Q is an initiative connecting people with improvement expertise across the UK. It is led by The Health Foundation and Healthcare Improvement Scotland (HIS) works as a Country Partner to support the Q Community in Scotland. Q Visits are site visits to organisations across professional sectors that are recognised as exemplars in Quality Improvement.

HIS were delighted to host a Q Visit in September 2019 where we welcomed 40 Quality Improvement leaders from organisations across the UK.

We identified 3 key objectives:

• Provide an overview of work that HIS undertakes with its partners.
• Share learning and progress on HIS’s work to develop a Quality Management System (QMS) approach.
• Build the confidence of Q members in the application of QMS in their own organisation, identifying both the opportunities and potential challenges.

Overview of the day

The agenda was designed to enable sharing of knowledge and experience. The morning session included a series of presentations to introduce delegates to the Scottish context of integrated health and social care and the role of HIS within that context. Delegates also had the opportunity to hear about the development of our QMS approach and reflect on their own experience.

In the afternoon delegates had a choice of parallel breakout sessions focusing on the various aspects of the QMS Framework. Each breakout session was led by HIS staff sharing examples of how HIS supports health and care organisations across Scotland with particular aspects of quality management. These sessions were designed to enable sharing of insights, experience and learning.

"We very much hope that this is the beginning of a conversation that will continue beyond today”
Joanne Matthews, Head of Improvement Support and Safety, HIS
Delegate highlights

Next steps
We will continue to:
• use QMS to help shape our own overall programme of work, and build upon this approach
• share key messages and invite further learning and discussion on QMS, and
• build relationships and engage in conversations to share learning with individuals and organisations we met at the Q Visit.

Have a question?
For more information get in touch: hcis.QMS@nhs.net

What we learned

The QMS framework resonated with delegates as it reflects key aspects required to manage quality in one overarching approach.

Feedback from delegates reinforced the importance of creating the conditions for a consistent and co-ordinated approach to quality management.

The discussions from the day strengthened our understanding that there will be a variety of challenges applying QMS in the wider context.

Delegates highlighted that language is a potential barrier and it is important to use language that is meaningful and accessible.

Delegates provided helpful insights about how we could further develop our work in QMS.

How delegates plan to share and apply their QMS learning

76% plan to either share their learning from the day or develop a QMS in their own context.

Q member
“Excellent sharing of learning and reflections varying from conceptual to implementation in practice. Highly credible and knowledgeable presenters encouraging of questions and seeking learning themselves.”