

Mental Health and Acute ED Interface Improvement Collaborative:

Session 5: Ongoing testing and
sustainability

28th January 2026



Welcome to the collaborative

House keeping



Our aim

To help support partnership working across acute and mental health services to *start to* improve cross system working by supporting practical, real-time testing of improvement ideas across these boundaries.

Expectations

For us

- We are facilitators supporting your learning
- Support culture, improvement & connections
- Keep teams on track & ask curious questions

For you

- You are the experts with the answers
- Listen, reflect and contribute
- What you put in is what you get out: be committed

<p>Session 1: 21st May 2025, 10-12:30pm</p> <p>Understanding the problem</p> 	<p>Session 2: 23rd July 2025, 1-4pm</p> <p>Measurement, and scoping out ideas</p> 	<p>Session 3: 24th Sept 2025, 9:30-12:30pm</p> <p>Human factors and behavioural change</p> 	<p>Session 4: 26th Nov 2025, 1-4pm</p> <p>Testing out improvement ideas</p> 	<p>Session 5: 28th Jan 2026, 9:30-12:30pm</p> <p>On-going testing & sustainability</p> 	<p>Session 6: 29th Apr 2026, 1-4pm</p> <p>Recognition, spread & sharing</p> 
<ul style="list-style-type: none"> Defining your aim, purpose and “why” Tools to use to scope out problem further How to evidence the problem Who needs to be involved – stakeholders Patient first focus – not just targets, patients lives and experience Addressing Mental Health Stigma 	<ul style="list-style-type: none"> Measurement for improvement Data collection Understanding and presenting data Driver diagram Tools to identify change ideas Examples of change ideas Understanding unintended consequences along the pathway 	<ul style="list-style-type: none"> Creating a change culture Managing pressure/stresses Behaviour and mindset change Human factors Dealing with resistance to change Leadership styles to help change flourish Addressing Mental Health Stigma 	<ul style="list-style-type: none"> Small scale testing Improvement models Plan-Do-Study-Act Ongoing measurement 	<ul style="list-style-type: none"> Change ideas evaluation Reflections and learning Sustainability factors Ongoing innovations and data for improvement 	<ul style="list-style-type: none"> Recognition of your progress – sharing learning Critical reflection and analysis Creating your spread plan Revisit sustainability factors
<p>Action learning period 1:</p> <p>Scope out your problem in your local setting</p> <p><i>Webinar 1: Understanding Health Inequalities</i> <i>18th June 2025, 11-12:30pm</i></p>	<p>Action learning period 2:</p> <p>Understand your data and gather as many change ideas as possible</p> <p><i>Buddy team check-in</i></p>	<p>Action learning period 3:</p> <p>Test out ideas in practice and experiment changes</p> <p><i>Webinar 2: Leading through change</i> <i>22nd Oct 2025, 11-12:30pm</i></p>	<p>Action learning period 4:</p> <p>Discuss, share and learn about how behaviours are key to making change stick</p> <p><i>Buddy team check-in</i></p>	<p>Action learning period 5:</p> <p>Continue to test and understand your assurance systems</p> <p><i>Webinar 3: People's Choice</i> <i>25th Mar 2026, 11-12:30pm</i></p>	<p>Action learning period 6:</p> <p>Commit to the on-going journey and how to spread wider</p> <p><i>Celebration event</i></p>

Today's agenda

Time	Item	Speakers
09:30-09:45am (15 mins)	Welcome and recap & teams poll	Emma Fulton & Alex Stewart
09:45-10:15am (30 mins)	Hearing from you – 1-2 minutes feedback pitch from each team on what's next for each of you – where are you with testing out ideas	All team project leads
10:15-10:35am (20 mins)	Buddy Review Team catch up	All teams
10:35-10:45am (10 mins)	NHS Sustainability model	Caroline Attard
10:45-11:05am (20 mins)	Data sharing and Foundations of sustainable improvement	Frances Igbonwoke & Louise Thomas
11:05-11:20am (15 mins)	Break	
11:20-11:30am (10 mins)	Sustainability review	Emma Fulton
11:30-11:50am (20 mins)	Learning, improvement and sustainability	Q Community
11:50-12:15pm (25 mins)	Project team time - sustainability review	All teams
12:15-12:30pm (15 mins)	Next steps; post course actions, evaluation, webinar, session 6 overview & teams poll	Emma Fulton & Alex Stewart
12:30pm	Close	



Recap so far



Understanding the problem

- Defining your aim, purpose and “why”
- Who needs to be involved – stakeholders
- Model for improvement



Data & outcomes

- Outcome measures
- Collecting, understanding and presenting data
 - Driver diagram
- Understanding unintended consequences in the pathway



Human factors

- Creating psychological safety in teams and building trust
- Understanding how to make teamwork successful to deliver change



Webinars

- 1) Understanding Health Inequalities
- 2) Leading through change
- 3) 25th March 26 – Trauma informed processes
- 4) Confed expo session



Learning from best practice

- Many guest presenters shared their interface journey and gave advice on what to consider for your journey



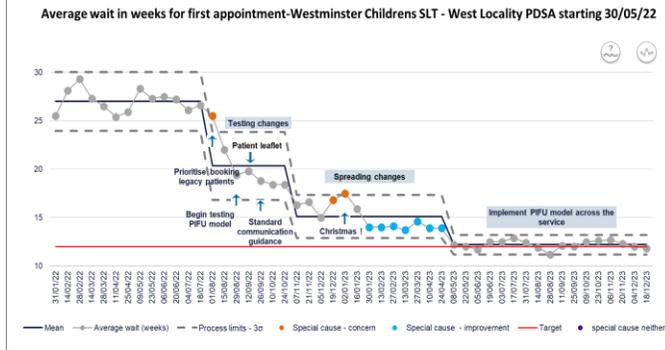
Testing ideas

- Tools to identify change ideas
- Prioritising your ideas
- How to carry out Plan Do Study Act cycles
- Model for improvement

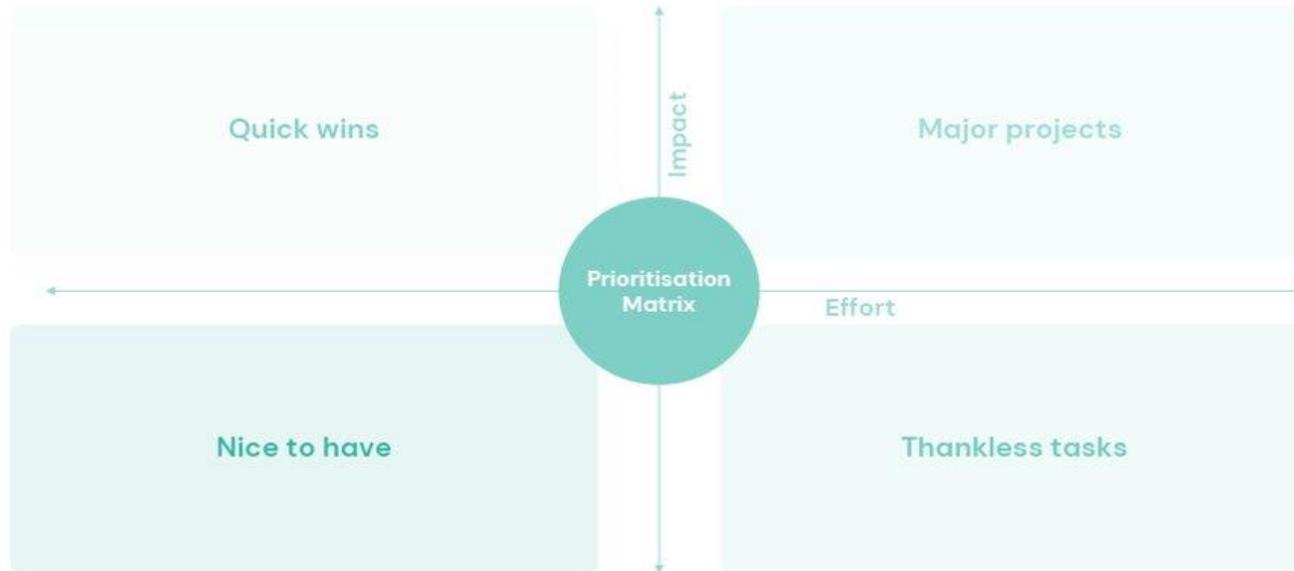
Post course actions

PDSA – template

Gathering all your change ideas



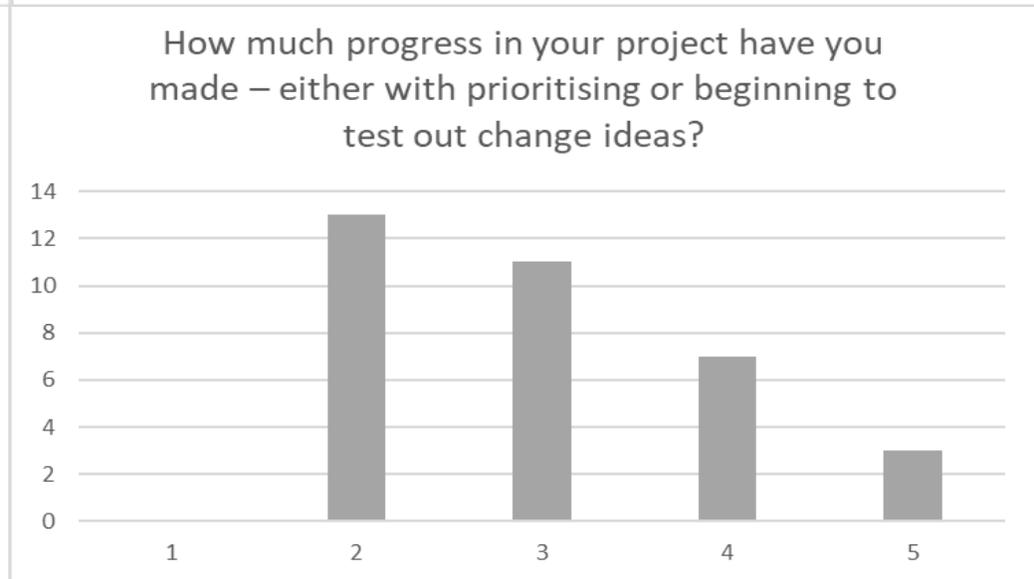
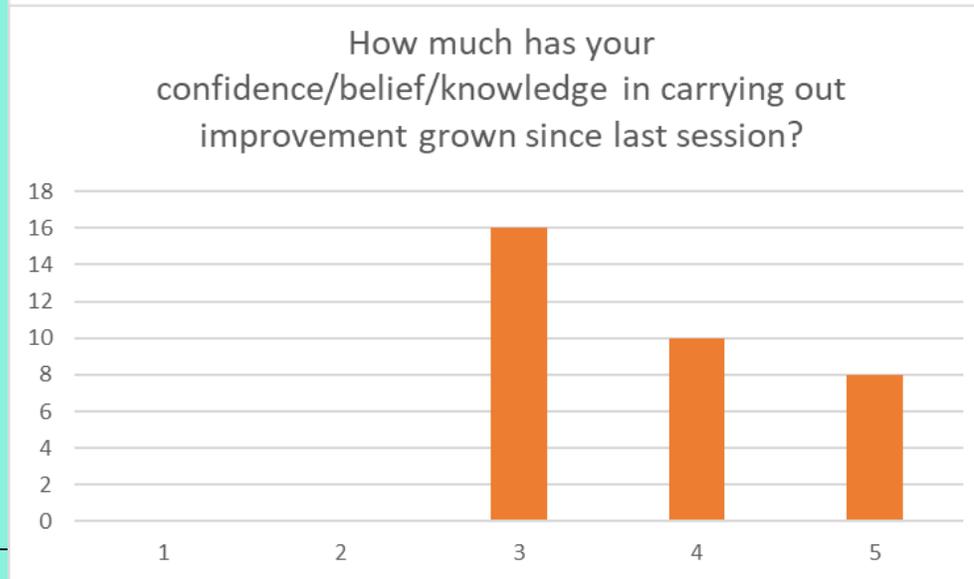
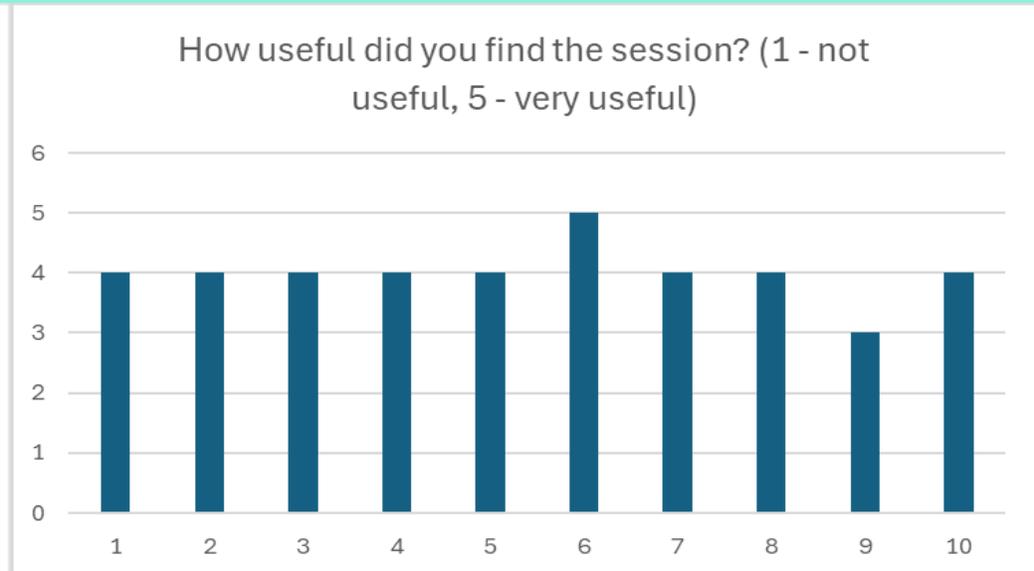
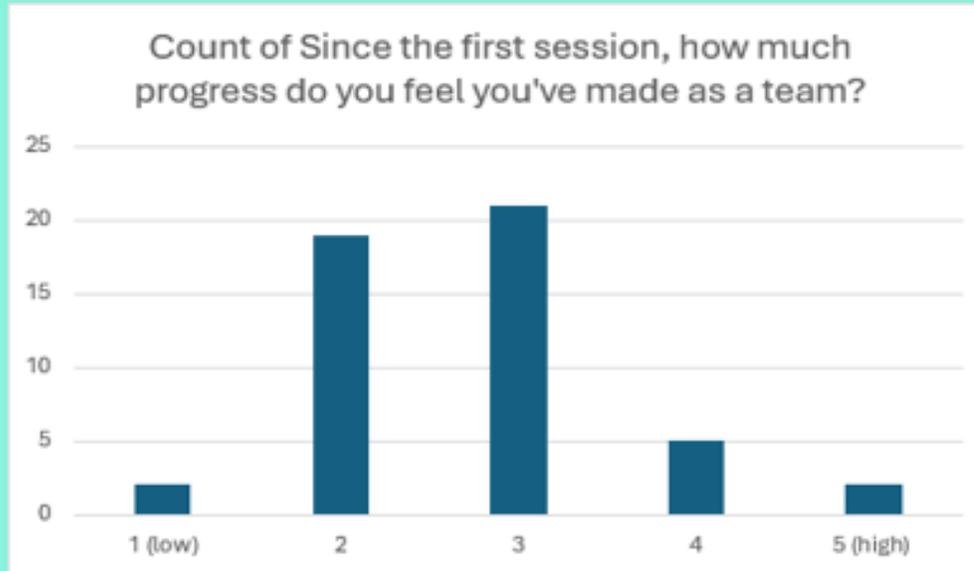
AIM	PRIMARY	SECONDAR	CHANGE
STATEMENT	DRIVERS	Y DRIVERS	IDEAS



PDSA Cycle Template

PLAN	
What are you going to test? Where will you test it? What do you predict will happen?	Where will you test it? Who will do what? When will it start/end?
Text	
DO	
What happened when you tested it? Was it done properly? What did you observe?	
Text	
STUDY	
What are your reflections on it? What is feedback from others? Were there any surprises?	What is the data telling you? Why do you think certain things happened?
Text	
ACT Agree whether you are going to:	
ADAPT – modify the idea and do another PDSA cycle to see if it can be better	ADOPT: Test the idea out wider because you think it is the best possible version ABANDON: Stop the idea all together because it is not working
Text	

Poll results so far



Sense checking progress: Teams poll

On a scale of 0 – 5 (5 being high/positive):

Q1: Since the last session, how much progress do you feel like you've made as a team in delivering your improvement project?

Q2: Is the offer of the handouts and facilitator's support helpful?

Q3: Since the last session, how much has your confidence/belief/knowledge in carrying out improvement grown?

Q4: Where would you say your team are currently at in terms of project delivery:

- 1) Creating driver diagram and selecting outcome measures
 - 2) Prioritising testing ideas
 - 3) Testing using PDSA cycles
 - 4) Ready for next steps – sustainability checklist and evaluation
-

Hearing from you

2-minute feedback pitch from each team on what's next for each of you – where are you with testing out ideas:

- Where are you current at with improvement project? Have you begun testing? Are there any challenges/barriers you are facing?
- Reflections on the programme so far – how have you found things, and is there anything else we could do to help?
- Learnings so far – what has gone well? What hasn't? what needs to happen in the remaining 3 months of the programme for your team to deliver the intended improvements?

Buddy team catch up

5
mins



Buddy team Catch up

Catch-up:

- Is there any advice you can offer each other on the challenges/learning you have gone through?

Connection:

- Agree if you want to keep connected as buddy teams – how beneficial will it be?
- If so, how do you keep linked up beyond the collaborative?
- Who will organise them?
- How will you share questions/ask each other for help?

NHS Sustainability Model

Caroline Attard, GIRFT
Team, NHSE

NHS Sustainability model



Why does sustainability matter in improvement?

Why doesn't good Improvement always stick?

- Great ideas ✓
- Short term gains ✓
- Long term impact x (sometimes)

Process- Is the improvement designed to last?

Process –beyond the pilot

- Monitoring progress
- Adaptability
- Credibility of benefits
- Benefits beyond patients

Staff: hearts, heads and habits

Training and involvement

- Behaviours
- Clinical leaders
- Senior leaders

Organisation: does the system support the change?

Organisation- the silent enabler or blocker

- Fit with goals and culture
- Infrastructure

If it's not in the system, the system will eventually remove it.

Using the model in real improvement work

- Use as a design check, not an afterthought
- Which circle is weakest?
- Small fixes- big re designs

What really matters for sustainability

- Sustainability isn't about perfection. It's about designing improvement that can survive the NHS on a bad day.
 - If we stopped actively pushing this improvement, what would keep it going?
 - The NHS Sustainability Model isn't a scoring; it's a thinking tool. It helps us design improvement that survives demand, risk, and reality.
 - The question isn't "is our idea good?" It's "what will keep this going when we stop pushing it?"
-

Data sharing and Foundations for Sustainable Improvement

Frances Igbonwoke,
GIRFT Team, NHSE

GIRFT Men-SAT reviews



THEMES

- Lack of shared care records across partners
- No unified UEC Mental Health Dashboard
- Lack of proactive capacity and demand analysis
- Limited insight on outcome and experience data and outcomes of care
- Lack of integrated data to identify high intensity users (HIU)



IMPACT

- Fragmented care and disjointed care pathway. Patients retelling their story, duplicated assessments, delayed clinical decisions
- No shared single version of the truth about pressures, flow, handovers and bottle necks
- Demand is not visible; teams are not able to model workload. Commissioned services that do not match need, under-resourced crisis pathways
- Lack of evidence on what works and where to invest
- Missed opportunities to improve the lives of our most vulnerable people and reduce avoidable demand.



Why should this be a priority?

- **Capacity to meet population need:** Understanding the true demand and extent of unmet need
- **Workforce** planning and optimisation on a sustainable footing
- **Patient safety and quality** (duplicated assessment, missed risk indicators, longer LOS)
- **Stewardship of resources:** investment decisions made on incomplete evidence
- **Accountability and assurance** that UEC MH pathway can meet national standards



Which are the areas of most concern? (Mentimeter)

1. Myths and legal anxieties about confidentiality
2. Interoperability barriers between organisations
3. Fear of punitive use of shared data for performance management
4. Achieving shared metrics and definitions
5. Blurred boundaries between internal vs system level data use
6. Misaligned incentives across partners
7. Ownership of systemwide data
8. Insufficient analytics capacity
9. Consistency in identity and verification checks
10. Manual patient-info transfer (emails/PDFs)
11. Limited VCFSE access to records
12. Hesitancy in sharing sensitive information

Examples of approaches taken

Clear accessible Information Governance guidance and myth busting: Information Governance Team, Caldicott Guardian

Governance Infrastructure and processes

- Multiagency sponsor group: Operational, Information Governance, analytical leads
- Clarify governance for system and organisational data
- Develop system wide metrics and definitions
- Align incentives through joint outcomes and shared priorities (e.g. Handovers, safety incidents, conveyance times, response times repeat crisis contacts, ED breaches for MH presentations, s136 detentions)
- Enable secure VCFSE Access to relevant information

Tools

- Multi-agency Data Sharing Agreement or Information Sharing agreement
- Data Protection Impact Assessment (DPIA)
- Safe protocols for sharing sensitive information
- Data dictionary- minimum data set specified and defined data fields

Case studies: Avon and Wiltshire; Birmingham and Solihull system (to follow shortly)

- [Case Studies - Mental Health Improvement Support Team Network - Futures](#)

Foundations for Sustainable Improvements

The Mental Health Improvement Support Team have set out the following key foundation principles that should be in place to empower systems/ teams to create meaningful change and enable sustained improvement:

SYSTEM LEADERSHIP				
<p>Visible Leadership Advocacy – Senior leaders must actively communicate and champion change to inspire engagement ('winning hearts and minds').</p>	<p>Unified Leadership Accountability – A unitary leadership approach minimises silos and fosters a collaborative culture.</p>	<p>Stable Leadership Support – Consistent leadership at the board and senior levels ensures sustained improvement and rapid progress at the frontline.</p>	<p>Board Development & Cultural Change – Equipping leaders with the right tools, behaviours, and capabilities drives cultural transformation and accelerates delivery.</p>	<p>Capacity for Improvement Leadership – When internal staff leading improvement efforts have dedicated capacity, progress is more sustainable.</p>
SYSTEM GOVERNANCE AND OVERSIGHT				
<p>Effective Escalation Mechanisms – Ensuring systems have clearly agreed escalation protocols across system partners including clearly defined escalation times to support services who are waiting for long periods.</p>	<p>Effective Governance & Reporting Structures – Well-established governance, reporting, and escalation routes ensure quality governance and risk management are embedded effectively.</p>	<p>System Oversight of the whole pathways i.e. UEC Mental Health pathway – Taking a whole system pathway approach is about developing a shared understanding of the system level issues using the data and valuing each other's viewpoints.</p>		
SYSTEM INTELLIGENCE LED				
<p>Proactive demand and capacity – A comprehensive view of demand across key system partnerships should form the foundation of clinical and operational leadership discussions and decision-making processes to ensure more coordinated and effective service delivery.</p>	<p>Reducing Health Inequalities – A clear system overview of health inequalities within local populations is incorporated/considered into governance and KPIs reviews/developments so that the information that's available is used to improve services and outcomes.</p>	<p>Outcome Monitoring – Standardisation of outcomes across all stakeholders enables meaningful comparisons and ensures that data can be used effectively to monitor impact of services and drive improvements across the entire system.</p>		
SYSTEM ENGAGEMENT				
<p>Staff Involvement in Change – Engaging frontline staff directly affected by change to improve buy-in and ensure practical implementation.</p>	<p>Clear and Continuous Communication – Regular updates on intent, progress, and upcoming changes keep stakeholders aligned and engaged.</p>	<p>Awareness & Coordination – A broad understanding of the scale of actions, necessary resources, and interdependencies to prevent conflicts and inefficiencies.</p>	<p>Urgency & Responsiveness – A strong sense of urgency to act, a proactive approach to support, and a deep understanding of the consequences of inaction.</p>	
SYSTEM RESOURCES				
<p>Sustained Resource Allocation – Ensuring resources are safeguarded for embedding new practices, even in financially constrained environments.</p>	<p>Organisational Readiness – A strong cultural foundation and robust infrastructure (e.g., IT and clinical systems) are critical for successful implementation.</p>	<p>Robust Quality Improvement (QI) Resources – A well-developed QI infrastructure within the organisation to support continuous improvement.</p>	<p>Dedicated Project Management Office (PMO) Support – Essential resources to drive rapid improvements, especially in large, complex initiatives.</p>	<p>Acknowledgment of Internal Capacity Needs – A system-wide commitment to recognising and providing the internal resources necessary for sustained improvement.</p>
LEARNING CULTURE				
<p>Leveraging Existing Best Practices – Identifying, harnessing, and spreading proven successful practices enhances overall efficiency.</p>	<p>Sustainable Improvement Actions – Focus on long-term solutions that address root causes, rather than short-term fixes to meet regulatory demands.</p>	<p>System-Wide Improvement Approach – Improvement efforts should extend beyond individual providers, fostering system-wide capability and collaboration.</p>		



Leadership and
Collaboration



Governance and
Oversight



Data and
Intelligence

KEY INGREDIENTS TO CHANGE THAT LASTS

15
mins

Break time – please complete evaluation survey

- Your feedback will be used at the celebration event to share back with others the learning
- Your comments will be anonymous
- Your scoring will be used to evaluate what went well and what could be better
- Your advice for others will be shared wider on the mental health and emergency department interface hub
- We value and need your feedback to continue to grow, improve and share learning



Sustainability review

Emma Fulton,
Acute Network,
NHS Confederation

Sustainability review – how does it help?

Carrying out a sustainability review will help you ensure that your interface projects (and any for that matter..!) will benefit in the following ways:



Sustainability review

- Much richer to do as a team than individually for likelihood of sustainability
- The model can actually be used at several points across the project, not just toward the end – it can be used in **planning stages**, around the **initial testing phase** as well as after testing has happened and **implementation of changes** are being explored.
- The model itself uses a scoring system – we have pulled together a checklist to summarise – but you can use either as part of your project.

Sustainability checklist

Factor	Importance to sustainability	Your actions
Monitoring progress	<ul style="list-style-type: none"> Who will continue to collect your data and ensure it is reviewed to monitor progress? What is your feedback process to teams to share benefits, progress and actions? What set group/meeting will be assuring the changes continue beyond the collaborative? 	
Training and involvement	Importance to sustainability	
	<ul style="list-style-type: none"> Is training and development needed to upskill staff and how are you going to do this? Have you got a method to keep all staff up to date on what needs to be done? Do you need monitor who has/hasn't been trained? 	
Behaviours	Importance to sustainability	
	<ul style="list-style-type: none"> How are you ensuring staff are encouraged & able to express their ideas regularly? Do staff agree that the change is a better? Are the changes understood by everyone? 	

Sustainability checklist

Senior	Importance to sustainability	Your actions
Operational and Clinical Leaders	<ul style="list-style-type: none"> • Are senior leaders trusted & supportive of the change? • Do they understand it and do they promote it? • Are they taking responsibility to help break down barriers? 	
Fit with Aim and culture	<p>Importance to sustainability</p> <ul style="list-style-type: none"> • Is the aim of the change clear & has it been shared wider? • Do others understand what you are trying to do and why? • How is your change contributing to the overall strategic aims in you organisation? 	

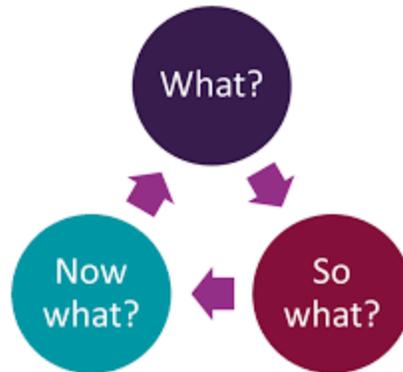
Sustainability checklist

Infrastructure	Importance to sustainability	Your actions
	<ul style="list-style-type: none"> • Is there enough facilities and equipment to support the new process? • Do new requirements need to be built into processes/tasks/job descriptions? • Are there policies and procedures supporting the new way of working? 	
Benefits beyond helping patients	Importance to sustainability	
	<ul style="list-style-type: none"> • In addition to helping patients, are there other benefits? For example, does the change reduce waste or avoid duplication? • Will the change make things run more smoothly? • How will it impact staff's workload? 	
Credibility of benefits	Importance to sustainability	
	<ul style="list-style-type: none"> • Are benefits to patients, staff and the organisation visible? • Do staff believe in the benefits? • Can all staff clearly describe the full range of benefits? 	

Sustainability checklist

Adaptability	Importance to sustainability	Your actions
	<ul style="list-style-type: none"> • Can the new process overcome internal pressures, or will this disrupt the change? • Does the change rely on a specific individual or group of people, technology...etc., to keep it going? • Can it keep going when these are removed – if not what mitigation can be put in place? 	

Your actions =



- 1) **What? Answer the Qs – i.e. Yes or No**
- 2) **So what? Why – what's the barrier/challenge to overcome?**
- 3) **Now what – what are the options and decisions to make here?**

Sustainability checklist

Sustainability Factors Action Checklist

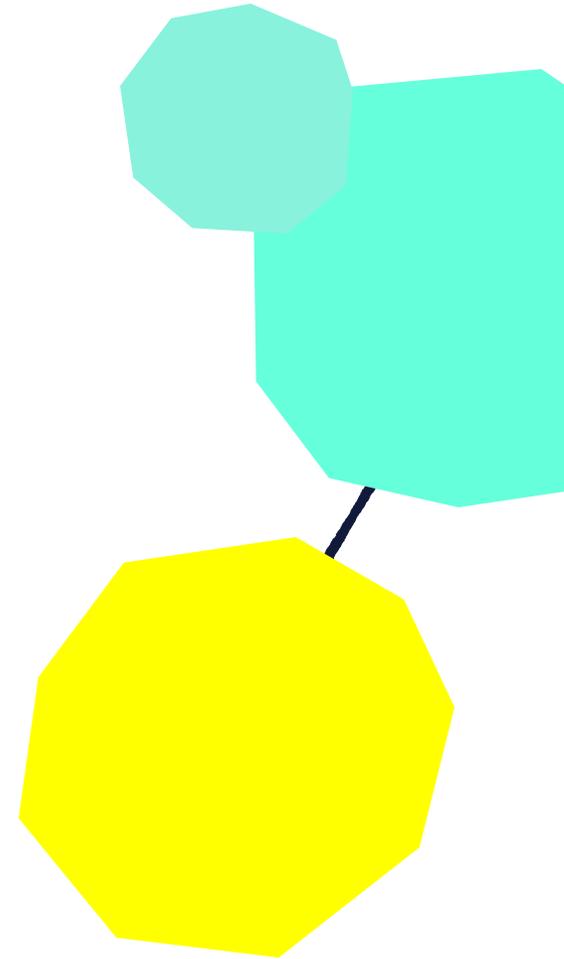
Contents for this checklist are based on the [NHS Sustainability model 2010](#)

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Behaviours	<p>Importance to sustainability</p> <ul style="list-style-type: none"> How are you ensuring staff are encouraged & able to express their ideas regularly? Do staff agree that the change is a better? Are the changes being put forward understood by everyone? 	
Senior Operational and Clinical Leaders	<p>Importance to sustainability</p> <ul style="list-style-type: none"> Are senior leaders trusted and supportive of the change? Do they understand it and do they promote it? Are they taking personal responsibility to help break down barriers? 	
Fit with Aim and culture	<p>Importance to sustainability</p> <ul style="list-style-type: none"> Is the aim of the change clear and has it been shared wider? Do others understand what you are trying to do and why? How is your change contributing to the overall strategic aims in your organisation? 	
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Adaptability	<p>Importance to sustainability</p> <ul style="list-style-type: none"> Can the new process overcome internal pressures, or will this disrupt the change? Does the change rely on a specific individual or group of people, technology...etc., to keep it going? Can it keep going when these are removed - if not what mitigation can be put in place? 	

Learning, improvement and sustainability

Spela Godec &
Deon Louw,
Q Community

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care.



What is Q Exchange?

- Funded by the Health Foundation and NHS England, Q Exchange is a funding programme we ran from 2018 – 2024 that offered Q members the chance to apply for up to £40,000 of funding for their improvement ideas.
- Applicants had the opportunity to refine and develop their ideas with the help of the Q community through a collaborative online process.



Q Exchange project case study

Improving the Psychiatric Decisions Unit (PDU) in Sheffield

<https://q.nhsconfed.org/resources/energising-mental-health-crisis-supportand-co-production-in-yorkshire>

Key objective

To improve access to, and use of, local mental health crisis support by working in genuine co-production with people with lived experience. The project focused on understanding barriers to accessing a Psychiatric Decision Unit (PDU) in Sheffield and redesigning information, pathways and engagement approaches to ensure crisis support was more visible, accessible and acceptable to the people it was designed to serve.

Key outcomes

- Shifted the project focus from increasing referrals to understanding why people chose not to use the Psychiatric Decision Unit, informed directly by Experts by Experience.
- Embedded co-production throughout the project, with service users actively shaping priorities, insights and solutions rather than acting as consultees.
- Identified key access barriers, including lack of clear, practical and reassuring information about what the service is like and what to expect on arrival.
- Co-designed improved information and communications using plain language and visual content to reduce anxiety and increase confidence in using crisis support.
- Strengthened relationships between NHS services, voluntary sector partners and people with lived experience, creating a more collaborative and person-centred approach to crisis care.
- Built organisational capability in co-production and quality improvement methods, supporting more sustainable, user-led service improvement beyond the life of the project.



Q Exchange project case study

Children and Young People in Mental Health Crisis

Key objective

To develop a shared, data-driven understanding of children and young people presenting in mental health crisis by linking NHS and local authority data across North West London. The project aimed to identify common risk factors, service contact patterns and escalation pathways in order to inform earlier intervention, prevention and improved multi-agency support, and to lay the foundations for a future risk estimation model.

Key outcomes

- An agreed, shared definition of mental health crisis across NHS and local authority partners, improving consistency and cross-system understanding.
- Successful linkage and analysis of health and social care datasets, demonstrating proof-of-concept for integrated, cross-sector data use.
- Identification of potential risk factors and service patterns associated with later crisis, including higher levels of health and social care contact in the two years prior to a crisis event.
- Improved insight into escalation pathways, highlighting opportunities for earlier identification of need and preventative support.
- Stronger multi-agency relationships and enhanced analytical capability, supporting sustained collaboration beyond the life of the project.
- A clear foundation for next steps, including further analysis, development of a risk estimation model, and potential integration of education data to strengthen early intervention and system planning.



What we have learnt as a funder

- We learnt that funding alone was not enough; teams needed early prompting to plan for sustainability from the outset.
- We strengthened the support offer to include effective, ongoing **evaluation guidance** to help teams evidence impact.
- We introduced **adoption, spread and scale support** to encourage thinking beyond delivery. This helped teams clarify next steps, key stakeholders, and when to engage them.
- We recognised the trajectory of delivery is non-linear and some projects do not continue, and that is okay!



Dr Deon Louw

Consultant in Emergency Medicine, Oxford University
Hospitals NHS Foundation Trust

Emergency Department Lead for Mental Health

OUH Trust Named Doctor: Adult Safeguarding

Member of Royal College of Emergency Medicine

Mental Health Subcommittee

Evaluate the impact beyond the project

- Individual outcomes
- Organisational outcomes
- System-level outcomes
- Related to the specific projects – as well as to skills, experience, connections, new ways of working etc.

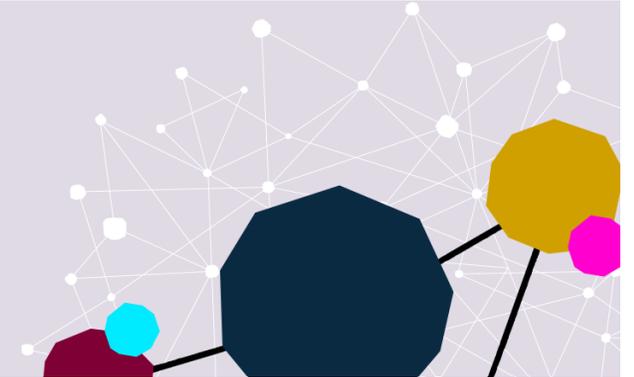


Key principles for sustainability, spread and adoption

1. **Prepare for and support adoption and spread from the start**
2. See adopters as active agents of change
3. Tailor approaches to adapt to complex contexts
4. Cultivate and deploy skills and capabilities for adoption and spread
5. Cultivate learning

From innovation to widespread adoption: key principles

Based on the best evidence and Q's experience supporting adoption and spread over the past decade, we set out here eight key principles to guide this work.



[From innovation to widespread adoption: key principles | Q Community](#)

Project team time – sustainability review

Team Catch up

20
mins

1) Sustainability review checklist – use this time to begin to look at the checklist

2) Catch-up:

- What stage of the project are you at?
- What have you been doing over the past 2 months?
- What do you still need to work on in the last 3 months of the programme?
- How well engaged is your team?
- Have you looked at your data?
- Do you have an action plan, working group and regular meetings arranged?

3) Decide:

- What are the next steps you will take to continue your journey?
- Who will carry out each action?
- How will you hold each other to account on them?
- How will you communicate back to your wider team(s)?
- When will you meet again?

4) Think about:

- What wider “things” need to happen now/in the future to keep your project going?
- How will you make sure it doesn’t fizzle away?
- Start to use the sustainability checklist to see what else you need to work on to make your improvement stick



One minute feedback from teams:
What's your next steps?

Chat box: Share what things you will do
to sustain the project

Next steps

Today's session: Teams poll

On a scale of 0 – 5 (5 being high/positive):

Q1: How much has today's session helped you with continuing to learn about improvement methodology?

Q2: How much has today's session helped with building your confidence to progress and deliver your improvement project?

Q3: How confident do you feel that your project team will deliver against its intended outcomes by the end of the programme?

Next steps

- **Post course actions:**
 - **Please send us your post course actions from sessions 2-4 if you haven't already done so**
 - **Sustainability checklist:** Please use the sustainability checklist to create an action plan on what you will do to keep your project going and sustain it after the programme ends.
 - **Project poster:** Your “homework” will be used to create a “project progress poster” overview of the work you have done and will be shared back with you. Please make sure you review and update it and submit it back before **22nd April 2026** as it will be published externally on our website and used at the celebration event on **29th April**.
 - **Evaluation** – will form part of the celebration session and a detailed write-up will be published, alongside the interface improvement hub
 - **Project presentation in April celebration session:** we'd like 4-6 teams to volunteer to share their project overview slide – please let us know as soon as possible if you're happy to come on camera and speak through your project for 3 mins.
 - **Share the invite:** Part of our session in April is open to anyone to join to learn about the work you have done so please do share the invite far and wide!
 - **Share the invite:** webinar on 25th March – as above, this session will be open externally so please do share the invite further.
 - **Project lead check-in on 4th March 2026 – 11am-12pm.**
 - **New organisation from 1st April – more info coming soon!**
-

Session 6 & celebration event 'Improving across the boundaries of mental health and A&E – learning and reflections'

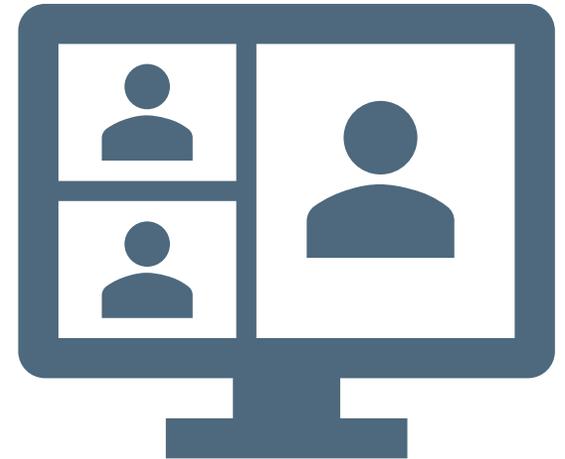
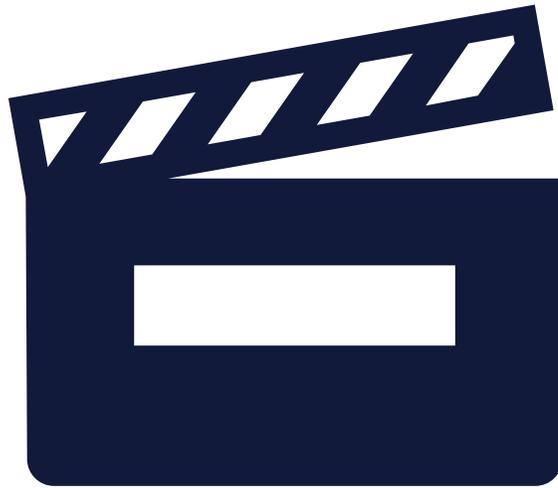
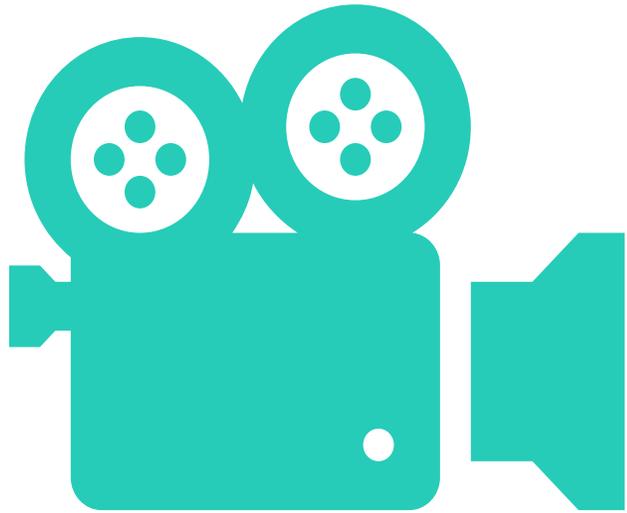
Learning session 6 – 29th April, 1-2pm

- 60 minutes with all teams – final check in & sharing of project overview slide
 - Next steps – what happens now?
- Prep for the celebration webinar – open to all
- **You will have received an updated invite**
- Please aim to complete post course actions and complete PDSA cycles and sustainability checklist
- If you need any support at all in between today and end of April, please reach to your facilitators – we are here to help :)

Celebration event - 'Improving across the boundaries of mental health and A&E – learning and reflections' - 29th April, 2:30-4pm

- 90 minutes with all teams PLUS externals
- 4-6 project teams to share their project overview slide
 - Guest speakers include programme sponsors, ambassadors, facilitators
- Sharing of learnings and outcomes of interface collaborative – so please complete evaluation survey as it is essential for this session
- You need to register for this – please do and share!

And one more ask.... the video diaries!





Project Title



Background

Describe the problem, why you want to tackle it and a bit about the project team that formed



Aim & Stakeholders

Your project aim statement, who you involved in the project/engaged with –how did you try to create a shared agreement on what to tackle?



Measurement

Describe your measurement plan, what the intended outcomes are you want to achieve and how you are collecting data. Here it would be good to include a graph for one of your measures that you are tracking



Driver Diagram

An image of your driver diagram of all the things you could test out to help achieve your aim.



PDSA cycles/testing

What changes are you testing, why and how is it going?



Intended/outcomes

What have you achieved so far or what do you intend to achieve?



General Reflections

How will you keep moving forward as a team? What sustainability factors are you thinking of working on?



Next & sustainability

How will you keep moving forward as a team? What sustainability factors are you thinking of working on?

Thank you!