

Background

In Round 4 of the audit, the NAD team held seven Quality Improvement workshops in England and Wales led by Maureen McGeorge, an expert in quality improvement. In response to feedback from workshops held in Round 3 of the audit the workshops were a day long (previously a half day workshop). Each workshop followed the same timetable: an overview of the national results, one to two site presentations about a quality improvement project implemented in hospital, and how to build a quality improvement project around a problem identified by workshop attendees.

Evaluation forms were handed out at every workshop. In total 94 forms were collected from seven workshops. Below is an overview of the questions and responses as well as a comparison with feedback from Round 3.

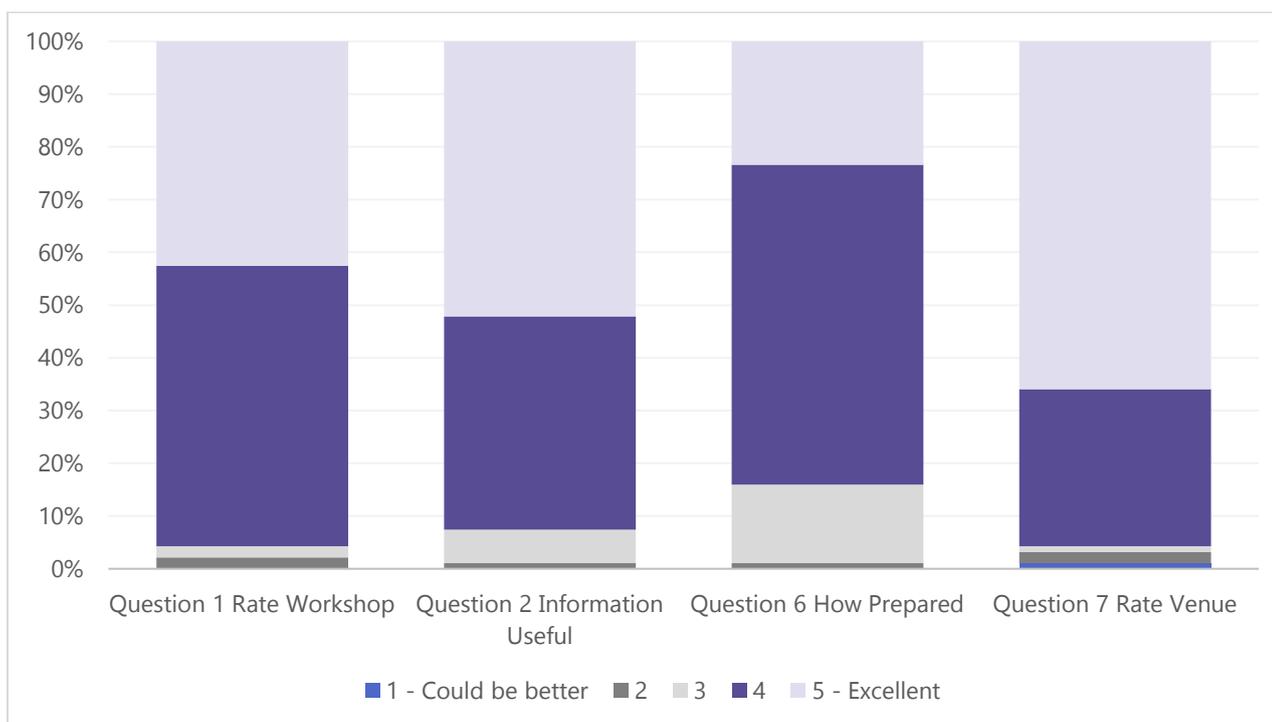
Questions with a 5-point rating scale

Q1: How would you rate this workshop? (1 – could be better, 5 – excellent)

Q2: Was the information useful? (1 – not at all useful, 5 – very useful)

Q6: How prepared has this workshop made you feel to plan changes in your hospital? (1– not at all, 5 – much more prepared)

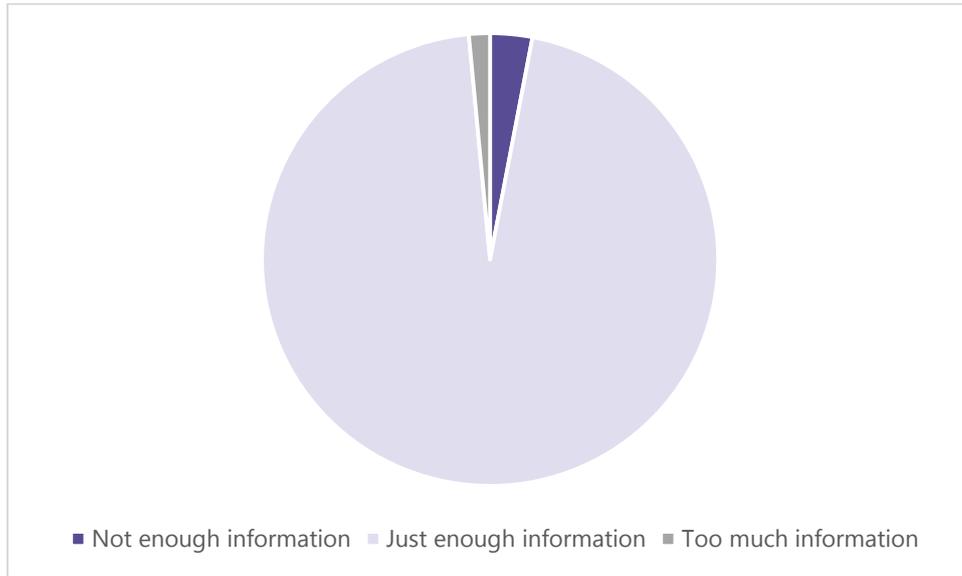
Q7: How would you rate this venue (including the food provided)? (1 – could be better, 5 – excellent)



Questions with a 3-point rating scale

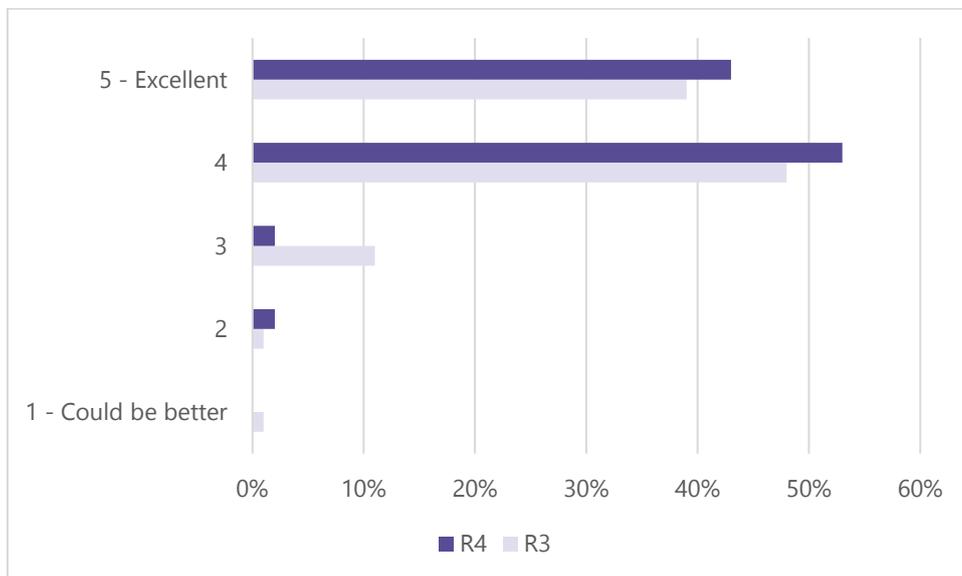
Q3: How do you feel about the amount of information presented?

Question 3 had a 3-point scale, with the middle option the most positive

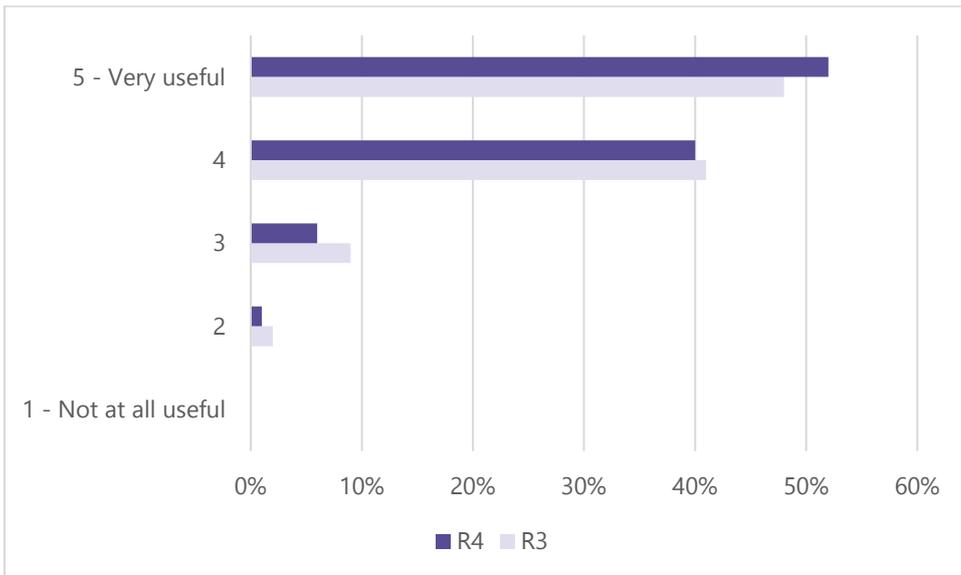


Comparison between Round 3 and 4 workshops

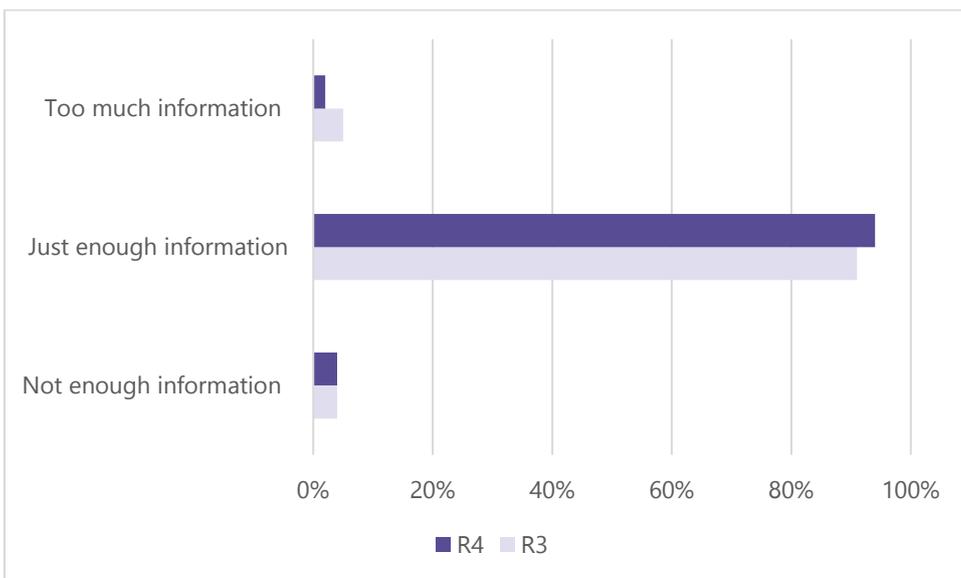
Q1: How would you rate this workshop? (1 – could be better, 5 – excellent)



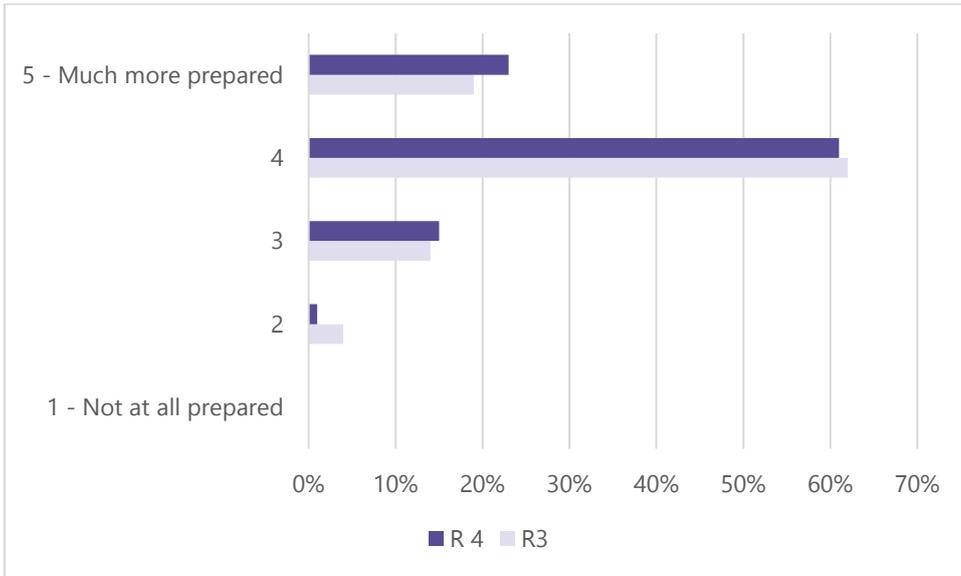
Q2: Was the information useful? (1 – not at all useful, 5 – very useful)



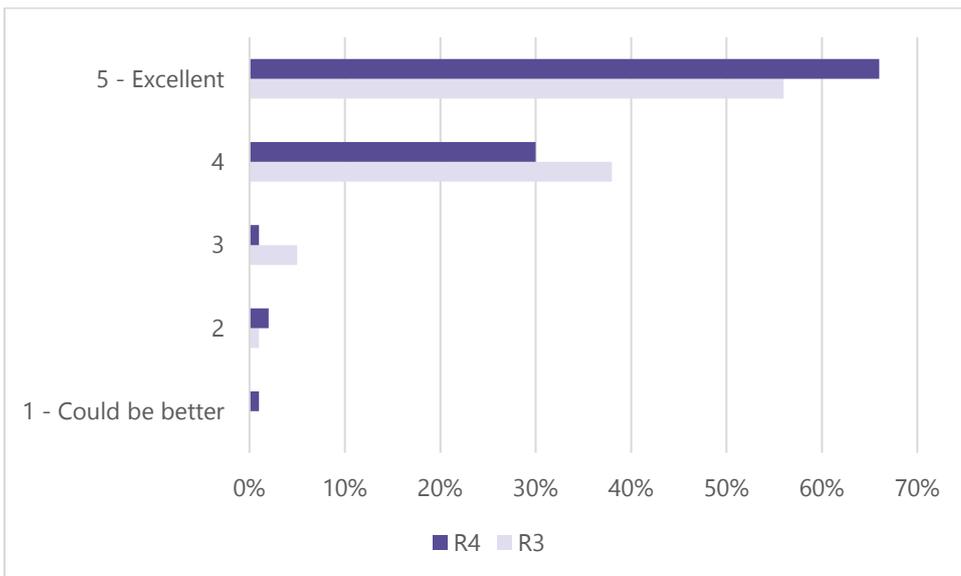
Q3: How do you feel about the amount of information presented? (too much information, just enough information, not enough information)



Q6: How prepared has this workshop made you feel to plan changes in your hospital? (1 - not at all, 5 – much more prepared)



Q7: How would you rate this venue (including the food provided)? (1 – could be better, 5 – excellent)



Free text responses

Q4: What did you like the most about the event?

There were 87 comments from 94 evaluation forms.

Common topics were:

- Networking
- Discussion/interaction with others/group work/peer learning
- Hearing about success in areas of work
- How to carry out a QI project/working through the planning sheet
- Flip chart exercise
- Presentations
- Expert knowledge
- Learning new skills
- Time to think and plan a QI project
- Reassuring to hear other hospitals have similar problems

Example comments

Expert knowledge/guidance from facilitators and interactions with colleagues from other trusts.

The opportunity to network and share experiences with colleagues from different organisations.

Very useful to have time to think about own QI projects in context of NAD action plans, areas for focus. Well run.

Small group, felt easier to share ideas.

Talks very useful. Excellent opportunity to hear that other trusts have the same problems and idea sharing. Excellent ideas and suggestions.

Interactive discussion and peer learning.

Practical tools for development that we can go away and implement/use immediately.

Maureen was astonishing. I learnt a lot today, although it confirmed what we're doing is right.

Opportunity to hear what others were doing.

Q5: What would you like to see done differently at future events/how could this event be improved?

There were 46 comments from 94 evaluation forms.

Common topics were:

- Which hospitals did best in the audit and how to learn from them
- More time for networking/finding out what other so/more time to learn best practice from other hospitals
- More presentations from other hospitals
- Better attendance for more networking
- More time for working on action plans
- Microphone

Example comments

NAD data presentation.

A presentation of trust who topped the audit - see what they are doing well and how we can learn from them. Best practice.

It would have been helpful to get more time for networking and working on our action plans.

Lots of discussion around delirium screening. I wonder if this was related to this being in the prompt for the homework? May be better to give non-NAD examples.

Report and workshops by end of year data submitted to NAD to present large delays. More facilitators for developing PDSAs or follow up PDSA support for each team.

Main speakers voices were a bit soft, had to concentrate especially in the afternoon.

Mix people at tables up as we tend to stick with people we already know, better networking.

Examples of other hospitals' quality improvement successes.

Would have liked more on local dementia audit results and discussion about local initiatives.

Better venue - hard to hear/concentrate with noise from the road and the room behind.

Longer time to share good practice in clinical areas.

Q8: Do you have any further comments regarding this event?

There were 40 comments from 94 evaluation forms.

Example comments

Shame that a large number of people did not attend when there was a reserve list of attendants.

Very helpful to get protected time to build an action plan.

Lovely venue. Fabulous food. Excellent speakers.

Room was quite cold and difficult to hear speakers at times.

Would be great to have an overview of all the workshops and share the information. Perhaps set up a forum group or a social network to facilitate the sharing of ideas and solutions.

Can we have the slides of the NAD results sent to us please.

Will be interested to link with colleagues from different organisations after the event - shared learning.

Excellent, informative day.