

Our Ref: ID 1877

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request - Quality Improvement Capability

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 6th April 2021.

You Asked for:

1. What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?
2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.
3. The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.
4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.
5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.
6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.
7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).
8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

Our Response:

1. The responsibility is shared between several departments including the Quality and Safety Team but also the Programme Management Office (PMO) Team and the Commissioning Team, depending on the nature of the service improvement required.
2. Lorna Quigley is the Director of Quality and Safety whilst Richard Crockford is the Deputy Director of Quality and Safety. They lead an oversight of several system wide quality improvement projects; however, most are multi-organisational.

3. From a service commissioning perspective, most commissions are led by a Commissioning Officer and a Quality Team member will support the team in considering quality benefits and risks to the commission. The internal system improvements will often be led via the PMO team and quality team members will be representatives. The methodology is dependent on the piece of work, in many occasions the role of the Clinical Commissioning Group (CCG) is holding system members to account for their quality standards and methodology is led by the organisations delivering the service. A key, formal process for monitoring quality in commissioning relates to the use of quality impact assessment and monitoring.
4. None
5. Please see the answer to questions 1 and 3. There is not a fixed FTE dedicated to these areas
6. As per question 1 and 3 there is not a fixed FTE dedicated to these areas.
7. There is no distinct Quality Improvement budget given the approach described.
8. All staff working within the Quality and Safety team are trained in Quality Improvement.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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