

Silver Level Quality Improvement Training

Learning by doing
Primary care

Wednesday 26th April 2023, 09.00 - 16.30

Delivered via Zoom

Course overview:

- An opportunity to explore some of the challenges to doing quality improvement work in primary care services.
- An overview of some of the challenges you may face when trying to improve quality health services.
- A guided, participatory, journey through the Model for Improvement, using a primary care case study.
- An understanding when and how to use behaviour change approaches (such as the ABC Toolkit) within quality improvement work.

NOTE: participants are expected to have completed the Bronze QI e-learning and to do a quick pre-course exercise.

The Improvement Academy offers a small number of funded places to Yorkshire and Humber NHS and social care organisations. A cancellation charge of £75 may apply if less than 48 hours' notice is given.

This event will be delivered by:

Maureen McGeorge

*Quality Improvement Training Lead,
Improvement Academy*



Maureen joined the Improvement Academy in 2014 and has extensive experience of quality improvement training, improving service quality and patients' experience. In 2011, she qualified as an Improvement Advisor with the Institute for Healthcare Improvement. As well as working with the IA, Maureen delivers QI training and supports on behalf of the Royal College of Psychiatrists' and the Royal College of Surgeons.

Mel Johnson

*Assistant Director Patient Safety,
Improvement Academy*



Mel leads the Yorkshire and Humber Patient Safety Collaborative and brings an applied focus on Human Factors and behaviour change to 'learning by doing' QI training. A nurse by background, Mel joined the Improvement Academy team in May 2015. Most of her career has been spent in a quality role, working in risk and governance as well as managing national Patient Safety initiatives and campaigns.

Places are limited and will be allocated on a first come first served basis.

To book your place, please contact:

Jane Hudson - Project Coordinator

email: academy@yhia.nhs.uk

www.improvementacademy.org



@ImprovementAcademy @Improve_Academy