

Freedom of Information request 139-21

Request

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?
2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.
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.
4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.
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.
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.
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).
8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

Response

1. Clinical Governance and Quality Department
2. Head of Clinical Governance and Quality
3. NHS Borders uses a mixed approach of Model for Improvement and Lean.

4. There are none to note.
5. The approximate staff in the team and their job titles are:
 - 1 Whole Time Equivalent (WTE) Quality Improvement Facilitator Clinical Effectiveness.
 - 1 WTE Quality Improvement Facilitator Person Centred Care.
 - 1 WTE Quality Improvement Facilitator Patient Safety/Excellence in Care.
 - 1WTE Quality Improvement Nurse IV Fluids.
 - 1 WTE Clinical Improvement Facilitator.
6. There is 1WTE fixed term Project Manager, Primary Care Improvement Programme hosted in the Primary and Community Services Team.
7. The approximate total budget for the last 3 financial years is £150,000 in core funding and £150,000 in non-recurring fixed term funding.
8. The number of staff trained at NHS Borders through national QI training courses in the last 3 years are as follows:

2018/19	2 Scottish Quality and Safety Fellowship (SQSF) 2 Scottish Improvement Leaders (ScIL)
2019/20	2 Scottish Improvement Leaders 1 Scottish Quality and Safety Fellowship
2020/21	2 Scottish Coaching and Leading for Improvement Programme(SCLIP) ScIL and SQSF paused in 2020/21 due to Pandemic

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **139-21** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.