



Demand, Capacity & Flow Collaborative

What is this programme about?

The Demand, Capacity and Flow Collaborative (DC&F) is a brand-new national Quality Improvement (QI) collaborative led 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 their demand.
- Develop and test change ideas to improve flow, reduce waiting lists and manage their demand in creative ways.

The programme will support teams to use tried and tested QI methodology to achieve this.

The collaborative will be supported by our national improvement lead, Dr Amar Shah, our director of the NCCMH, Tom Ayers, and a team of skilled and experienced QI Coaches.

What will it involve?

The Collaborative will run for 18 months, from January 2023 until July 2024. The initial 2 months will involve teams setting up for the work, and then 16 months spent testing ideas and embedding changes.

All 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.

Event timetable



Launch:

Friday 27 January 2022
10am – 3pm in London

Learning sets:

- Thursday 27 April 2023
- Tuesday 4 July 2023
- Monday 9 October 2023
- Thursday 11 January 2024
- Tuesday 16 April 2024
- Thursday 4 July 2024



What commitments are required from teams?

Project teams will need time for regular team meetings (we suggest at least a 1-hour meeting every other week), time to attend the in-person learning sets, collect data, and test change ideas which they generate as part of their project.

The project team will be responsible for leading the work. Below are the key roles and responsibilities of the project team:

- **Project lead** – the project lead will coordinate and drive the work forwards and be the key point of liaison with your allocated 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.
- **Project team** – the project team should include staff of different roles and people with lived experience. Members of the project team will help move the work forwards, with everyone being responsible for taking on actions, so that progress is made between each meeting.

What support is provided?

The work is carried out at team level and each project team has a dedicated NCCMH QI Coach who will support the project team in using QI methodology. This is designed to help teams understand their current system, generate and test ideas to improve flow, reduce waiting lists and manage demand, collect data to understand the impact of their changes, and help teams to overcome barriers in their work.

Which organisations are part of the collaborative?

- Avon and Wiltshire Mental Health Partnership NHS Trust
- Black County Healthcare NHS Foundation Trust
- Bradford District Care NHS Foundation Trust
- Cambridge and Peterborough NHS Foundation Trust
- Cheshire and Wirral NHS Foundation Trust
- Cornwall NHS Foundation Trust
- Coventry and Warwickshire Partnership NHS Trust
- Kent and Medway Partnership NHS and Social Care Trust
- North East London NHS Foundation Trust
- Oxford Health NHS Foundation Trust
- Royal College of Psychiatrists
- West London NHS Trust

How do I get in touch with the DC&F Collaborative team?

You can contact the NCCMH project team at dcfqi@rcpsych.ac.uk

