

Quality Improvement Annual Conference

18 October 2024 | RCPsych, 21 Prescot Street, London E1 8BB



Programme

9.00-9.30am (30 minutes)	Registration/Welcome
9.30-9.45am (15 minutes) Room 1.7	Introductory remarks Amy Chidley <i>Patient Representative Worker on the RCPsych QI Committee</i>
9.45-10.25am (40 minutes) Room 1.7	Project Whiteboard: A Quality Improvement Project Improving Patient Flow Dr Ashu Handa, Ms Terry Harper, Mr Adam Sobrany & Dr Brandon Wong <i>Central and North West London NHS Foundation Trust</i>
10.25-11.05am (40 minutes) Room 1.7	Finding our feet with QI: Learning from a sustainability project Mr Jamie Devine, Mrs Louise Kennedy & Ms Charlotte May <i>Elysium Healthcare</i>
11.05-11.30am (25 minutes)	Morning Break
11.30am-12.30pm (1 hour) Room 1.7	Plenary: Integrating Anti-Racism Into Quality Improvement Dr Nandi Simpson (<i>NHS Race and Health Observatory</i>) & Noshin Menzies (<i>Health Innovation West of England</i>)
12.30-1.40pm (1 hour, 10 minutes)	Lunch/Networking/Poster Viewing and Judging
1.40-2.50pm (1 hour, 10 minutes)	Break-out sessions (2 sessions per room, 35 minutes each) Break-out 1: The QI journey of Children and Young People's Mental Health and Eating Disorders Services Miss Emily Perrin & Miss Sophie Widdison (<i>Berkshire Healthcare NHS Foundation Trust</i>) Increasing access to CAMHS Getting Help Team Miss Rhona Edwards & Miss Sophie Widdison (<i>Berkshire Healthcare NHS Foundation Trust</i>) Break-out 2: Introduction of the Diamond framework, creating a psychologically informed, cohesive environment Dr Sai Achuthan & Dr Sharon Collins (<i>Cygnnet Healthcare</i>) Improving Flow: Improving patient flow from Inpatient Mental Health settings Dr Gareth Jarvis & Mr Peter Toohey (<i>Central and North West London NHS Foundation Trust</i>) Break-out 3: Addressing implicit racial inequities through co-production Mr Gambinga Gambinga, Ms Idil Ibrahim, Mr Neil McLennan & Mrs Kim Parker (<i>Sheffield Health and Social Care NHS Foundation Trust</i>) Lessons from Defeat: a quality improvement project on exercise in psychiatry Miss Oluwamayomikun Ajayi & Miss Sofya Diskantova (<i>University of Plymouth</i>)
1: Room 1.7	
2: Room 1.2- 1.4	
3: Room 1.6	

2.50-3.05pm <i>(15 minutes)</i>	Afternoon Break
3.05-3.50pm <i>(45 minutes)</i> Room 1.7	Workshop: Preparing pizza using QI methodology Satwinder Kaur <i>(Patient Representative Worker on the RCPsych QI Committee)</i> & Dr Sridevi Sira-Mahalingappa <i>(South London & Maudsley NHS Foundation Trust)</i>
3.50-4.00pm <i>(10 minutes)</i> Room 1.7	Poster prizes and close Dr Amar Shah <i>(Chair of RCPsych QI Committee; NHSE National Clinical Director for Improvement)</i>

Speaker Biographies

(A-Z by forename)

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.

Amy Chidley

Amy is a Patient Representative Worker on the QI committee of the RCPsych's Centre for QI. She is dedicated to facilitating, mentoring and training fellow lived experience friends and colleagues to fulfil their purpose, alongside equipping and training organisations to support and utilise us well. She acts as a strategic 'connector' between national, regional, and local strata, and consultant across different sectors of healthcare improvement. Her roles include:

NHS Regional and National:

- Birmingham & Solihull Mental Health Foundation Trust (BSMHFT) and W Mids Perinatal Provider Collaborative: Lived Experience Partner and QI Advisor.
- NHSE Perinatal Team, Primary & Community Transformation & Improvement, Volunteering Programme: Patient & Public Voice Partner / Peer Leader
- NHS Impact Lived Experience Partner
- NIHR: Public & Patient Involvement & Engagement Partner

Local:

- *By Your Side*, Perinatal Mental Health charity: Peer Support Worker

Media:

- NIHR film, promoting PPIE in research.
- IHI and BSMHFT's written and film media, championing coproduction in QI.

Dr Ashu Handa

I am a consultant general adult psychiatrist. I trained in both the North East of England and London. My particular interests are liaison psychiatry and trainee education, training and wellbeing.

My drive for Quality Improvement was instilled during my time as an inpatient consultant within Central North West London (CNWL) foundation trust, where striving for improvements to ensure safe and effective patient care were paramount. I readily engaged in QI training and coaching during my time within CNWL, strengthening my appreciation for QI methodology. I engaged in the CNWL Management Fundamentals course, affiliated with Imperial college business school, where I showcased my QI project on patient flow.

Dr Brandon Wong

Dr. Wong, ST5 Psychiatry Registrar (West London), has been actively involved in Quality Improvement projects throughout his training in North West London, presenting his work at both national and international platforms. He has a particular interest in how data can be used to inform service optimisation and improvements, with a focus on data-driven change to guide more effective and targeted improvements in patient care. He is currently undertaking a Leadership and Management Fellowship with the Royal College of Psychiatrists with West London NHS Trust. Outside of medicine, he enjoys exploring emerging technologies and is an avid follower of Formula 1.

Charlotte May

Charlotte is currently a final year Undergraduate Psychology student at Loughborough University. In summer 2023 to summer 2024, she completed a placement year at Victoria Gardens (Elysium Healthcare), working within the Psychology Department and was actively involved in the implementation of Quality Improvement projects (including sustainability, clinical waste management, Just Culture and implementing trauma informed environments). Charlotte continues to work remotely as a Psychology Assistant at Victoria Gardens whilst completing her studies.

Emily Perrin

Emily Perrin is the Team Manager for the CAMHS Rapid Response Team (Intensive Treatment Team and assessing team) within Berkshire CAMHS. She is a mental health nurse with experience in both private and NHS settings specifically CAMHS inpatient and community services and forensic settings. Emily is particularly interested in working with high-risk and complex young people through a multiagency approach to avoid tier 4 admissions and enhance their quality of life within the community. She is trained in Lean QI methodology and has enjoyed embedding a QI culture in her service.

Gaminga Gaminga

Gaminga Gaminga works as the Equity Officer for Race and Mental health at SACMHA (Sheffield African Caribbean Mental Health Association), a role funded by the Sheffield Health and Social Care. SACHMA is a charity that was set up in 1988 in response to the mental health needs of people of African or Caribbean descent.

Gaminga's primary focus is to investigate why restrictive practices are disproportionately affect ethnic minority services users and to identify solutions that improve the experience not only for these groups but for everyone involved in the system. Gaminga focuses on supporting and coproducing with patients, staff, and people with lived experience, both in terms of those affected by restrictive practice and those impacted by self-harm and suicidal ideation.

As someone living with bipolar disorder and using Sheffield Health and Social Care's services, Gaminga is committed to ensuring that all voices are heard, whether from service users, carers, staff at every level or the wider community.

A large part of Gaminga's role is building trust with others within mental health settings and within the community. He has led on several projects to support this work, including the collection of qualitative data post restrictive practice incidents which he has started thematically analysing.

Dr Gareth Jarvis

Gareth is a Consultant Psychiatrist and the Medical Director of Jameson Division at CNWL (leading the adult mental health and learning disability services across Westminster, Kensington & Chelsea, Harrow and Brent). He is the Co-Chair of the North West London ICS Mental Health, Learning Disabilities and Autism Programme Board. He has Masters degrees in Psychiatric Research (UCL), Teaching Learning for Health Professionals (Bristol), and a post-Masters Award in Executive Healthcare Leadership (NHS Leadership Academy). Gareth has been an Improvement Fellow with UCL Partners and continues to play a leading role in Quality Improvement at CNWL. Gareth's particular passion is the Open Dialogue approach to mental health care, bringing a more humane, inclusive and family centred focus to how we work with those in mental distress.

Idil Ibrahim

Idil Ibrahim serves as a Quality Improvement Project Manager at Sheffield Health and Social Care, with extensive background experience in social care with a specific focus on change and quality improvement. She is dedicated to delivering vital support and driving transformative changes that

benefit both service users and staff. With over half a decade of experience working in local government, primarily on projects supporting vulnerable children and young people, Idil deeply understands the importance of public service in ensuring the best possible outcomes for all.

A proud and recent advocate for the NHS, Idil is committed to addressing inequalities in public services. Having recently joined the NHS, she is passionate about helping teams demonstrate the impact of transformation through Quality Improvement methodology to enhance patient outcomes.

Idil is also deeply committed to supporting underrepresented groups within both patient and staff communities. As a member of an underrepresented community herself, she has a personal connection to the importance of ensuring universal access to public services. This fuels her dedication to amplifying the voices of individuals and acknowledging the unique perspectives and needs of every person she serves.

Jamie Devine

Jamie has worked at Elysium Healthcare since July 2020, firstly as a Health Care worker on the wards before moving to the Occupational Therapy department to work as an activity coordinator. In this role he took a lead on setting up a range of projects including arranging patient work placements in the community, organising hospital music festivals and the first ever Elysium football tournament. Jamie joined Victoria Garden sustainability project team in March 2023 and as a result of the work he has achieved and his passion for this area, he is now the North West Regional Sustainability Lead. Last month, Jamie began a Corporate Responsibility and Sustainability Apprenticeship and is looking forward to sharing his learning from this and embarking on future projects.

Kim Parker

Kim Parker is a registered mental health nurse with over 43 years of expertise, primarily in inpatient care and holds a master's degree in Managing Diversity. She has spent nine years in a quality improvement role and seven years working in a secure forensic setting. She is currently the lead senior nurse implementing culture of care initiative at SHSC.

Receiving two positive practice in Mental Health Awards: one in 2014 for her work in reducing stigma and another in 2018 as part of a team recognised in ensuring safe patient care. Kim is a firm believer of meaningful co-production and that by working together and maintaining a focus on equity, we can create lasting, positive change in health service delivery. She firmly believes in equal access and fair treatment for everyone.

In addition, Kim serves as the clinical lead for an international health partnership with Gulu in northern Uganda, a region recovering from conflict. This partnership, which has been running for 12 years, focusing on improving patient safety in the area.

Louise Kennedy

Louise is the Lead Psychologist for two Elysium Healthcare sites in the North West: Victoria Gardens and Crossley Place. She is a Chartered and Registered Forensic Psychologist who has over 20 years' experience working within the field of mental health. Louise has worked within a range of settings during this time, including the prison service, medium and low secure male and female services and level 2 rehabilitation. She began her quality improvement journey in May 2023 and has since been trained as a QI mentor. Louise has recently taken over as the North West Quality Improvement Hub chair, supprting a range of Quality Improvement projects across the region.

Dr Nandi Simpson

Nandi is Director of Implementation at the NHS Race and Health Observatory and leads on the RHO Maternal and Neonatal Health Inequalities Learning and Action Network. This pilot programme, delivered with ten teams from four regions, the Institute for Healthcare Improvement and Health Foundation, aims to develop approaches which embed the RHO Anti-Racism Principles in maternity and neonatal services through Quality Improvement. Nandi has spent most of her career working at the interface between research and health services, and joined the NHS RHO from King's Health Partners, where she was Programme Lead for the Women and Children's Health Clinical Academic Partnership.

Neil McLennan

Neil is a registered mental health nurse with over 19 years of experience, primarily in low secure forensic services, having acted as a deputy ward manager. He currently serves as the clinical lead for digital and reducing restrictive practice. He also is a human rights practice lead, as well as a pledged member of restraint reduction network demonstrating commitment to support patients and their rights.

Neil is pursuing a diploma in practice leadership in trauma-informed care as he is passionate about creating safe and supportive environments for people who have experienced trauma, furthering his commitment to better outcomes for service users and making a difference in how care is delivered. With lived experience of generalised anxiety and depression, Neil is deeply passionate about staff wellbeing and welfare, drawing on his personal journey to advocate for better mental health support within the workforce.

Originally from the northeast of Scotland, he is also an avid marathon runner, having raced twice against Mo Farah. He has set a personal goal of completing an Ironman in the near future.

Noshin Menzies

Noshin has nearly 18 years experience in a range of systems within the NHS, including public health and Department of Health South West. Noshin has been with Health Innovation West of England since 2010 and her work has focused on maternity and perinatal quality improvement and reducing inequity. Noshin has a MPH in Public Health and an MSc in Clinical Psychology and is passionate about reducing inequalities in health and wellbeing and improving outcomes for people who are impacted by socioeconomic or demographic disadvantages, particularly the psychological and physical harm caused by those experiencing racism.

Oluwamayomikun Ajayi

Oluwamayomikun Ajayi is a final-year medical student with a strong interest in psychiatry, as well as occupational medicine and public health. As one of the first fellows of the Aggrey Burke Fellowship, awarded by the Royal College of Psychiatrists, Oluwamayomikun is passionate about improving mental health care and promoting workplace well-being. Her commitment is focused on integrating psychiatric care with broader public health initiatives for more efficient community impact.

Peter Toohey

Hello, my name is Peter. I am a paediatric intensive care nurse by background. Currently, I am an Improvement Advisor and coach with the CNWL Improvement Academy.

I have work in both clinical and non-clinical leadership roles within the NHS. Most recently, I have come from an operations management role with Theatres & intensive care at the Royal Free London NSHFT. I have led wide-scale safety improvement collaboratives at both regional and local levels with UCL Partners, Royal Free London & CNWL NHSFT in collaboration with the IHI.

I am passionate about safety and improvement within healthcare and am looking forward to working with individuals and teams to support improvement across the system.

Rhona Edwards

Rhona Edwards is the Team Lead for the CAMHS Getting Help Team, Mental Health Support Team, and ARRS Service serving the Royal Borough of Windsor, Ascot and Maidenhead within Berkshire CAMHS. With a background in social work and child cognitive behavioural therapy (CBT), Rhona is dedicated to enhancing service delivery and developing innovative approaches to improve access to care for children and young people. Outside of work, Rhona enjoys cooking, though she admits baking is not her strength.

Dr Sai Achuthan

Dr. Sai Achuthan is a distinguished psychiatrist and healthcare leader. He serves as Deputy Regional Medical Director for Cygnet Health Care's South West region and Medical Director of Cygnet Hospital Kewstoke. Dr. Achuthan chairs the Royal College of Psychiatry's South West Division and is Vice Chair of the Mental Health Act Approval Panel for South England. His roles include Co-Chair of the MRCPsych program first in the independent Sector and Peer Reviewer for Shushtra Journal of Health and Policy. A Fellow in Addiction Medicine with diplomas ,post graduate diploma, Masters in Leadership, Business, Management and Health and Social Care and Clinical Psychiatry. His collaborations with law enforcement and public and private education initiatives have significantly advanced community mental health care.

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 Sharon Collins

Dr. Sharon Collins is an HCPC registered Counselling Psychologist and a Chartered member of the British Psychological Society; she has experience in both NHS and private services; she has worked for a number of charities, has her own private practice and is a teacher of mindfulness and meditation. Sharon is Head of Psychology at Cygnet Kewstoke, a 71 bed hospital, where she leads a large team and is Regional Lead for Psychology for the South West where she oversees the provision of psychology for 3 other hospitals and 5 social care residences. Sharon has a special clinical interest in trauma and attachment and in service development through innovation and research.

Sofya Diskantova

Sofya Diskantova is a final-year medical student at the University of Plymouth, Peninsula Medical School. She has a passion for enhancing patient care and clinical outcomes across a diverse range of medical specialities. Her special interests include Dermatology and Psychodermatology. So far, she has had a chance to engage with a wide range of quality improvement projects and audits, yielding high-quality results that have since been published in Clinical and Experimental Dermatology and presented at various conferences.

Sophie Widdison

Sophie is the Quality Improvement Lead for the Child and Adolescent Mental Health Services and Eating Disorder service at Berkshire Healthcare NHS Foundation Trust. She is an Occupational Therapist (O.T) by clinical background, and has worked as an O.T. in a range of inpatient and community settings, before progressing into various leadership and management roles. She is passionate about working with teams to enable them to improve the care and services they provide for patients and families.

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.

Terry Harper

Terry Harper (she/her) is a service user who plays an active involvement role in QI projects run by CNWL. She is a patient rep on the local Senior Management Team, sits on interview panels and works with students at London University. She also carries out telephonic Friends and Family feedback surveys, presenting a monthly paper on the data. QI projects include the Whiteboard Project, on an inpatient ward, Bitesize Teaching, a regular educational slot for Home Treatment Team staff and the Falls Project, to monitor and prevent falls on inpatient wards across CNWL.