



East London
NHS Foundation Trust

Information Governance

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26 April 2021

Our reference: FOI DA3756

I am responding to your request for information received 5 April 2021. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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Chair: Mark Lam

Chief Executive: Paul Calaminus

We care

We respect

We are inclusive

Request:

Question 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?

Answer: Quality Improvement Department.

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

Answer: Dr Amar Shah, Chief Quality Officer.

Question 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.

Answer: Model for Improvement.

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

Answer: Please see below:

- October 2019
Positive Practice in Mental Health National Awards - Shoreditch Ward (Positive Practice in Mental Health)
- July 2019
Mental Health Nursing Award - Rachael Luby (RCNi Awards 2019)
- November 2018
College of Mental Health Pharmacy award - Amy King (College of Mental Health Pharmacy)
- October 2018
Quality Improvement (QI) Award - Bridging the Bedford Gap Project (National Mental Health Awards)

Question 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.

Answer: 22.6 whole time equivalents including: Chief Quality Officer, Associate Director of QI, Senior Improvement Advisor, Programme Manager, Strategic Lead for Information Analytics, Senior Improvement Data Analyst, Trainee Data Analyst, Improvement Advisor, QI Fellow; Senior Programme Officer, QI Training and Programme Support Officer, Communications and Events Officer.

Question 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.

Answer: We have approximately 100 Quality Improvement Coaches across the Trust, each of whom has a part of the job plan allocated to support QI work. In total this equates to approximately 12 whole time equivalents.

Question 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).

Answer: Please see table below:

Financial Year	Total budget
2020-2021	£1,496,785
2019-2020	£1,468,789
2018-2019	£1,509,224

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

Answer: Please see table below:

Financial Year	No. of staff trained
2020-2021	613
2019-2020	586
2018-2019	636