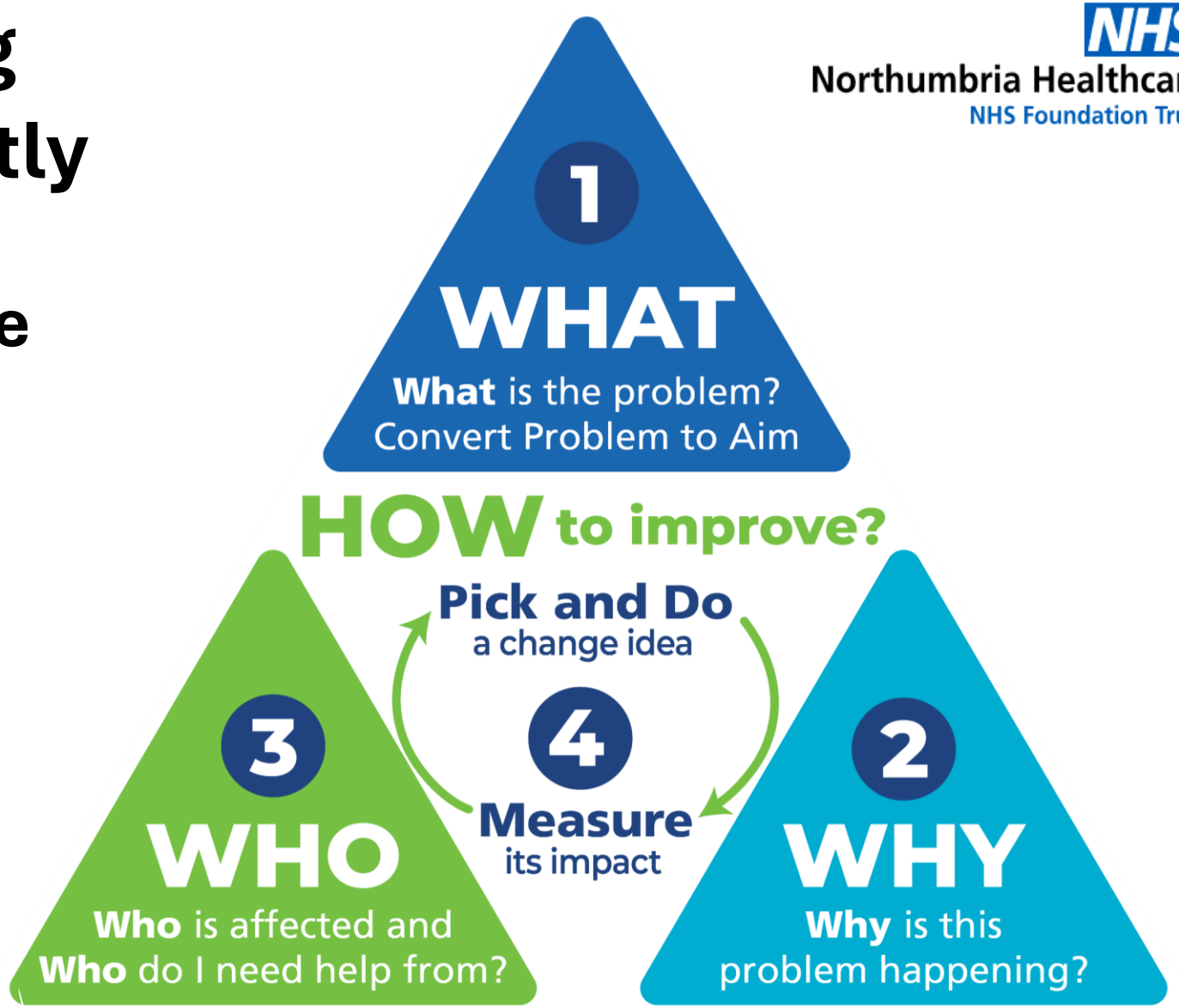
What high performing pathways do differently

Northumbria Healthcare NHS Foundation Trust

Quality Improvement Cycle

- **Our Approach**
  - Focus on the priorities that matter most to patients and services
  - Test and implement improvements at pace
  - Use data to measure impact and inform decisions
  - Embed successful changes into routine practice
  - Engage staff, patients and partners in service improvement
  - Create a culture of continuous improvement and accountability



Performance improvement is not a separate activity. It is the outcome of delivering better care, more reliably, every day.

Case Study: FDS Letter Project

Challenge

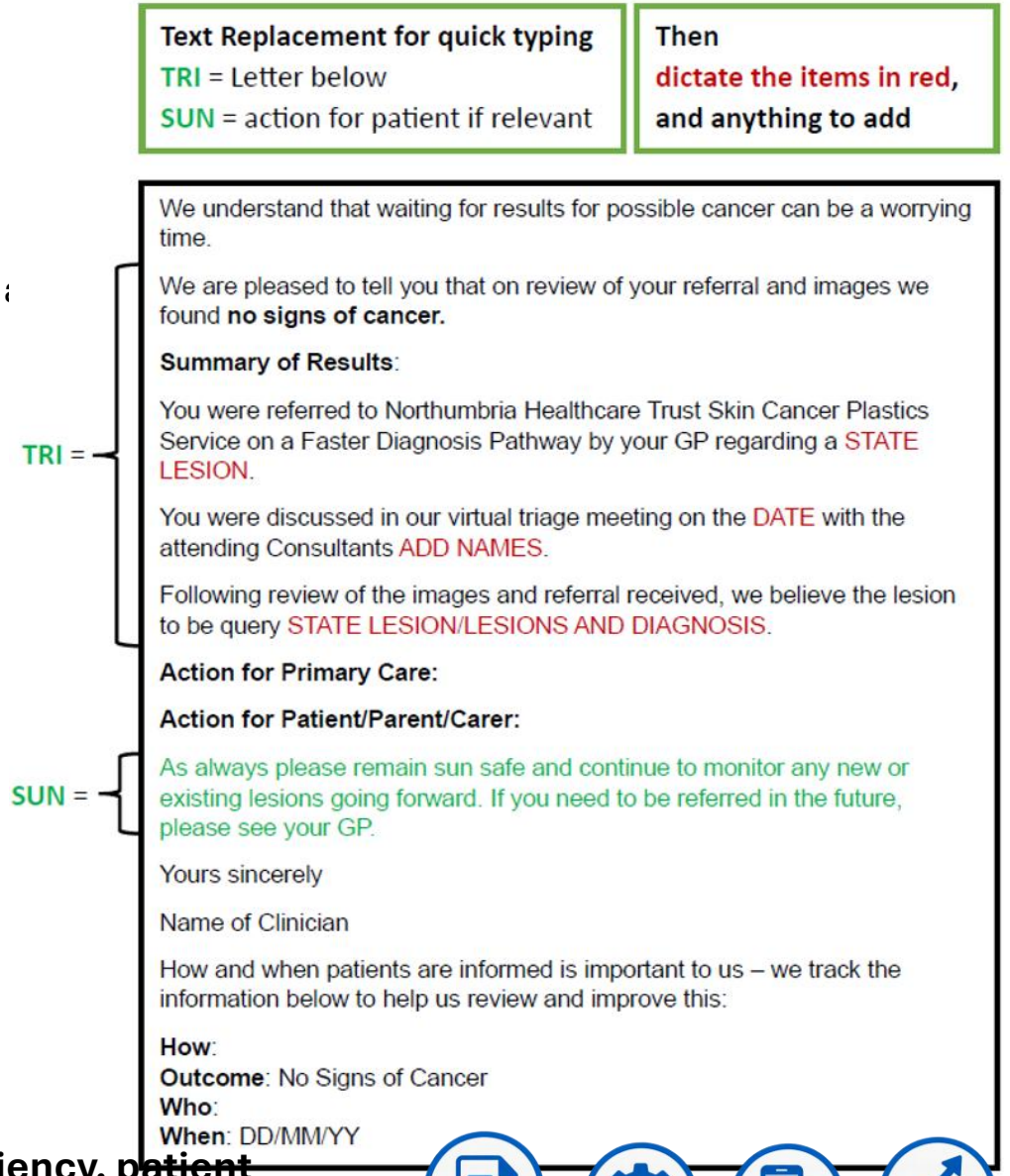
- Delays and variation in follow-up communication were affecting efficiency a patient experience.

Intervention

- We standardised the follow-up process through:
  - A consistent letter template
  - Automation of key administrative fields
- Clear ownership and responsibilities
- Pilot testing before wider implementation
  - SMS reminders alongside written communication

Impact

- Improved consistency of communication
- Reduced administrative variation
- Enhanced patient engagement
- Strong foundation for wider process automation



Small operational improvements can deliver measurable gains in efficiency, patient experience and service performance.

Moving from Good to Outstanding

Don’t accept where we are

- **The Opportunity**
  - The challenge is no longer achieving improvement through major change programmes.
  - The challenge is identifying and implementing the small improvements that collectively drive exceptional performance.
- **Areas of Focus**
  - Eliminating unwarranted variation
  - Improving reliability of processes
  - Removing delays and duplication
  - Supporting teams to identify local opportunities
  - Using data to target improvement efforts

Sustained high performance is achieved through continuous incremental improvement, not one-off interventions.

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Looking ahead

- Maintain focus on patient outcomes
- Support teams to test and implement improvements quickly
- Remove barriers to change
- Monitor impact through meaningful measures
- Share learning across services

<u>Our collective challenge is to create the conditions where continuous improvement becomes the norm.</u>