p>Sharmin Akthar, Anjum Hussain and Mahdiyyah Osman</p> <p>Reducing Restrictive Practice on a Psychiatric Intensive Care Ward – Surrey and Borders Partnership NHS Trust</p> <p>Madalitso Mangira and Noel Zimba</p>
<p>12.20pm</p>	<p>Plenary: “Improvement stories from around the world”</p> <p>Pedro Delgado, IHI</p>
<p>1.05pm</p>	<p>Lunch & poster viewing and judging</p>
<p>2.00pm</p>	<p>Participants choose a different room and hear from three different presentations.</p> <p>Rooms as above</p>
<p>3.15pm</p>	<p>Break</p>
<p>3.35pm</p>	<p>Workshops</p>
<p>Room 1.2-1.4</p>	<p>1. Exploring the psychology of working as people with lived experience, led by Amy Chidley and Sridevi Sira Mahalingappa</p>
<p>Room 1.1</p>	<p>2. “Let’s play QI games.” Fun ways to Learn QI led by Deepa Krishnan and Satwinder Kaur</p>
<p>Room 1.7</p>	<p>3. Supporting trainees with QI led by Ailsa Bruce and Simon Corke</p>
<p>4.15pm</p>	<p>Small group reflections and learning from the day</p>
<p>4.25pm</p>	<p>Poster prize presentations</p>
<p>4.30pm</p>	<p>Close</p>

Speaker Biographies

Satwinder Kaur

Satwinder is a Patient Representative Worker on the QI committee of the RCPsych's Centre for QI. She is currently practising as Lived Experience QI Coach at East London Foundation Trust. As an Expert by Experience, she has co-designed and practised coproduction to improve mental health services at ELFT since 2016:

- Staff trainer Recovery focussed care-plan approach (dialogue +)
- Coproduction training co-creator and co-facilitator for ELFT staff.
- Lead assessor on service user-led accreditations for ELFT.
- Mental health nursing educator at the University of Bedfordshire.
- Co-designer and co-trainer for *Introduction to QI* for services users and carers.

National Expert by Experience roles:

- Patient Partner for NHS England National Safety in Mental healthcare programme.
- RCPsych Patient Representative member for the National Collaborating Centre for Mental Healthcare Equality Advisory Group.
- Lay committee member for NICE Guidelines for Cardiovascular disease.
2018 Innovation in Mental Health National Award:
- First service user-led Quality Improvement project – *Bridging the Bedford Gap*.

Dr Amar Shah

Dr Amar Shah is Consultant forensic psychiatrist & Chief Quality Officer at East London NHS Foundation Trust (ELFT). He leads at executive and Board level at ELFT on quality, performance, strategy, planning and business intelligence. Amar has led the approach to quality at ELFT for the past 10 years, and has embedded a large-scale quality improvement infrastructure and quality management system, with demonstrable results across key areas of organisational performance.

He is the national improvement lead for mental health at the Royal College of Psychiatrists, leading a number of large-scale improvement collaboratives on topics such as restrictive practice, workforce wellbeing and equalities.

Amar is the chair of the Quality reference group at NHS Providers, member of the Q advisory Board at the Health Foundation and a member of the reference group for the Centre for Sustainable Healthcare. He is on the health advisory board for the UCL global business school for health, and a Council member for the Healthcare Costing for Value Institute.

Amar works as faculty for the Institute for Healthcare Improvement (IHI), teaching and guiding improvers and healthcare systems across the world. He is also a member of the Scientific Advisory Board at the IHI. He is honorary visiting professor at City University (London) and the University of Leicester. Amar has completed an executive MBA in healthcare management, a masters in mental health law and a postgraduate certificate in medical education. Amar is a regular national and international keynote speaker at healthcare improvement conferences and has published over 40 peer-review articles in the field of quality management.

Geetika Singh

Geetika works as Head of Quality Improvement at Central North West London (CNWL). She is a qualified Physiotherapist with 20 years of NHS experience within the acute, community and mental health sectors, working in quality improvement for over a decade. She has led many multi-site, multi-disciplinary QI programmes and collaboratives and trained as an IHI Improvement Advisor in 2017.

Her work included improvement and prevention of falls, diabetes, acute kidney injury, invasive procedures, and advanced care planning. The delivery of these programmes has resulted in significant change. She has shared her work at various national and international conferences. Her work was recognised as runner up at the 2016 and 2022 National Patient Safety HSJ Awards.

Geetika is a strong advocate for Expert by Experience in co-design and co-production within her QI work. Recently, she worked alongside service users, carers and staff to co-design the Expert by Experience Improvement forum that facilitated higher SU&C involvement in improvement projects across the CNWL.

Janet Seale

Janet is a Carer Representative Worker on the QI committee of the RCPsych's Centre for QI. Janet has been a carer for her husband, who has had; severe, psychotic, complex and chronic mental illness for many years now. She has an in depth and variety of lived experience in both community and inpatients settings. Janet has been around mental health services for many years and brings a wealth of lived experience to the discussion table. Janet is in contact with other carers, many from diverse backgrounds and has links to several carers' organisations.

Janet is a campaigner for unpaid carers like herself and gives carer awareness training to NHS staff. She also works with the Royal College of Psychiatrists doing peer reviews and as a carer representative on several of their committees. Janet is also currently involved with UCL's FINCH Project – a project aimed at stopping the repeated sectioning and detention of people under the Mental Health Act. She is particularly concerned with the lack of appropriate care available from CMHT's and for the plight of older adults who are not always given either the opportunity or access to services and also about the woeful lack of access to talking therapies.

Alison Schofield

Alison is the interim Head of Quality Improvement at Greater Manchester Mental Health NHS Foundation Trust. Whilst working in the NHS she has gained significant experience in the following roles: Quality Improvement Network Lead, Quality Improvement Project Manager, Quality Improvement Specialist. She is proud to be an AQuA associate.

Alison has attained various qualifications in relation to change management, leadership and management including Prince 2, AQuA Advanced Improvement Practitioner, International Accredited Appreciative Inquiry Practitioner, Human Factors trainer as well as BTEC Business Diploma, CMI Leadership and management qualifications, CIPS Professional Diploma in Procurement and Supply.

Alison has over 22 years of experience in the NHS, both in physical and mental health care across the North West region. Alison is enthusiastic about improving the quality of care provided to patients and improving the experience of staff working in our services. She is committed to patient and carer involvement in all aspects of her role and the projects she oversees.

Samantha Stansfield

Samantha is the Head of Physical Healthcare at Greater Manchester Mental Health NHS Foundation Trust. She is a proud Physiotherapist by background, educated to Master's Level with Distinction in Advanced Physiotherapy, a Non-Medical Prescriber and she is also currently training to be an Executive Coach.

Samantha has worked in the NHS in both physical and mental health settings, with special interests namely in Psychiatry, falls prevention and exercise. Samantha is passionate about reducing the mortality gap for people experiencing mental illness, and as such is a proud CORE20PLUS5 ambassador committed to driving forward improvements in this area.

Gareth Taylor

Gareth Taylor is the Group QI Lead and Senior Governance Manager at Elysium Healthcare. He has over 17 years experience in secure mental health in which time has been involved in developing new hospitals and turnaround projects. Gareth is the chair of the Regional Clinical Governance Committee for the Southern region.

Alex Rawling

Alex Rawling has been a Mental Health Nurse for 24 years, working within the Early Intervention for Psychosis Service for 17 years prior to moving to the Perinatal Mental Health Team 2 years ago.

Jane Matfin

Jane Matfin has been a Mental Health Nurse since qualifying 1992. She has worked in numerous clinical settings- Forensic Inpatient care, a Psychiatric Intensive Care Unit and in Crisis care for 16 years. Jane joined the Perinatal Mental Health Liaison Service almost 8 years ago and has been involved in service development and promotion.

Rebecca Itlas

Rebecca is an Assistant Psychologist in the Neurodevelopmental Team, East London NHS Foundation Trust.

Lorraine Dick

Lorraine is Clinical Team Lead in the Neurodevelopmental Team, East London NHS Foundation Trust.

Lila Woods

Lila is an Expert by Experience and Young Person.

Toyin Ilo

Toyin is an Expert by Experience and Parent.

Rose Kachere

Rose is a People Participation Worker.

Dr David Francis Hunt

Dr. David Francis Hunt is an experienced applied psychologist and a senior lecturer in the Department of Psychology at the University of Exeter. His expertise lies in the realm of improvement and implementation science within mental health settings. Dr. Hunt is dedicated to meaningful participatory methods that yield tangible, positive changes in healthcare. He advocates for personalised, recovery-oriented approaches in mental health services.

His contributions span a wide array of initiatives. Notably, Dr. Hunt has played a significant role in co-creating national guidance for the Care Quality Commission (CQC). His involvement extends to local projects as well, where he has been involved in projects such as enhancing care planning, improving mealtime support, and integrating nature-based therapies into clinical practice. Dr. Hunt's work is characterised by its breadth and depth, marking him as an influential figure in his field.

Julie Cooper

Julie Cooper is an Experience and Involvement Facilitator for Adults and Older Adults in Oxford Health NHS Foundation Trust (Mental Health Service).

Originally from New Zealand, Julie has lived experience of a long-term mental health condition, for which she has received inpatient care in Germany and outpatient care in Britain. Her current role in the mental health service draws on these experiences as she works alongside patients, carers and staff to improve coproduction and overall effectiveness of the service. Her past career as a Speech and Language Therapist enables her to understand the pressures of NHS service delivery and the importance of clear communication when working with a broad range of people with varying perspectives. She is also part of a lived-experience advisory panel with Kings College London and Nottingham University on research into Recovery Colleges, and is a member of the national Community Practice lived experience forum for NSPA. She has a particular interest in complex trauma education and research.

Beth Morphy

After qualifying as a mental health nurse I have worked in a range of mental health services, including forensics, older adults and adult community and inpatient settings. I completed my MA in advanced mental health practice and started my role in the experience and involvement team in Oxford Health. This was a hugely rewarding role and allowed me to use my passion for engaging and learning from people who use services.

I am personally committed to embedding coproduction in the way we work and in my current role as team manager for the exciting new primary care mental health teams in the South of Oxfordshire I am able to experience this happening in practice by codesigning and coproducing these new services.

Outside of work I have volunteered with a charity who offer counselling and support to people bereaved by suicide, and help with fundraising where I can. I have three daughters who are all fun loving teenagers who keep me on my toes.

Clare Crole-Rees

Clare is a Consultant Psychologist within Oxford Health NHS Foundation Trust. She works within the new Oxfordshire Primary Care Mental Health Teams, where she is co-producing the psychological therapies pathway, based on principles of trauma-informed care. She is passionate about supporting psychologically-informed ways of working across teams, and is also an active researcher, with interest in the design of trauma-informed pathways and several publications in peer reviewed journals and book chapters.

Previously to this role she has taught on D Clin and CBT Programmes, was Psychological Therapies Lead within Traumatic Stress Wales, and has been Principal Psychologist within tertiary services for Military Veterans and Traumatic Stress, as well as involved in the development of a first-wave IAPT service in South London.

Katy Stepanian

Katy Stepanian is a service user of Sheffield Health and Social Care NHS Foundation Trust and has used mental health services for over 18 years. She has a background in service user-facing roles in homelessness, substance misuse, and mental health services; and in academia as a service user researcher researching mental health interventions that use lived experience expertise, such as peer support and recovery colleges. She has presented at a number of national and international conferences and has co-authored numerous peer-reviewed journal articles.

Katy is particularly passionate about putting lived experience knowledge on an equal footing with clinical and academic knowledge, which is reflected in her interest in coproduction. Her own experiences of receiving mental health care as a service user have informed her interest in Quality Improvement, and her role as Quality Strategy: Coproduction and Professional Expert by Experience Lead at Sheffield Health and Social Care NHS Foundation Trust enables her to combine this with her passion for coproduction.

Sue Barnitt

Sue Barnitt is the Head of Clinical Quality Standards at Sheffield Health and Social Care Foundation Trust and dual trained as both an Registered Nurse and Health Visitor. Sue has just short of 30 years' experience working in the NHS and has held a range of senior leadership roles across Acute, Community, Mental Health and Commissioning NHS Organisations. Sue also led the development and operation of the Systems Operations Centre for NHS Nottingham during the COVID-19 pandemic.

Sue completed a BSc in Specialist Public Health Nursing in 2003 and a Masters level degree in Healthcare Leadership and Service Improvement obtained through the NHS Leadership Academy Elizabeth Garratt Anderson Programme in 2018. Sue uses her academic learning and extensive NHS experience to promote positive experiences for both staff and service users and holds the lead role for wider development for the SHSC Quality directorate. Sue is also leading on the organisational implementation of the SHSC Quality Management System.

Dr Parya Rostami

Dr Parya Rostami is the Head of Continuous Improvement at Sheffield Health and Social Care and a UK registered independent prescribing pharmacist. She has worked in healthcare for over 15 years in various settings including community pharmacy, hospital and general practice. She has also worked in academia and evaluation in various roles including as a research associate and evaluation lead. She has experience in evaluating quality improvement initiatives at local and national levels and is passionate about helping teams to show the impact of transformation using quality improvement methodology and ultimately improving outcomes for patients.

Parya has been an invited speaker/judge at a number of different national conferences including the 2nd national patient safety conference in Brazil and the Bristol Patient Safety Conference. She has a number of peer reviewed papers and reports and has delivered various QI training including for the Health Foundation's scaling up improvement programme.

Parya is particularly passionate about supporting underrepresented groups; including patients and staff. She has been involved in various charity work to support this, including widening participation work in secondary schools, but also Race Equity projects in mental health.

Karen Drummond

Karen is a registered mental health nurse with 14 years of experience, with a background of working in acute admission units, older adult inpatients wards and IPCU. For the last 10 years she has worked within perinatal services.

Karen started in perinatal as a staff nurse in the Mother & Baby Unit (MBU), then a charge nurse in the community perinatal team and currently works back in the MBU as the Nurse Therapist.

Karen has a Post Graduate Diploma in Cognitive Behavioural Therapy – offering psychological input to patients on the ward, as well as low level psychological interventions and psychoeducation to partners/families.

Karen identified MDT as area to improve on – this is the first project she has worked on with support and guidance from the Quality Improvement Team.

Sharmin Akthar

Sharmin is a final-year medical student at King's College London with an iBSc in Reproductive and Developmental Health from Imperial College London. Sharmin has a passion for paediatrics and aspires to take part in humanitarian work and contribute to tangible and positive change in child healthcare. Sharmin is also an avid reader and have discovered a newfound talent in crochet.

Anjum Hussain

Anjum is a final-year medical student driven by an unyielding passion for advancing mental health, particularly in child and adolescent psychiatry. Anjum's journey includes completing an intercalated BSc in primary care, where they focused on quality improvement, leadership, and teaching modules. With a commitment to holistic care and positive change, Anjum is excited to actively shape a future where patient well-being and satisfaction take centre stage.

Mahdiyyah Osman

Mahdiyyah is a final year medical student with a 1st Class BSc in Neuroscience. Mahdiyyah loves reading and writing and has a book review page on Instagram (particularly Japanese translated literature), enjoys weightlifting, and finding new places to eat and drink coffee in London.

Madalitso Mangira

Madalitso qualified as a nurse but is currently Ward Manager for a PICU (Psychiatric Intensive Care Unit). Madalitso is also a team member for the RRP (Reducing Restrictive Practice) project and provided a leadership role to the project.

Noel Zimba

Noel is an Engagement Recovery Worker on Rowan Ward.

Noel is also a project team member for RRP (Reducing Restrictive Practice) and was instrumental to this project.

Pedro Delgado

Pedro leads IHI's portfolio of work in Europe and IHI's equity work outside of the US. He has led IHI's work over the years in three regions (Latin America, Europe, and Australasia) as well as the IHI Open School. Based in the United Kingdom, he has been a driving force in IHI's global expansion. From work on improving children cancer care across 6 countries, to reducing C-sections and healthcare-acquired infections in Brazil and several Latin American countries, to improving early years education in Chile, to improving patient safety in Portugal and mental health in London.

Mr. Delgado has led the key senior relationships, design and implementation of large-scale health system improvement efforts and networks globally. He coaches senior leaders and teams, and lectures extensively worldwide on large-scale change, patient safety, and quality improvement. He is an Instructor at the Harvard T.H. Chan School of Public Health, a Senior Atlantic Fellow of Health Equity. He is on the International Editorial Board of BMJ Leader, part of the IHI BMJ Governance Group and an Advisory Board member for the Health Foundation's Q Network. Prior to joining IHI in 2010, he held roles in hospital management and large-scale improvement leadership in the UK, as well as working in mental health in Venezuela and the UK. In October 2019, Pedro was recognized with the Julia Lima Award by Einstein Hospital in Brazil for his contributions to patient safety and quality improvement in Latin America.

Amy Chidley

Amy is a Patient Representative Worker on the QI committee of the RCPsych's Centre for QI. Some examples of other work:

NHS regional and national roles

- Lived Experience Rep and QI Advisor for Birmingham & Solihull Mental Health Foundation Trust (BSMHFT) and W Mids Perinatal Provider Collaborative.
- Peer Leader member of NHSE National Perinatal Coproduction Group & Personalised Care Strategic Coproduction Group.

Local work

- Peer support worker for perinatal mental health charity, *By Your Side*, which also provides her with current, relevant insight into policy-making.

Media

- NIHR film, promoting Public & Patient Involvement (PPI) in research.
- BSMHFT's and IHI's QI written and film media, championing the work of EBEs in QI coproduction.

She is effectively a catalytic 'connector' between national, regional, and local levels and consultant across different sectors of healthcare improvement, including research for various Universities.

She is tirelessly dedicated to mentoring and training fellow lived experience friends and colleagues and equipping and training organisations to support them.

Dr Sridevi Sira Mahalingappa

- Consultant psychiatrist at South London and Maudsley NHS Foundation Trust.
- Royal College of Psychiatrists CCQI QI member (RCPsych Liaison psychiatry faculty representative)
- Honorary Clinical Senior Lecturer at University of Central Lancashire
- President elect – British Indian Psychiatric association
- Honorary Teaching Fellow, Derbyshire Healthcare NHS Foundation Trust
- Honorary (Consultant) Assistant Professor - University of Nottingham
- World Psychiatric Association (WPA) Working Group on Medical Students Committee member.

Dr Sira Mahalingappa has been working in psychiatry for 21 years and has worked in UK, Australia, and India. She is passionate about Liaison psychiatry, medical education, and global mental health. She has been involved in an educational link project between India, UK and Zambia to increase the capacity of trained medical educators and contributed actively in the M Med teaching programme in Zambia. She is a passionate advocate of Co-Production, involving Patients in teaching. She has set up innovative virtual expert patient clinics in Derby and at UCLan university.

She is passionate to support develop teaching resources, embed QI in medical education and coach QI projects in low- and middle-income countries. She has completed the institute for Healthcare Improvement (IHI) improvement coach program. She is currently coaching QI projects in India and Zambia.

Dr Deepa Bagepalli Krishnan

Deepa is a Consultant Perinatal Psychiatrist and Medical QI lead in Nottinghamshire Healthcare NHS Foundation Trust. She is a part time PhD student in the University of Nottingham researching user experience in AI mood assessment and monitoring app.

Deepa is interested in Quality improvement (QI), leadership and medical education. She is passionate about improving QI training and coaching doctors in leading QI projects. Deepa completed a two-year Leadership fellowship in Health Education England East Midlands and masters in Leadership for Health Professions from the Swansea University. She was a fellow in the first cohort of RCPsych Leadership and Management fellowship scheme (2019/20). Having completed NHS improvement and ACT academy, Quality and Service improvement and redesign (QSIR) Associate training, she leads the QI training for doctors in the Trust. Deepa also leads the RCPsych Dean's Grand rounds. She is the QI representative for RCPsych Trent Division and module lead for project support at the RCPsych Leadership and Management Fellowship scheme (2023/24).

Ailsa Bruce

Ailsa Bruce, CT3, is currently working in Forensic Psychiatry at the Royal Edinburgh Hospital and PTC and local representative for South East Scotland. Ailsa has done a few QI projects through Core Training and was delighted to have won the poster prize here last year. Ailsa is back at the Conference this year, without a poster, to learn more and share what they've learnt so far at the Trainee webinar.

QI projects Ailsa has been involved in include Ward Round documentation, the management of disclosed sexual assault, arrest bleep response and addressing the bottleneck from Core to Higher Training in Scotland.

Simon Corke

Simon Corke is an ST4 in General Adult Psychiatry and also one of the South West Psychiatric Trainees Committee (PTC) representatives. Simon is currently working in Liaison Psychiatry in Exeter.

This is Simon's 3rd year on the PTC, and he has been the PTC representative to the QI Committee in the 2022/2023 academic year.