

Annual Review - Guidance for setting your improvement objective



We are committed to creating a culture of Continuous Improvement, where our people are trusted, valued, and empowered to suggest and be involved in delivering improvements in their areas of work. To play your part in contributing to this culture, you have a responsibility to participate in improvement activities at a level appropriate to your post/role. This includes attending the relevant improvement and leadership training, and applying these skills to improve the health, wellbeing and experience of our patients, staff, and local population. In your annual appraisal you will be responsible for generating at least one improvement idea within your area, implementing it with support, and tracking progress.

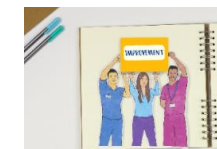
	Team Member	Team Leader	Senior Leader
Improvement responsibility	Responsibility to support patient care through improving the quality of services and operational efficiency. To actively seek out improvement opportunities and test a change idea, gaining support from colleagues.	<p>Responsibility to support patient care through improving the quality of services and operational efficiency.</p> <p>To lead on and participate in Continuous Improvement initiatives and be responsible for developing your skills through appropriate training.</p> <p>Responsible for encouraging and supporting your team members in delivering their own service improvements.</p>	<p>To be accountable for, lead on, and participate in Continuous Improvement initiatives. To be responsible for developing your skills through appropriate training.</p> <p>To be accountable for promoting a culture of Continuous Improvement. Responsibilities include encouraging and supporting improvement activities, celebrating successes and sharing learning to enable improvement spread.</p>
Example improvement objective	<p>Make improvement suggestions in huddles and record changes or improvements you have made.</p> <p>Review friends and family feedback or complaints – share these in the team, propose improvement ideas and take them forward.</p> <p>Attend Time to Share events to see what improvements you could try in your area.</p> <p>Use the eight wastes to identify a waste or inefficiency in your work area.</p> <p>Use a PDSA form to plan a small test of change to reduce the waste.</p>	<p>Leading a 6S project, such implementing a stock management system</p> <p>An A3 project on an improved referral process</p> <p>Kata project to reduce waiting list</p>	<p>A3 to deliver a departmental or divisional strategic objective such as improving flow between two departments;</p> <p>Implementing a new pathway or policy.</p> <p>Setting up virtual ward or nurse-led clinic.</p>
Recommended minimum training	Bronze	Bronze, Improvement Mindset, PlotTheDots	Improvement Leadership, PlotTheDots
Further training	Silver, Gold, Improvement Mindset, PlotTheDots, QSIR	Silver, Gold, QSIR, Human Factors, QMS	Improvement Mindset, Quality Management System



To book training:
<https://forms.office.com/e/S0vNBRkRK>

Improvement Champions are available to support you with your annual review improvement objective.
 Ask your line manager if you would like to be an Improvement Champion for your team and be part of the Community of Improvement Practice.

For more information:
swbh.improvement@nhs.net or
dgft.improvement@nhs.net, or
 visit your local intranet page for **Improving Together**



To help you choose which Improving Together training is for you				
Course Title	What is it about?	Is this for me?	How do I get a certificate?	How much time?
Bronze Improvement Coach	Identify value and waste in your work area and start testing improvements using the Plan–Do–Study–Act (PDSA) approach to help turn your ideas into meaningful change.	For all staff as their first application of the Improving Together method to a small, real-world improvement idea. This course is included as part of ARC module 3/ Managers' Essentials.	Prerequisite: None Certificate: Demonstrate the use of PDSA on a real-world improvement idea. 5 CPD points	½ day training + 2 hours work on a small project.
Silver Improvement Coach	Do you ever struggle to find what you need, or notice that people complete the same task in different ways? Learn simple tools to help organise your workspace, improve how workflows, and reduce variation. Using approaches such as standard work, 6S, and visual management, you can help your team work more efficiently and support better outcomes for patients.	For staff at any level keen to develop and apply your improvement skills and for managers wishing to develop their teams and services.	Prerequisite: Improvement Coach Bronze. Certificate: Demonstrate the application of one of the tools in your department or service. 5 CPD points	½ day training + 4 hours work on a small project.
Gold Improvement Coach	Learn how to understand and apply the key components of an A3 project plan on a page, including current state mapping, balanced metrics, and root cause analysis. You will also explore how to assess the current state and use data to design, deliver, and sustain improvements in a structured, step-by-step way.	For staff at any level keen to deliver a specific improvement project and for managers wishing to support their teams with their own projects.	Prerequisite: Improvement Coach Bronze. Certificate: Demonstrate the use of the A3 to show quantifiable improvement on your chosen project. 16 CPD points	1-day training course and complete an A3 improvement project – which will comprise of approx. 16 hours project work spread over 8-12 weeks.
Plot the Dots	Use Statistical Process Control (SPC) charts known as “Plot the Dots” to understand the story behind the data and help focus our curiosity for improvement.	If you see reports that include data in your day-to-day role or want to measure and celebrate the success of your own improvement idea. PTD - be confident reading data charts. PTD 2 – Create charts using sample data, helping you build the skills and confidence to use the tool independently with your own data.	Certificate: create a PTD chart for data in your own work area. 4 CPD points	PTD1 – 60 mins classroom PTD2 - 90 mins classroom

For more training such as Improvement Mindset, Quality, Service Improvement & Redesign (QSIR), Human Factors, Quality Management System or bespoke team workshops, please email us.