

Freedom of Information Team  
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Queen Alexandra Hospital  
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Name:  
Email:  
Date: 20/04/2021  
Ref: 21-22 007

Dear

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 05/04/2021.

- 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?**

Transformation Team

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

Deputy Director of Transformation (Exec lead for improvement approaches – Chief Operating Officer)

- 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.**

The Trust is currently developing the improvement methodology to support the next phase of organisational improvement, based on a lean production system. Specific improvement areas will also use methodology previously used through QSIR based on model for improvement, and the flow coaching academy

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

The Trust had not had any national awards for Quality Improvement; however we did receive the 2019 HSJ partnership award for urgent care performance and culture change in partnership with 2020.

- 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.**

The team is currently undergoing a review of structure and roles. Currently the team structure has:

Head of QI

Senior improvement practitioners x 2

Improvement facilitators x 4

Admin support x 1

- 1. 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.**

This information is not held by the transformation team about local arrangements, there are no formal arrangements with individual teams currently for secondments or rotations into the QI team

- 2. 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).**

Budget is not identified separately and is part of a wider team, approx. £400k per year

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

2018 – 17 QSIR practitioner, 37 QSIR Fundamentals

2019 – 54 QSIR practitioner, 64 QSIR Fundamentals

2020 - 24 QSIR Fundamental, 6 Flow Coaches

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team