



Demand, Capacity and Flow Quality Improvement Collaborative

Learning Set Agenda

Date: Thursday 16 July 2026, 10:00 – 15:00

Venue: Room 1.7, [Royal College of Psychiatrists](#), London

Time	Item	Speaker / Facilitator
9:30-10:00	Registration and refreshments	
10:00-10:15	Welcome and housekeeping	Renata Souza <i>Senior Quality Improvement Advisor, NCCMH</i>
10:15-10:30	Warm up activity	Mary Mancini <i>Lived Experience Representative, NCCMH</i>
10:30-11:15	Language matters: Using person-centred language in mental health care <i>Exploring how language shapes patient experiences and supporting more person-centred, trauma-informed communication</i>	Michelle Karpus <i>Expert by Experience, Hertfordshire Partnership NHS Trust</i> Lucy Jenkinson <i>Lived Experience Representative, NCCMH</i>
11:15-11:35	Break	
11:35-12:35	World café <i>A networking space for teams to connect and learn from one another</i>	Niamh Roberts <i>Quality Improvement Coach, NCCMH</i>
12:35-13:20	Lunch – served in room 1.6	
13:20-13:30	Post lunch energizer	Bethan Warner <i>Quality Improvement Coach, NCCMH</i>
13:30-14:10	Equity and co-production follow up <i>Continuing our conversation on equity and co-production, and identifying actions to take forward</i>	Caitlin Cockcroft and Rianna Herbert <i>Quality Improvement Coaches, NCCMH</i>
14:10-14:50	Working on your projects <i>Time for teams to work on their projects and continue to progress their work</i>	Josh Bailey <i>Quality Improvement Coach, NCCMH</i>
14:50-15:00	Feedback and close	Delicha Changa <i>Quality Improvement Coach, NCCMH</i>

Time	Optional drop-in sessions	Facilitators	Room
15:00-15:30	Time with QI team	DCF QI Coaches	Room 1.7