



Continuous Quality Improvement

**Would you like to
learn more about
Continuous Quality
Improvement?**



**Caring, Learning
& Growing Together**



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Continuous Quality Improvement is central to what we do

Our approach to continuous improvement is that those closest to the quality problems (staff, service users, carers and those with lived experience) are best placed to find the solutions.

We will help deliver the improvement by giving them the right skills and support.

What we offer

- Training and Support – we offer training based on the Model for Improvement methodology (Plan, Do, Study, Act).
- Recovery College – the Patient and Carer Experience Training Package includes an introduction to continuous quality improvement.
- Advice on how to start an improvement idea and make changes.
- Celebration Events – we offer a joint Conference with our Patient and Carer Experience Team and other events to celebrate and share learning.
- A joint Strategy Group with our Patient and Carer Experience Team ensuring the service users, carers and those with lived experience voice sits within the Improvement journey.

How can you get involved?

Attend our Continuous Quality Improvement Conference and events to learn more about our work.

Join our Quality Improvement Network and help to shape the Trust.

Support improvement projects within our services.

Do the Patient and Carer Experience training on continuous improvement.

Complete the Friends and Family tests - answers help us improve services.



“It is surprising, when you become involved, how many good ideas there are out there just waiting to be acknowledged and taken further.”

Member of the Patient and Carer Forum

CONTACT US

Quality Improvement (Continuous)
Humber Teaching NHS Foundation Trust
Trust Headquarters
Willerby Hill
Beverly Road
Willerby
HU10 6ED

 hnf-tr.qimprove@nhs.net

 [@Humber_QI](https://twitter.com/Humber_QI)

 humber.nhs.uk



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