



**Kent and Medway**  
NHS and Social Care Partnership Trust

## Our Quality improvement pledge

“Great care is discovered, not decided”

**We are always keen to hear your innovative ideas and to start you on your Qi journey.**

**If your idea could benefit from becoming a Quality improvement project, you will be allocated a Qi facilitator and we will help you by:**

- Creating a collaborative, inclusive space to share ideas
- Ensuring everyone is listened to and every perspective is valued
- Helping facilitate approximately five one-hour meetings over a three month period
- Maintain the structure of the Qi process, and support you with the tools to understand and measure change throughout the project
- Support you to structure, focus and evidence your project to maintain momentum and drive change forward
- Celebrate your successes!

**We simply need you to:**

- Outline your improvement idea and problem to be addressed
- Identify key stakeholders, for example - carers, service users and staff
- Maintain the principles, culture and values of the Trust Qi approach, attending the agreed sessions and maintaining a respectful appreciation of all participants' views throughout the process
- Implement and measure the group change ideas
- Encourage the sharing of best practice and sustain the changes that have resulted from the project.

## Welcome to Qi!



*Brilliant care through brilliant people*

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