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**Identifying a quality issue and starting a QI project**

* What’s the issue/problem?
* How do we know that we have a problem with it at the moment?
* What is our data telling us?
* What are we hearing from our stakeholders, staff, service users and families?
* Who would need to be on a project team for this project?
* Who will be the project lead and what QI training have they had?
* What are your ideas around involving service users, carers or directorate customers in the project?