# Demand, Capacity and Flow Quality Improvement Collaborative

## Learning Set Agenda

**Date:** Thursday 8 October 2026, 10:00-15:30
**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**<br>Senior Quality Improvement Advisor, NCCMH |
| **10:15-10:30** | **Warm-up activity** | **Niamh Roberts**<br>Quality Improvement Coach, NCCMH<br>**Lucy Jenkinson**<br>Lived Experience Representative, NCCMH |
| **10:30-11:15** | **Change ideas: Plan, Do, Study, Act (PDSA)**<br>• To recap the PDSA cycle, focusing on Study and Act stages<br>• To practice using a PDSA template to test our change ideas<br>• To consider equity and coproduction in our change ideas<br>• To share and learn from each other's change ideas | **Caitlin Cockroft**<br>Quality Improvement Coach, NCCMH<br>**Lucy Jenkinson**<br>Lived Experience Representative, NCCMH<br>**Delicha Changa**<br>Quality Improvement Coach, NCCMH |
| **11:15-11:25** | **Break** | |
| **11:25 -12:30** | **World Café**<br>An opportunity for teams to connect, share learning and learn from one another | **Delicha Changa**<br>Quality Improvement Coach, NCCMH |
| **12:30 – 13:15** | **Lunch – served in room 1.6** | |
| **13:15–13:25** | **Post-lunch energizer** | **Josh Bailey**<br>Quality Improvement Coach, NCCMH |
| **13:25-14:10** | **Impact: Data and storytelling**<br>• Recognise different types of evidence that demonstrate impact<br>• Practice interpreting data to build a story of change<br>• Reflect on whose experiences we are capturing to understand our improvement journey<br>• Bring together our own data and insights to tell our improvement story so far | **Bethan Warner**<br>Quality Improvement Coach, NCCMH<br>**Mary Mancini**<br>Lived Experience Representative, NCCMH |
| **14:10-14:50** | **Working on your projects**<br>Dedicated time for teams to progress their improvement projects | **Rianna Herbert**<br>Quality Improvement Coach, NCCMH |
| **14.50-15:00** | **Feedback and close** | **Rianna Herbert**<br>Quality Improvement Coach, NCCMH |

| Time | Optional drop-in session | Facilitators | Room |
|---|---|---|---|
| **15:00-15:30** | Drop-in support with the QI team | DCF QI Coaches | Room 1.7 |