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# Quality, Service Improvement and Redesign (QSIR): Practitioner

## Hammersmith and Fulham

# QSIR Practitioner:

There is a growing recognition that with their knowledge of local contexts, frontline and operational staff are best placed to improve services. But few have had formal training in quality improvement, hence good ideas often fail because people lack the tools required to translate them into practice.

The QSIR: Practitioner program provides participants with the know-how to design and implement more productive services. Participants apply the learning from the program to their own improvement projects, and are supported between workshops to help make them a success.

It is suited to clinical and non-clinical staff, and although based and funded by the NHS, is also open to anyone from the public and voluntary sector.

## Why book on this program?

QSIR: Practitioner is nationally accredited, and involves five days attendance spread across three months.

It is based on previous highly successful programs, and offers a comprehensive curriculum that covers tried and tested tools, approaches and techniques.

The program design is centered on action-based approaches, and participants work on a real change project in their organization, allowing them to apply and reinforce their learning throughout the program. This not only accelerates personal and organizational development, it also helps teams to embed change and improve their services.

Hammersmith and Fulham is one of just three places offering QSIR: Practitioner training in North West London, and the only location offering this to primary care. There are no course fees.

### Curriculum for QSIR: Practitioner

- ✓ Leadership Fundamentals
- ✓ Project Management
- ✓ Sustainability of improvement
- ✓ Engaging and working with others
- ✓ Process mapping
- ✓ Creativity in improvement
- ✓ Measurement for improvement
- ✓ Demand and capacity

## Program objectives?

- Enable participants to work towards completing a quality improvement project through development of their service improvement and redesign skills
- Provide up-to-date knowledge on proven quality and improvement tools & techniques
- Give participants confidence to develop creative and innovative ways of meeting patient needs and improving quality of care
- Provide participants with confidence to lead others to plan and deliver quality and service improvement projects
- Ensure service improvement is linked to patient care and/or organizational aims

## How do I book my place?

We will be running two courses in the next year- 30 people per course, with half being allocated to primary care staff, and half to other community services including social care and the voluntary sector.

Because places are limited and the program is provided **free of charge**, we need you to guarantee you:

- Have support from your organization
- Will be able to get time off to attend
- Have a project or a project idea

Places will be allocated on a first come first served basis, and only those who complete the entire course will receive certificates. Click the dates to book or register interest.

Full program details will be made available at a later date. If you need further information please contact: [mandy.trinh@nhs.net](mailto:mandy.trinh@nhs.net)



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### Programme dates

Venue: St Paul's Church,  
Hammersmith

[Course 1 \(Tues\): Starts Nov 2016](#)

[Course 2 \(Weds\): Starts Feb 2017](#)

The QSIR: Practitioner workshop has met the required standards for the Institute of Healthcare Management (IHM) professional accreditation

