

Quality Improvement for NHS Board Members

National Masterclass 1

Tuesday 20 September 2016

Murrayfield Stadium, Edinburgh

Social bites

Stay up to date with the QI for NHS Board members work by using the following social media platforms.

Newsletter

Subscribe by emailing

hcis.qiforboardmembers@nhs.net

Receive updates, notifications about events, and access to QI content.

YouTube

Healthcare Improvement Scotland's YouTube channel provides access to interactive QI-related content and event coverage:

www.youtube.com/healthimprovescot

Twitter

Why not use Twitter to be part of the conversation about the national masterclass? Follow the hashtag **#qiforboardmembers** to stay updated on the Twitter conversation throughout the day. Share your reflections on what the speakers are discussing, give us feedback in real time, ask questions – or simply share anything that you find useful.

Visit our social media stand at lunchtime for support.



QI for NHS Board members team

Dr Heather Shearer, Board and Partnerships QI Development Lead
Lynsey Robertson, Programme Manager
Amber Scott, Project Officer

For more information about the work we are doing please download our brochure at: <http://ihub.scot/a-z-programmes/quality-improvement-for-board-members/>

How can you participate or request support?

Contact us using the details below:

hcis.QIforBoardMembers@nhs.net

0131 623 4300

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“Everyone in healthcare has two jobs when they come to work: to do their work and to improve it. This is the essence of Quality Improvement (QI).”

– Paul B Batalden

Dear Delegate

Welcome to the very first quality improvement (QI) national masterclass for NHS Board members (executive and non-executive directors). I am delighted you are able to attend and hope you find the day challenging and interactive.

We know that now is the time for transformative change in Scottish health and social care systems and each of us has a responsibility in making sure this is achieved. Our role as NHS Board members plays an important part in leading change and setting the direction of where we go from here. If we are to maintain and improve the quality of services that are currently being delivered, now is the time to transform the way we do things and QI improvement methods and approaches can help achieve this.

The development team has aimed to make this event as collaborative as possible and to give you some time to get to know other Board members and share your experiences of QI.

I hope you have a productive day and are able to take away valuable lessons that will support you in your role and, ultimately, improve the quality of care people receive in Scotland.

The QPG have overseen the production of a number of resources for non-executive directors. Quality Improvement and Measurement - What Non-Executive Directors need to know. You can access this by visiting www.gov.scot/Publications/2016/01/3484

David Garbutt

Chairman of Quality Portfolio Group,
Advisory Group for QI Board member development
and Scottish Ambulance Service



Our vision: Engaging in these activities will help NHS Board members create an environment where quality improvement can flourish.

Involvement ensures the quality of health and care services that are delivered across Scotland is continuously improved.

- **Designed by Board members for Board members**
- **Executive and non-executive NHS directors**



Welcome from Healthcare Improvement Scotland

Our goal is to be completely open and receptive to fresh thinking

The NHS in Scotland undoubtedly has challenges but it also has significant advantages - most especially our size and working relationships. For instance, the bringing together today of senior leaders to discuss and debate how best to foster a culture of openness and improvement in the NHS, is a crucial step in building momentum and creating new relationships.

In coming together, our goal is to be completely open and receptive to fresh thinking from wherever it comes. It is also about us developing, embedding and sustaining the leadership behaviours that will promote a culture of genuine openness and learning that benefits both patients and staff.

I am delighted that we have Matthew Syed at this event to share his work on 'Black Box Thinking'.

In an article, he said about the aviation industry: "Openness and learning rather than blaming is the instinctive response – and system safety has been the greatest beneficiary."

The NHS cannot close its mind to learning from aviation, nor any other sector in building safe, effective and person-centred health care.

Matthew Syed, also said in the world of aviation "failure is data-rich". In the NHS, we use data - every day - from the bedside observations of the patient in hospital to decisions at Board level. Of course, the goal must be to use that data to improve services. However, the deeper issue is how NHS boards establish a culture that openly and constructively questions the data, with a mindset of promoting curiosity and learning, rather than blame.

I have no doubt that we can use this event as a platform for learning and I look forward to working with all of you in this.

Dr Dame Denise Coia
Chairman

Agenda

Time	Content	
9:00	Registration and refreshments	
9:40	Welcome, Dr Dame Denise Coia	
10:00	'Black box thinking', Matthew Syed	
11:00	Break and refreshments	
11:15	Applying 'black box thinking' to your context, Professor Jason Leitch	 Interactive
12:00	Lunch	
13:00	QI landscape in Scotland, Ruth Glassborow, Eddie Docherty, Moi Ali Chris Rodger and Jane Cheeseman	 Interactive
14:15	Person-centred perspectives in the boardroom, Shaun Maher	
14:45	Actions worth doing	 Interactive
15:45	Closing remarks, Neena Mahal	
16:00	Close	

Objectives of the masterclass

To support Board members to:

Explore how success really happens – and the relationship between creative breakthroughs and learning from failure
so that you can take away practical ideas to support higher performance which are grounded in your existing governance systems

Develop a greater understanding of the QI landscape in Scotland

so that you can enhance the role your Board plays in formulating strategy, ensuring accountability and shaping culture

Have the opportunity to meet other Board members, share experiences and build networks

so that you can identify and connect with more peers to help meet current and future challenges

Identify, access and use relevant improvement resources

so that you know how and where to access relevant information to support your work

Who is who... session contributors



Dr Dame Denise Coia
Chairman, Healthcare
Improvement Scotland



Eddie Docherty
Nursing Director,
NHS Dumfries & Galloway



Matthew Syed
Author, broadcaster and sports
journalist



Moi Ali
Non-Executive Director, Scottish
Ambulance Service



Professor Jason Leitch
National Clinical Director,
Healthcare Quality and Strategy,
Scottish Government



Chris Rodger
Consultant General & Colorectal
Surgeon, NHS Forth Valley



Neena Mahal
Chairman, NHS Lanarkshire



Jane Cheeseman
Consultant General Adult
Psychiatrist, NHS Lothian



Ruth Glassborow
Director of Improvement
Support and ihub, Healthcare
Improvement Scotland



Shaun Maher
Strategic Advisor, Planning
and Quality Division, Scottish
Government

Keynote speaker: Matthew Syed



Matthew Syed is a columnist for The Times, and the author of two acclaimed books on the science of high performance. *Bounce*, published in April 2010, has been described as “one of the most intelligent and thought-provoking books about sport ever written” and *Black Box Thinking*, published in 2015, is a UK bestseller, and has been translated into multiple languages.

Before becoming a writer, Matthew was the England table tennis number one for almost a decade, three-times Commonwealth Champion, and twice competed for Great Britain in the Olympic Games (in Barcelona in 1992 and Sydney in 2000). His style was unusually defensive, playing strokes from the back of the court described as “spectacular roof threatening parabolas”.

Matthew is a regular contributor to radio and television. His film for the BBC, *China and Table Tennis*, won bronze medal at the Olympic Golden Rings ceremony in Lausanne. He was also one of the co-founders of *Greenhouse*, a charity which “empowers youngsters through sport” and which supports more than 10,000 young people on 31 full-time school programmes.

Learning



Please use this space to capture learning

To put into practice

What will you take from today's session and use in practice?

People to follow up with

Who have you met today that you would like to stay in touch with?

Questions to ask

Has today's session raised any questions for you to consider?

What matters to you?

Reflecting on today's session, what is important to you?

Reflections

What has today's session inspired you to think more about doing?

Curious about QI

What has piqued your curiosity?

Key dates

Date	Who	Event	Location
29 November 2016	Healthcare Improvement Scotland	SPSP National Safety Conference	Edinburgh
21 February 2017	Healthcare Improvement Scotland	QI for NHS Board members: national masterclass 2	Central Scotland
February 2017	Healthcare Improvement Scotland	Non-executive directors network	Central Scotland
20-21 June 2017	NHSScotland	NHS event	Glasgow

What's your favourite improvement quote and why?

Tweet us and tell us

#qiforboardmembers

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Edinburgh Office

Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

0131 623 4300

Glasgow Office

Delta House
50 West Nile Street
Glasgow
G1 2NP

0141 225 6999