



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

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Date: 30 April 2021

Re: Freedom of Information Request

Ref: 90-2021

Thank you for your email dated the 5th April 2021, requesting information in relation to Quality Improvement Capability.

The information that you require is as follows:

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?

The Trust has a Quality Team, led by the Chief Nurse and supported by the Deputy Director of Nursing, with overall responsibility for clinical governance, continuous improvement and patient safety in the organisation. The Trust also has a Programme Management Office with a remit to support the Trust to deliver the implementation programme of its five-year strategic plan. The PMO team uses consistent project management and improvement tools in the fulfilment of this remit.

2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.

The Chief Nurse is the executive director with overall responsibility for quality, supported by the Deputy Director of Nursing. The Director of Strategy is the lead for Quality Improvement, working closely with colleagues from both the Clinical Quality Team and the Learning and Organisational Development Team.

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.

The Trust is currently developing our existing approach to QI and is introducing a new QI methodology and our developing approach is based on the Model for Improvement.

4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.

The Trust and its teams regularly receive awards and recognition for its work. The Trust is currently developing our existing approach to QI and is introducing a new QI methodology, for which we expect to gain future recognition for the work that happens as a result of our developments within QI.

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.

The Programme Management Office has undergone a recent restructure. When fully established it will be made up of a Head of Transformation, 2 Senior Project Managers, 2 Project Managers and a Project Officer. The PMO reports to the Director of Strategy.

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.

There are approximately 2-3 FTE within the Quality Team mentioned in answer to question one who have a proportion of their time allocated to Quality Improvement.

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).

Direct budget approximately £40,000 through membership of NHS Quality Improvement bodies. Indirect funding through programme and project management support difficult to quantify.

8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

Training has taken place through the above NHS QI bodies as a result of local plans and performance and development appraisals. No central record is currently held. The Trust is currently developing a new plan and approach to Quality Improvement training and capability.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>