

QuITT Learning Set – Question Wall

21st February 2023



How do you engage people in the work?

Working with patients

Q: How do you get patients who decline to accept a referral to tobacco treatment services?

- Empowerment/processes to fit around the individuals.
- Sustainability. Champions out of hours.
- Managing expectations.

Q: How do you involve people with lived experience from the start?

- Start reaching out as early as possible to try and recruit a person with lived experience into the team – think about peer support workers, other experts by experience employed in the Trust and current/ex-patients.

Q: How do you engage patients in the project, and maintain engagement?

- Speak with patients on the ward you are working with and think of how to update them regularly on project progress e.g. a monthly newsletter, information board on the ward, add your QuITT project as a standing agenda item to community meetings.

Q: Do we have sufficient budget to do co-production well?

- Good data to show improvement and value can help towards this.

Q: Have people used incentives for engagement?

- If this is something you can offer, you may wish to consider it e.g. CPD points, but there are other ways to engage, e.g. emphasising the importance of the work for patient outcomes, regularly share change ideas that are being tested.



Quality Improvement in Tobacco Treatment



How do you engage people in the work?

Working with staff

Q: How do we win consultants over?

- Share the work and progress of the project at senior management meetings and at meetings with clinical staff.
- Outline goals of the work e.g. to reduce health inequalities and reduce life expectancy age gap.
- Help people to connect to why this work is important. See resources from our launch event [here](#) for presentations from NHSE and Action on Smoking and Health (ASH).

Q: How do we engage ward managers in the project?

- Knowledge hub, network or forum.
- Speak to them directly about the work and the potential benefits of it e.g. staff confidence

Q: How do we ensure engagement of senior leaders?

- Share the work and progress of the project at senior management meetings.
- Feedback to them on project successes and involve them in overcoming barriers.

Q: How do you get ward staff engagement, when there are pressures on time?

- Improving pre-admissions and focussing on patient expectations.
- By attending away day meetings and education/raising awareness on smoking cessation.
- Going directly on the ward and going to ward huddles.
- Provide regular feedback to staff on project progress including change ideas being tested and successes.

How do you engage people in the work?

Overcoming barriers – culture, resistance and getting buy-in

Q: How do you overcome resistance from staff and patients?

- By providing evidence- based information on smoking cessation especially during MDT
- Involve them in decisions as much as possible and share good work

Q: How to overcome cultural barriers?

- Involve the right people in conversations about what the specific barriers are and how to overcome them

Q: How do we cope with staff who do not want vapes on the ward?

- Clear policy and rationale/evidence for use
- Training staff around myths

Q: How do you explain benefits/get buy-in?

- Be visible: attend staff and patient meetings to talk about the work or be present on the wards
- Think about a comms plan eg share information via emails or newsletters

How do you engage people in the work?

Q: How do you maintain momentum?

- Set up regular (e.g fortnightly) QuITT QI project team meetings from the start of the collaborative.
- Establish a way to share updates and good results across the team regularly.

Q: How do we prevent conflict with patients?

- Think about triggers for the conflict: is it nicotine withdrawal, and if so, what NRT do you have to provide?
- Train staff on de-escalation techniques and how to remain patient centred during conversations.

Q: What network opportunities are there?

- As a member of the collaborative, you will join quarterly virtual workshops and quarterly in-person learning sets to network with one another.
- Your QI Coach can support with network opportunities. If you would like to know more about any work or change ideas shared by any teams/organisations through the QuITT Collaborative, please let your QI Coach know.

Setting up the project team

Q: Who should be in the project team?

- The NCCMH website has a ['QI project team roles + responsibilities worksheet'](#) for advice on this.

Q: Is there a min/max number of people in a team?

- We are not prescribing a specific number. It will depend on how many wards you are working on.
- You need to find a balance between involving the right voices to get a good variety of perspectives, whilst keeping the group to a manageable size to ensure you can meet regularly and mobilise your ideas.

Q: How will we make people feel part of the team?

- Your QI coach will visit your project team in person and facilitate various activities to connect you as a team.
- After that, setting up regularly and frequent meetings with the team will help.

Q: Does the project team have to be the same throughout?

- Consistency in the project team is helpful. Ideally meeting every other week.
- Membership of the project team may have to change at times e.g. staff leaving. It will be important to regularly share your work and celebrate successes to the wider team to build momentum and recruit new or additional project team members.

Q: How often should we meet?

- Teams usually meet every 2 weeks or so at the start of the project to build and maintain momentum. These might become less frequent once the project is more embedded.

Q: How to manage staff involvement with them being needed on busy wards?

- A ward manager has agreed that if a team member isn't on shift on the day of a meeting and they want to join from home, they will get the time back in lieu (Oxford)
- Do a roadshow - ward drop-in sessions with goodies
- Protected time

How to set up a tobacco treatment service

Staff

Q: How do you recruit and retain staff?

- Positive staff
- Celebrate successes! Use comms, splash screens, events, ward noticeboards, community meetings and QI board with data management
- Invite people – open to all ‘inclusive like your hols’

Q: Do you offer vapes for staff?

- This will depend on the specific Trust policy and funding.

Treatment Offer

Q: What kind of prescribed treatments would you offer?

- Vapes, group psychological support, sensory integration