

Better Training Better Care (BTBC) TOP TIPS through the lens of the pilot project

These Top Tips have been derived from the lessons that were learnt throughout the projects and will hopefully give you an insight into what has worked well, and areas that can be improved.

Royal Berkshire NHS Foundation Trust

Addressing the apparent gap between learning opportunities from every day recognised problems by 'Making Every Moment Count'

1. Project Management

- **A cohesive project team**
 - The project should be owned by a core group that includes administration and project management support to ensure oversight and continued momentum.
 - Include a clinical lead who can influence, guide, support and enable both trainee and consultant engagement and participation.
- **Project Governance**
 - Establish a board and involve multi-professional team members, lay and patient representatives.
 - Hold regular meetings of the board (monthly and bi-monthly) to help you to share ideas and keep members up to date on progress.
 - Hold regular, preferably weekly, core project team meetings to keep up to date with progress and new projects being introduced. These team meetings will also help you to track progress, set actions and keep up momentum.
- **Timing**
 - All projects should use run charts to record their data. Send a "How to Guide" to all trainees and their supervisors to help explain how to use one and why.
 - Work with trainees to develop a timeline for their new project. This will help them to focus and plan project milestones.

- Showcase Event (to promote the trainee projects): ensure deadlines are clear and choose an optimum date/time for the event to maximise attendance.

2. Multi-professional Engagement and Project Ambassadors

- **Communication Strategy**

- Have a good communications strategy and plan for early stakeholder engagement and regular appropriate communications along the way.
- Utilise regular feedback opportunities for all stakeholders.
- Consultant support is a key factor for sustainability.
- Encourage multi-professional involvement in all projects where possible. The strongest projects, especially linked with sustainability, are those that involve multi-professional team members.

- **Engagement with Doctors in Training**

- Use different means of contact for trainees including face-to-face meetings, emails, text messaging, a LinkedIn site, regular newsletters, phone calls and drop-in sessions.
- Plan core/project team contact with trainees and track progress of quality improvement projects. Contact Trainees frequently to ensure they are on track and to ask if they need any support.
- Timing of information sharing and giving is crucial to engage with trainees at the right point in their rotation to fit in with competing priorities. The benefits of doing a QI project need to be highlighted at all times.
- Give Trainees the opportunity to present at clinical governance meetings, specialty meetings and at trust meetings.
- Consider prize incentives such as presenting at an international conference or a chance to publish their project to help encourage people to present or display their work at a Showcase Event.
- Set up drop-in sessions at the start of the project to provide advice to trainees.
- Trainees need time to settle in before coming up with ideas for quality improvement projects. Follow up from their induction with resources approximately 6 weeks after they start and then encourage them to choose a project.
- Offer an opportunity to display a poster at the Showcase event for those trainees that cannot attend or present in person.

3. Understanding Trust's Internal and External Factors

- **Use of existing resources**
 - Have a pool of ideas or enthusiastic Consultant Supervisors that the team can put a trainee in touch with to capture students who are enthusiastic for quality improvement work, but lack ideas for a projects.
 - Utilise an on-site venue to hold the Showcase Event on a modest budget and work with departments, such as catering, medical photography and Trust Education Centre internally to be cost effective.
 - Provide templates e.g. presentation slide templates at the beginning of the trainee projects to help provide a good framework for the trainees to work to.
 - Ensure that the chosen trainee projects have a SMART (Specific, Measurable, Achievable, Relevant, Time-bound) aim by giving one to one feedback and advice to help the trainees to “SMART” en up their project aims (a crucial part of quality improvement). This will enable them to measure whether their project has been successful.
- **Plan for the future and sustainability of the project**
 - The project can become part of your Trust-wide improvement programme.
 - If the participation of doctors in training in quality improvement projects is an expected practice by the organisation and the trainees are supported in their training to do so, they will deliver improvement change.
 - If this approach is being used for all members of the organisation and working together with the multi-professional team is seen as a critical factor to continued success, then your project will become sustainable in your Trust.
 - The project needs to be seen as core trust business.

4. Academic Involvement

- Remember to involve academic partners and to ensure that there is support available to trainees to enable them to measure their projects.

5. Board Support and Endorsement

- Involvement and Interest from the Executive Team and Governors from the onset of the project will ensure the endorsement of the project by the Board.