

16 June 2021

Information Rights & Compliance Team  
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Our Ref: FOI/03948

Thank you for your request concerning Quality Improvement.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 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?**

Continuous Quality Improvement Department.

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

Executive Director for Quality and Safety.

- 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.**

Model for Improvement.

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

Not applicable.

- 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.**

1 Head, 4 x Managers, 15 Coaches, 153 Leaders and 2 administrators.

- 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.**

1,000 across all functions.



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).**

£2m.

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

1,500.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

