

# FAQs for Access QI Collaborative.

Any further questions that you have, please feel free to contact the team @ [his.accessqi@nhs.scot](mailto:his.accessqi@nhs.scot)

Question	Answer
<b>Who can apply?</b>	<ul style="list-style-type: none"> <li>❖ The current phase of the collaborative is open to NHS Scotland Gynaecology, Urology and Ear Nose and Throat elective care specialities.</li> </ul>
<b>Is Access QI about improving scheduled or unscheduled care?</b>	<ul style="list-style-type: none"> <li>❖ The aim of the collaborative is to: 'Enable the application of quality improvement (QI) methods to sustainably and affordably improvement waiting times.</li> <li>❖ The collaborative is open to elective/ planned/ scheduled care services.</li> <li>❖ This includes outpatients, diagnostics, day case and inpatients.</li> </ul>

Question	Answer
<p><b>What roles/individuals should an Access QI team be made up of?</b></p>	<ul style="list-style-type: none"> <li>❖ a project team lead</li> <li>❖ an operational manager</li> <li>❖ up to four staff from the specialty (medical, nursing, AHP, pharmacy, admin etc.)</li> <li>❖ a QI coach (someone with national or local QI training), and</li> <li>❖ an analyst (someone who can access data on service demand, activity and waiting lists).</li> </ul>
<p><b>Regarding the QI Work.</b> <b>What is on offer re: learning sessions and what are the time commitments and expectations?</b></p>	<ul style="list-style-type: none"> <li>❖ The learning sessions will be delivered virtually via MS Teams (half day) and face to face (full day).</li> <li>❖ Project surgeries and drop in sessions will run for approximately two hours.</li> <li>❖ One-to-one coaching will be offered to teams. This is an optional extra depending on need.</li> <li>❖ Ad-hoc requests for support will be considered.</li> </ul>

Question	Answer
<p><b>As a QI coach, what additional learning will I get from being part of the collaborative?</b></p>	<ul style="list-style-type: none"> <li>❖ QI coaches will gain access to training and support that will deepen their skills, knowledge and confidence to provide improvement coaching support to Access QI teams.</li> <li>❖ Understand Patient Flow and Demand, Capacity, Activity and Queue analysis.</li> <li>❖ Understand how project management principles and tools support the delivery of improvement projects.</li> <li>❖ Understand and apply core skills, models and values necessary for individual Improvement Coaching.</li> <li>❖ Understand and apply core skills, models and values necessary for team Improvement Coaching.</li> <li>❖ Analyse roadblocks to improvement coaching applying strategies to reduce impact of them. Apply effective dialogue to manage team dynamics within improvement teams.</li> </ul>
<p><b>As an analyst, what additional learning will I get from being part of the collaborative?</b></p>	<ul style="list-style-type: none"> <li>❖ Analysts will gain access to training and support that will deepen their skills, knowledge and confidence to support Access QI teams.</li> <li>❖ Understand the role of the Analyst in Access QI, to support teams with analytical requirements.</li> <li>❖ Understand the key concepts in Access, focusing on Demand, Capacity, Activity and Queue.</li> <li>❖ Understand ways to support Access QI teams through the improvement journey, in particular the production of a measurement plan. Understand how funnel plots and run/SPC charts work, and are able to produce, interpret and communicate said charts from suitable datasets.</li> </ul>

Question	Answer
<b>What if we are already involved in other work with HIS e.g. Value Management Collaborative?</b>	<ul style="list-style-type: none"> <li>❖ Part of application form asks what other work you are involved in with Healthcare Improvement Scotland to help inform discussions between the other programmes. This will be factored into our final decision.</li> <li>❖ The team would have to consider if the programme they are currently involved in can be aligned to Access QI and its aim.</li> </ul>
<b>Do we need approval from a manager?</b>	<ul style="list-style-type: none"> <li>❖ To submit your application, you need to first get approval from your NHS board to participate (QI lead and the lead for waiting times performance).</li> <li>❖ As well as permission, each application must be signed off by the QI lead for the board as well as the board lead for waiting times performance.</li> </ul>
<b>Are there any fees associated with the programme?</b>	<ul style="list-style-type: none"> <li>❖ There is no cost to join the Access QI collaborative.</li> <li>❖ All travel costs by the team to and from any in person events must be covered by the NHS board.</li> <li>❖ Overnight accommodation will be available to any person travelling to an in person event where travel to and from the venue exceeds two hours.</li> </ul>
<b>What can I do if I am struggling to identify a QI Coach or Analyst?</b>	<ul style="list-style-type: none"> <li>❖ If you are keen to be involved in the next phase of Access QI but you are struggling to identify a QI coach and/or Analyst please email the team on <a href="mailto:his.accessqi@nhs.scot">his.accessqi@nhs.scot</a>. We cannot guarantee that we will be able to resolve this issue, however we will work with you and the board to assist in any way we are able.</li> </ul>

Question	Answer
<p><b>What sort of reporting are you expecting back as a result of being involved in the Collaborative?</b></p>	<ul style="list-style-type: none"> <li>❖ Teams will be asked to share learning with HIS, NES and other participating teams during learning sessions and project surgeries.</li> <li>❖ Teams will be asked to submit a progress update quarterly, beginning in August 2022.</li> <li>❖ Teams will be asked to share data as regularly as they are able but a minimum of quarterly in line with the progress update schedule.</li> <li>❖ Data submissions will be based on number of referrals, number of appointments/day cases/inpatient cases and number of people on the queue.</li> </ul>