This event allowed for:

- the programme aims and interventions to be discussed,
- networking and improvement skills to be supported, and
- ways of future collaboration and communication to be agreed.

**June Wylie, Head of Improvement Support, Healthcare Improvement Scotland**

June chaired the event and launched the collaborative. She described the importance of taking time out to think, the fast pace and complexity of the system and the desire and need to change.

**Paul Smith, Associate Improvement Advisor, Healthcare Improvement Scotland**

Paul introduced the collaborative model. Applying an evidence based approach to coordinating frailty involves collaborating with multiple agencies across the pathway. The need to understand the range of services available across health and social care, and how they all interconnect to support people accessing the right level of support at the right time. He explained the importance of understanding a problem before you tackle it and the use of forcefield analysis.

**Samantha McEwan, Associate Improvement Advisor, Healthcare Improvement Scotland**

Samantha built on this by helping boards to establish their state of readiness to undertake their projects using the MUSIQ tool and the importance of creating conditions for improvement success.
Michael Canavan, Principal Educator, NHS Education for Scotland
Michael explored the value of improvement project charters; aim, rational and scope, measures, changes, activities, participation – teams and leadership. The teams discussed the important principles of each aspect of PDSA testing and undertook their own coin spinning testing.

Alison Redpath, Data and Measurement Advisor, Healthcare Improvement Scotland
Alison described the importance of measurement and what to measure; looking at the reliability, results achieved and balancing measures.

All presentations and associated resources from the day can be found here.

What you told us...
We value the feedback you give us and will use this to shape our future events.

• “All sessions were beneficial. The coin highlighted dangers of undisciplined PDSA”
• “Looking at project charters was very useful”
• “Would like more sharing of info and ideas with other trusts and time at the end to summarise what team will work on”
• “Good to get some steer from other boards”
• “Data session assumed knowledge that wasn’t necessarily present in all”
• “Good head space time”
• “Interactive approach and learning”
• “Networking limited by time but lists of contacts for direct contact outwith session will be good”
• “Has broken down some of the barriers around communicating with other sites”