**Information Sheet – Demand Capacity & Flow Collaborative**

**What is this programme about?**

The Demand, Capacity and Flow Collaborative is a brand-new national Quality Improvement (QI) collaborative being launched by The Royal College of Psychiatrists’ National Collaborating Centre for Mental Health (NCCMH). The aims are to support community and inpatient teams within mental health services across the UK to understand demand, develop and test change ideas to improve flow, reduce waiting lists and manage demand in creative ways.

The programme will support teams to measure and make changes using the same methodology as the national QI collaboratives run by the NCCMH on [reducing restrictive practice](https://www.rcpsych.ac.uk/improving-care/nccmh/reducing-restrictive-practice) and [sexual safety](https://www.rcpsych.ac.uk/improving-care/nccmh/sexual-safety-collaborative).

The collaborative will be supported by our national improvement lead, Dr Amar Shah, our director of the NCCMH Tom Ayers, and the team of QI coaches who have supported the work on restrictive practice and sexual safety.

The work is done at a team level, and you can put forward as many teams as you would like and from any setting - all teams are eligible.

**What will it involve?**

The Collaborative will run for 18 months, beginning January 2023. The initial 2 months will involve teams setting up for the work, and then 16 months spent testing ideas and embedding changes.

All the teams on the collaborative will come together seven times over the course of the collaborative for in-person learning sessions designed to share ideas and take inspiration from each other.

**What are the commitments you will need to make in participating in this programme?**

It is important for the success of the work that the team(s) that are put forward have had a conversation and agreed to take part in the collaborative.

Teams will need the ability to meet regularly, attend the learning set meetings and implement the change ideas they have in their team.

The exact time and resource required varies from team to team, but an estimation of the time commitment has been included below:

* *Project lead –* each team should have an identified project lead to lead the work in the team and be the key point of liaison with the QI coach
* *Senior sponsor –* a senior sponsor will be someone at executive or director level who has operational responsibility for the service and sufficient influence over the system to be able to unblock any barriers faced by the team. This type of work will require active leadership attention and curiosity
* *Project team* – a small project team should be established including staff of all grades and service users for clinical teams. The project team should meet regularly throughout the project, ideally weekly or fortnightly – the QI coach will also attend these meetings
* *Learning sets* – there will be learning sets every three months where we will bring together all teams on the collaborative to share their work and learn together
* *Data collection –* teams will be required to collect data according to their agreed measurement plan to understand the impact of the work.

The collaborative is solely funded by subscriptions and the fee for membership will be £7000+ V.A.T for the entire 18-month collaborative, with a 10% discount if ann organisation signs up more than one team.

**What support is on offer?**

Each team that joins the collaborative will be allocated a skilled and experienced QI coach who will work with the team to test ideas to improve flow and reduce waiting lists and manage demand, collect data to understand the impact of changes and help them to overcome barriers in their work. The QI coach will maintain contact throughout in a way that is agreed with the project lead in each participating team.

**How to register**

If you would like to apply for your team to take part in the collaborative, please complete the registration form and return this to [DCFQI@rcpsych.ac.uk](mailto:DCFQI@rcpsych.ac.uk) by 5pm on Wednesday 30 November 2022.

Please ensure you complete all sections of the registration form including the signed confirmation. Please note that payment is not required at this stage but will be requested at a later date.

**Key dates**

**Registration deadline:** 5pm on Wednesday 30 November 2022.

**Learning Set meeting dates:**

* Launch: 27 January 2023
* Thursday 27 April 2023
* Tuesday 4 July 2023
* Monday 9 October 2023
* Thursday 11 January 2024
* Tuesday 16 April 2024
* Thursday 4 July 2024

**Registration Form**

Thank you for your interest in the Royal College of Psychiatrists’ exciting new national Quality Improvement (QI) collaborative to improve flow, reduce waiting times and manage demand across mental health services in the UK.

In order to participate, please complete and return this registration form – including the signed confirmation - no later than 5pm on Wednesday 30 November 2022 to: [DCFQI@rcpsych.ac.uk](mailto:DCFQI@rcpsych.ac.uk)

**Please note that following registration you will be asked for payment/invoicing details to confirm your place(s).**

**Organisation Details**

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| --- | --- |
| **Organisation name:** | Click here to add text |
| Address: | Click here to add text |
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**Team Details**

Each team will need an identified project lead and a senior sponsor. Project leads and sponsors can be the same person for multiple teams if appropriate

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| --- | --- |
| **Team 1 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Please summarise the demand, capacity or flow issue that you want to work on with the support of this programme** | Click here to add text |
| **What data do you have access to, and how frequently, to understand the flow issue that you want to tackle?** | Click here to add text |

**Confirmation:**

**Please return to the Demand, Capacity & Flow QI team on** [**DCFQI@rcpsych.ac.uk**](mailto:DCFQI@rcpsych.ac.uk) **no later than 5pm on Wednesday 30 November 2022.**

I confirm that staff will be available for in-person learning sets every three months and data collection activities. I understand that we will be invoiced at a later date for the membership fees as set out above.

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| **Name:** Click here to add text | **Date:** Click here to add text |
| **Signature:** | |

**Additional Teams**

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| **Team 2 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
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| **Team 3 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 4 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 5 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 6 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 7 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 8 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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| **Team 9 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
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| **Team 10 name:** | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| Address: | Click here to add text |
| **Senior sponsor:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
| **Project lead:** | Click here to add text |
| Job title: | Click here to add text |
| Telephone number: | Click here to add text |
| Email address: | Click here to add text |
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