# ELFT's QI Projects

No. of Active Projects

# 196

| Record Number | Title | Aim | Location |
|---|---|---|---|
| 121608 | Improving the efficiency for the uptake of recommended medication for persistent pain patients, between the community chronic pain service and the patients general practitioner. | To have Increased the Uptake of Medication for Patients in our Pain Service as well as Reducing the Delay in Recommended Medication being prescribed by the GP by at least 50% with an ideal delay of under 7 days. | I-health chronic pain community services/MSK/Physiotherapy |
| 122757 | Enjoying Work - SPoA Team | To increase enjoyment at work by 20% by March 2020 | SPoA, Single Point of Access - Queensborough House, Dunstable |
| 124236 | John Howard Centre Unit - Sexual Safety Collaborative | To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services | John Howard Centre |
| 124255 | Ruby/Ivory Wards - Sexual Safety Collaborative | To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services | Newham Centre for Mental Health |
| 127250 | Pressure ulcer reduction Project | To improve the quality of life by reducing the number of patients with pressure ulcers by 10% by June 2022 across ELFT | ELFT Community Health Services, ELFT CHS |
| 130002 | Service User Involvement with Staff Interviews | Increase Service User/Carer overall satisfaction with the process of involvement in staff interviews from 30% to 75% by 31 March 2023 (Operational definition of very satisfied and somewhat satisfied) | People Participation Newham |
| 130193 | Increasing the Co-production of Improvement | To increase co-production of improvement across ELFT | |
| 130319 | Time to Hire | 'To Improve the end-to-end recruitment process by May 2025, to reduce the average recruitment time by 25% , and to provide a better experience for the candidate, hiring managers, and recruitment team. | People & Culture |
| 132143 | Improving responsiveness of ad hoc information requests | To ensure no information request waits over 14 days unless agreed by requestor and informatics by March 2021 | The Green |
| 134076 | Increasing the uptake of group therapy at Tower Hamlets Talking Therapies | Increase group uptake (% patients moving into groups stage in therapy) by 50% by January 2022 | Tower Hamlets Talking Therapies |
| 134792 | Quality Improvement Team Welcome Project | All staff joining the QI Team to feel well equipped and prepared in their first two weeks by receiving the induction process (i.e. scoring their experience 4/5 or above) | ELFT QI Team |
| 135972 | Armed Forces Community at ELFT: meeting the required standards of the Veterans Healthcare Alliance | We commit to work together in partnership to build health and social opportunities for Veterans and their families to ensure acceptance and adding value to the Veterans community | Veterans Healthcare Alliance |
| 136992 | Improving access to preconception counselling for women with serious mental illness (SMI) | AIM: To increase the number of referrals for Perinatal preconception counselling to 3 per month by August 2023 | City and Hackney - Perinatal Mental Health Service |
| 137714 | Return to workplace - Quality Improvement Team | for all staff in the QI department to have a positive or very positive experience* of returning to office-based working by end of March 2022 | QI Team |

| | | | |
|---|---|---|---|
| 139514 | Improving access to DeanCross | -To improve access to Service Users to DeanCross to represent the population of Tower Hamlets -To increase access of BAME Service Users by 30% | Dean Cross Personality Disorder Service |
| 139542 | START | To improve physical health and well-being of services users by 20% (by improving self-worth, self-care and activity levels) by Nov 2022 | Butterfield Ward - Wolfson House |
| 139638 | Topaz Ward, Newham Centre for Mental Health - Safety Culture, Violence Reduction | To be able to reduce the violence incidents (phsical, non - physical, sexual, bullying and harrresment) on Topaz ward by 50% by December 2024 | Topaz ward, Newham Centre for Mental Health |
| 139860 | Trust Wide New Starter Project (Smart Card /IT) | To improve the time that staff are equipped with systems access and digital within 5 days by March 2022 | QI Team |
| 139978 | Improving access to self-service analytics across the trust | To increase the average number of people using self-service PowerBI analytics on a weekly basis from an average of 40 per week (0.5% of permanent staff) to an average of 400 per week (5% of permanent staff) by September 2023 | Informatics department, The Green |
| 139985 | Reducing Agency Spend | To reduce Agency spend by 25% by Dec 2022 | Trust-wide |
| 140053 | Extra Care | To improve the effectiveness and quality of observation practice at NCFMH to 95% by April 2023. Operational Definitions: Good quality extra care practice = Service user involvement, clear rationale for observations, clear escalation process, specifies how often checks should be done, what actions the observer should take when carrying out checks. Effective extra Care = There should be a care plan on Rio and on the observation folder, reviews should be done as per policy (24 hour nursing / 72 hour MDT), where observations are terminated, there should be a clear reason for this on the progress notes and it should be clear who is making the decision. Checks should be done timely and clearly documented. | Newham Centre For Mental Health |
| 140547 | Crisis Line/UAT QI Project | To improve staff experience to 50% reporting enjoying work by August 2022. | City and Hackney Crisis Team |
| 140950 | To improve patient experience within TH CAMHS triage | To improve the patient experience of the TH CAMHS triage. To increase the number of patients and carers who feel listened to and understood. | Tower Hamlets CAMHS - Triage |
| 140980 | CAMHS Provider Collaborative SHNA Action Plan | To plan and drive improvement actions following SHNA | NCEL Provider Collaborative |
| 141938 | Inequalities in South Luton Project | Purpose Statement: To improve mental health for children and young people living in the diverse communities of South Luton. Population Level Drivers: - Meeting MH Community Needs - Developing Community MH Assets | South Luton |
| 141939 | Equality QI project | To increase Newham Talking Therapies referrals from black males aged 18-25 years old from an average of 1.21% to 1.5% by July 2024 | Newham Talking Therapies |
| 142102 | Increasing access to brief interventions and support for people who are presenting to CMHT with increasing distress | The Project Group aims to develop clinical offers for service users whose needs increase but who do not need level of intensity of service provided by Crisis Resolution and Home Treatment Service but for whom planned, prompt, targeted short term intervention is likely to reduce distress, promote solutions and prevent further deterioration or relapse in mental state. The SMART aim will be developed as soon as we have some detailed baseline data/measures worked up. It is likely to relate to decreased use of CRHT/Out of Hours/Duty for repeat calls, and increased service user satisfaction (focus group) | Bedford CMHTs |
| 142144 | Reduce Secure Ambulance Spend by x% in City & Hackney by 30-Apr-22 | To improve the value for money offered by service user transport in the City & Hackney Mental Health Directorate, by 30 June 2022. The improvement will be two-fold: to increase service user satisfaction with the service by x% and to reduce the cost associated with the service by £x. | City and Hackney Homerton East Wing |
| 142430 | Getting the right support at the right time for people with learning disabilities in Hackney | To reduce the waiting times for all disciplines and make sure people with learning disabilities get the right support at the right time, whilst also improving staff and service user satisfaction. | City and Hackney, ILDS |
| 142587 | Cauldwell Medical Centre Chronic Kidney Disease Coding | To increase the number of patients in the QOF CKD register from 32.75% of predicted (131 patients) to 60% of predicted (240 patients) in 12 months. | Cauldwell Medical Centre |
| 142888 | Improving the Cardiometabolic Health of service users on Broadgate Ward | Achieve a 5% reduction in median baseline body weight amongst Broadgate inpatients over the next 4 months. | Broadgate Ward |

| 142999 | How can we improve the routine attendance rates at P2R? | To reduce the non-attendance /DNA rates for routine appointments at P2R (by ?% by ? date) QI project ? to reduce DNA rate at all clinical and keyworker appts Background P2R is a drug and alcohol service with main hubs in Bedford and Dunstable, providing drug and alcohol recovery services to people living in Bedford Borough and Central Bedfordshire. ELFT has held the contract for services since 2015. The service provides support through recovery work sessions (psychosocial interventions), needle exchange services, group work, physical health assessments and medical assessments for prescribed medication initiation and review. At the point of the first national lockdown for Covid in March 2020, the service operated a face to face service for clients for all their appointments, in common with most community services. After the lockdown, almost all interactions became remote using a combination of telephone and video calls. The lockdown also led to a rapid change in other functions of the service, including the administration of prescriptions. Prior to lockdown, clients would almost always collect their own prescriptions during a ?key working? session with their ?keyworker?; after lockdown, clients were no longer seen for key working sessions face to face and prescriptions were couriered in bulk to pharmacies. While this allowed continuity of treatment, it introduced a break in the normal cycle of client engagement with the service. As the first lockdown went on for so long, it led to a fundamental change in normal ways of working. It became clear over the first six to twelve months that clients were not answering phone calls to keyworkers. When clients had previously been seen face to face, their prescription would have been held back at the treatment hub if they did not attend a booked appointment; this allowed for close monitoring of compliance with treatment and early intervention by the keyworker if the client did not attend. It also ensured that clients who may have been engaging in riskier practice and not collecting or taking their medication as prescribed, were identified quickly and additional contact could be attempted in a timely way. As prescriptions were sent out in bulk, it became more difficult to stop or hold prescriptions in a timely way when someone did not attend an appointment or answer their phone. It could be two or three weeks between a missed appointment and a prescription being held back at the hub, as prescriptions were typically sent out at least 2 weeks in advance of the start date. This was to ensure there was continuity of treatment and that our pharmacy colleagues, also under enormous workload pressure in the community, were able to plan ahead for observed consumption or daily dispensing work. In the initial weeks after lockdown, most clients engaged very well and many had more contact than they may have done if they had only been seen face to face. However, there was a small contingent, around 10% of our population, who were very difficult to engage. This group was those who were homeless or already engaging in risky drug use behaviour prior to lockdown. They became harder to contact and engage with, and many of these clients remained on a supervised consumption regime. Over the following 6 months, there was a gradual rise in the number of other, less risky, clients not engaging well with treatment. In turn, over the next 3-6 months this led to a steep rise in non-attendance at prescriber appointments. On some days this was 100% of appointments, but regularly ran at 50% by mid 2021. This resulted in significant wasted time and resources, including time spent by keyworkers then following up clients who had missed appts, re-bookings and further non-attendance at rebooked appts. In late 2021, prompted by prescribers reporting a very high demand for appointments together with a very high non-attendance rate, a review of how appointments were used was carried out. This revealed that clients were not attending appointments or not answering phone calls with keyworkers up to three months prior to an appointment being booked with a prescriber for a review of their medical treatment. It became clear that an appointment with a prescriber was being used as a final effort to engage a client in treatment, with medication regime review or change being given as a consequence for non-attendance at the medical appointment. The main point that emerged was that medication regime change was only introduced as an idea by many keyworkers once non-attendance had been established for many months. The service operational policy allows for prescriptions to be withheld at much earlier points when a client is disengaged from treatment, but does require the keyworker to ensure the currently-running prescription is proactively stopped. Interventions tried to remedy poor engagement 1. Holding prescription at hub ? generally successful if carried out but could force clients to ?drop off? treatment, so best not to do this at end of the week. Also requires keyworker to proactively stop a current prescription to avoid a further 2-3 weeks of medication being dispensed on current regime. 2. Text / phone reminders ? less successful, clients would ignore calls on day of appt if did not want to attend. This was a v good indicator that client would DNA. 3. Sending reminders via pharmacy, similar success to (2) Because of the high workload of keyworkers chasing up clients for prescriber appointments, repeat non-attendance at keyworker appointments prior to non-attendance at prescriber appointments and failure of current service interventions to improve attendance, we decided to use QI approaches to find root causes of all the issues. | Main LEAD members are based at Bedford P2R Drug & Alcohol Services - 21 The Crescent, Bedford, MK40 2RT. |
| 143407 | Reducing wait times on the over 13's ASC assessment pathway | Reduce the number of days it takes between someone having their first autism assessment to recieving the outcome of their assessment from an average of 108 days to 60 days by December 2023. | Bedfordshire |
| 143654 | WARDS - Working across wards, a review and development of solutions | To improve staff experience of being moved to another department during shift, by ensuring at least 90% of staff who are moved receive a written, structured orientation creating a supportive, welcoming and learning focused experience by October 2024. | Bedford Hospital NHS Foundation Trust |
| 143995 | Reducing Staff Vacancies In The Primary Care Directorate | To reduce Vacancy rate from 16.4% to 10% and Turnover rate from 19% to 15% in Primary Care Directorate by June 2023 | |

| | | | |
|---|---|---|---|
| 144507 | To Improve Communication between GP Teams and ELFT Tower Hamlets Community Health Services | To reduce the percentage of rejected GP referrals out of total GP referrals into Foot Health and Continence Services to less than 20% by May 2024 | Beaumont House Mile End Hospital |
| 144674 | LGBTQ Network: to increase the membership from 273 to 373 by 30 November 2023 | to increase the LGBTQ Network membership from 273 to 373 by 30 November 2023 | Corporate |
| 144842 | Clerkenwell ward wellbeing project | We aim to improve the wellbeing measures of patient and staff on Clerkenwell Ward by June 2023. | Clerkenwell Ward |
| 144924 | PATHWAYS - A new app supporting service-users and staff to visualise the recovery journey. | To improve the tracking, centralisation and digitisation of service-users' progress through their recovery pathway, from admission to discharge by 15% within 12 months. | John Howard Centre |
| 145415 | Increasing Equity for BAME Service Users in Forensic Services | To improve BAME service users engagement, experience and outcome in relation to East London Community Forensic Service | East London Community Forensic Service |
| 145686 | SPS C&H Assessment QI Project | To provide timely, holistic assessments by reducing waiting time to assessment by 15 % and improve quality of assessment (as agreed by our quality criteria) so that 95% assessments meet criteria by August 2024. | Specialist Psychotherapy Services C&H |
| 145943 | Reducing Gender Pay Gap in Doctors at ELFT | To increase the number of interventions within ELFT that specifically target the gender pay gap in medicine | |
| 146020 | Tower Hamlets Extended Primary Care Team - Adult Community Therapy Waiting Times | 98% of service users accepted to the EPCT therapy waiting list to receive an initial therapy assessment within 6 weeks of referral acceptance | Virtual via MS Teams |
| 146053 | Improving referrals for BAME detainees | We aim to see our BAME detainees referred into our service at a proportionate rate as compared to the indigenous population. | Liaison and Diversion Service |
| 146830 | Trauma Informed Care on Limehouse Ward | To improve staff and service user satisfaction through adopting trauma informed care approach | Limehouse Ward, John Howard Centre |
| 147021 | Access and Flow - CAMHS Newham | Reduce the time Young People in Newham CAMHS wait from referral to assessment to 9 weeks | York House, 411 Barking Rd, London, E13 8AL |
| 147184 | Ruby Ward Optimizing Flow | Improve transfers Ruby Ward to the acute wards in NCfMH by reducing the length of time on the Triage ward from 13 days to 10 days by August 2023. Improve patient and staff experience of the transfer process by December 2023. | Virtual |
| 147344 | To improve quality of care for patients by increasing the substantive/ fixed-term medical workforce in Luton and Bedfordshire by 30% in one year. | To increase the proportion of posts that are substantively filled by 30% | ELFT Luton and Bedfordshire Mental Health |
| 147413 | Improve patient experience of transition to adulthood for SCYPS transition caseload. | Improve reported experience of transition from a mean score of 2.2 out of 5 to 4 out of 5 by April 2023. | West Ham Lane Health Centre |
| 147446 | Enjoying Work at Tower Hamlets Talking Therapies | By end of June 2024, we aim to increase how much our staff agree with the statement ?I enjoy my work? to 5.5 on a 7 point Likert scale | Tower Hamlets Talking Therapies |
| 148126 | Observations and Therapeutic Engagement | To make observations safe, effective, meaningful and collaborative in the Forensic Service from XXX to XXX by May 2024. | Forensic Directorate |
| 148128 | Let's Talk: Improving the Experience of Community Mental Health Services for Black, Asian and | To improve the experience of community mental health services for Black, Asian, Minority Ethnic People in Tower Hamlets, Newham and City & Hackney | |

| | | | |
|---|---|---|---|
| | Minority Ethnic People in Tower Hamlets, Newham and City and Hackney | | |
| 148148 | Increasing ?Big I? People Participation in the Cancer and Palliative Care Psychology Service. | We aim to have increased the incidences of ?Big I? Service User/Carer involvement in the Cancer and Palliative Care Psychology Service (by end of 2023). | Cancer and Palliative Care Psychology Service, (Mountbatten House, Dunstable) |
| 148625 | Improving the support offered to informal carers (Tower Hamlets Community Health Services) | To increase the number of informal carer's details recorded on EMIS by 50%. For 90% of all identified carers to be offered an opportunity to discuss their own support needs. | Tower Hamlets Community Health Services |
| 148707 | Improve experience of young people at Coborn who identify as LGBTQIA+ | For 80% OF YOUNG PEOPLE admitted at the have the experience of appropriate pronouon use at the Coburn. | The Coborn Center for Adolescent Mental Health |
| 148810 | Improving Referral Flow in Admission Avoidance Team | 1. To reduce length of stay in acute hospital 2. To streamline referral process from ED/CDU to the community Intermediate Care Pathway within the team 3. To improve patient experience and satisfaction 4. To provide timely intermediate nursing input 5. To coordinate appropriate nursing follow up within DN locality 6. To increase capacity of the number of patients seen in ED and CDU | ED/CDU RLH |
| 148851 | Promoting suitable referrals to CRHTT from PLS Bedford | By December 2023, Increase the number of referrals taken on for home treatment by the CRHTT following referral from PLS by 20%. | Bedford Hospital |
| 148865 | Improving staff well-being | Increasing sense of well-being and connection for Tower Hamlets CAMHS staff. We hope to increase staff sense of connection to self, to colleagues and to the purpose of the work and the workplace by 1 star by the end of 2023. We also hope to decrease the sense of burnout to indication of no sense of burnout in majority of staff. | |
| 148925 | Access to perinatal mental health team | All woman in Beds and Luton are able to access the right care at the right time in the right place from the perinatal mental health team - We aim to increase the number of referrals to the team to an average of 100 per month, by October 2024. | Bedfordshire and Luton |
| 149007 | Reducing DNAs across BCHS | Reduce the amount of DNAs recorded across BCHS | Bedfordshire Clinics |
| 149018 | Reducing the Adult Speech & Language Therapy Service community swallow waiting list from 37 weeks to 18 weeks | The Adult Speech & Language Therapy Service will reduce the community swallow waiting list from 37 weeks to 18 weeks by December 2023 | |
| 149147 | Engagement Project | To reduce gaps in observation practice: For 100% of observations to be carried out including documented reasons for omissions by December 2023 | City and Hackney Centre for Mental Health |
| 149156 | Therapeutic engagement & observations in Tower Hamlets | For all our therapeutic engagement & observations to promote safety & well being across our inpatient wards by December 2023 | Tower Hamlets Inpatient Wards - Burdett House |
| 149262 | Service User Qualitative Feedback | By May 2023, we the Steps to Wellness team will receive qualitative service user feedback of 50% of all service users who attend the first and/or last group therapy session in Steps to Wellness. | |
| 149281 | Improving the experience of transitions for young adults | By May 2024, we will ensure that the standards for transition are being met for young people transitioning from CAMHS to Adult services (NMHT) as documented in the transition policy. This will ensure an improved experience of transition for the young person and their carers | Tower Hamlets |
| 149471 | Improving Connectivity of the Team | We want to increase how connected BTT staff feel to other members of the team, to increase wellbeing and knowledge sharing by Dec 2023. | Bedfordshire Talking Therapies |
| 149589 | Improve carer involvement and satisfaction in Luton CMHTs | Improved methods for recording carer data Greater satisfaction by staff and carers in support for carers/ involvement with carers | Luton CMHTs |
| 149666 | Improving Functionality of Oracle | To ensure 90% corporate requisitions are paid within one month by 31 May 2024 | Trust HQ, Alie Street |

| ID | Title | Description | Location |
|---|---|---|---|
| 149677 | Improving Therapeutic Observations and Engagement in Luton and Bedfordshire MH Inpatient Wards | Improve the Completion of Therapeutic Observations and Engagement on the Ward to 100% | Luton and Bedfordshire MH Inpatient Wards - Townsend Court, Onyx Ward, Crystal Ward, Coral Ward and Fountains Court |
| 150191 | Patient Flow in Forensic Services | Maintaining Flow; Tackling Stuckness: To ensure our patients are in the minimally restrictive Forensic setting to maximise their quality of life, whilst ensuring services and individuals are safe. | Forensic Services |
| 150298 | Central Bedfordshire Medication Flow and Communications Project | Decrease service user dissatisfaction with medication from an average of 11.9% to 10% in Central Bedfordshire community mental health services by September 2024. | Central Bedfordshire |
| 150304 | Improve the efficiency of referral to diagnosis pathway for Bedfordshire Chronic Fatigue patients | Aim to reduce the number of weeks patients wait from referral to diagnosis | Bedfordshire |
| 150388 | To improve patient attendance at the podiatry clinic within the John Howard Centre | To reduce the number of patients not attending their podiatry appointments to an average of 12.5% ( 2 out of 16 patients DNAs) by the end of August 2024. | John Howard Centre |
| 150408 | U of Transport | To reduce forensic services expenditure on transport by 10 percent by end of March 2024 | John Howard centre |
| 150454 | Admissions Optimisation - Evergreen | Reduce length of stay at inpatient unit | Evergreen CAMHS Tier 4 Inpatient Unit - Luton (BLMK) |
| 150534 | Reducing high frequency use of emergency services by mental health service users who self-present. | The aim of the QI project is to reduce mental health high intensity users' self-presentations via Homerton Hospital emergency department by 30% of total attendances by the end of 2024. The QI Project relates to improving the crisis pathway for high intensity users with mental health difficulties. The aim is to support service users by identifying more appropriate pathways for mental health needs as an alternative to emergency department. Objectives: -To support service users by identifying appropriate pathways for mental health needs as alternative to emergency department -To understand gaps in current pathway -To identify current reasons for recurrent attendances -All community mental health services to make clear service provisions -To empower service users to use available resources in the community. | Homerton Hospital and City and Hackney Centre for Mental Health |
| 150818 | Tower Hamlets Talking Therapies Equity Project | To reduce the gap in recovery rates for Bangladeshi service users of Tower Hamlets Talking Therapies by 4% by the end of 2024. | Tower Hamlets |
| 150871 | Understanding and removing barriers for underrepresented groups accessing care at PTS | By January 2025 we aim to improve access for underrepresented groups, to match the borough population as indicated by census data, with respect to those offered an assessment at PTS, i.e.: over 65s 6%, people of BAME heritage 61% and men 50%. | Psychological Therapies Service - Tower Hamlets |
| 151212 | TH Pharmacy discharge medication service QI project | Increase Discharge Medication Service referrals from 0% to 20% of all discharges from Globe inpatient mental health ward within 6 months. | Mile End Hospital |
| 151220 | To improve the waiting list experience for service users | To improve the experience they have on the waiting list and ensure they still feel connected to our service whilst waiting or have other services or activities we can signpost them to. | |
| 151249 | Reducing the delayed discharges from 70%to 30 % in CH HTT | Reduce the delayed discharges thereby improve case management | City and Hackney |
| 151332 | To Improve Young People & Staff Experience of Therapeutic Engagement in CAMHS Inpatient Units | Our Aim Is For 100% Of Therapeutic Observations To Be Completed Including Documented Reasons For Omissions, By December 2024. Outcome measure - % of engagement completed per 24hrs No. of intermittent engagement / 1:1 engagement per 24hrs No. of incidents per 24hrs | Coborn Adolescent Unit |
| 151551 | Addressing racial and ethnic inequalities in Newham Specialist | Reducing racial and ethnic disparities in access to Newham SPS. | Newham |

| | | | |
|---|---|---|---|
| | Newham Specialist Psychotherapy Service | | |
| 151561 | Making mealtimes safe and comfortable for all: Spotting swallowing difficulties forensic inpatient services | Improving early detection rates of dysphagia in forensic services. To increase non-urgent referral and screen requests from approx 10% per month to 70% by July 2024. | East London Foundation Trust, Forensic inpatient secure wards. Speech and language therapy service. Focusing on Butterfield, Bow and Clerkenwell wards. |
| 151571 | Increasing Psychology Case Consultation Provision To 100% Of The Early Intervention Service Caseload Within 8 Weeks of Acceptance Into The Service | Increase psychology case consultation provision to 100% of the Early Intervention Service (EIS) caseload within 8 weeks of acceptance into the service. | Bedfordshire and Luton Early Intervention Service |
| 151599 | The Identity and Intersectionality Project | We want to improve service user experience of care and treatment by ensuring staff are informed of how someone's mental health difficulties can look like with different identities (and intersectionalities). | Newham |
| 151623 | Increasing Quality of Feedback from Clinicians to Young People | Enhancing feedback quality from clinicians to young people and reducing timespan of feedback received to within a month | |
| 151683 | Improving Service Users' participation into service development. | To improve number of activities with SUs' involvement for our practice to be better informed by SUs' experience. | Bedfordshire and Luton Community Eating Disorders Service for Children and Young People. |
| 151803 | Reducing the use of single cutlery | To reduce the use of disposable cutlery by 80% | JHC |
| 151909 | SCYPs NDC Optimising Flow 2023 | To have NDC initials seen within 18 weeks and NDC Reviews seen once a year | West Ham Lane |
| 151940 | 72 Hour Follow-Up | To increase 72 Hour Discharge Follow-up rates to 80% on Onyx ward by August 2024 | ELFT, Luton |
| 151942 | Reduce the number of incidents reported for quality issues relating to discharge from Royal London Hospital | To reduce the number of reported discharge quality issues by 50% by 03/2024 | Mile End |
| 151987 | Improving the patient experience of the sickle cell clinics post Covid | Optimising flow in clinics that benefits patient experience | Sickle Cell and Thalaessaemia Service, 19-21 High St South |
| 152093 | Improving shared learning from safety incidents | To increase staff's exposure to patient safety learning, as measured by number of staff accessing safety learning material, and number of forums that include safety case material - by the end of Aug 2024 | |
| 152113 | Reducing DNA Rates and Improving Health Equity in a Specialist CAMHS Neurodevelopmental Service | To reduce the number of DNAs overall & reduce the number of DNAs from those living in neighbourhoods falling within the top 3 deciles of most deprived areas in England. | City & Hackney Specialist CAMHS (Homerton Row) |
| 152117 | To Improve the Physical Health of THEIS Service Users by Improving Assessment & Interventions of Physical Health and Lifestyle | To improve the Physical Health of THEIS Service Users by improving Assessment & Interventions of Physical Health Checks and Healthy Lifestyles and achieve >90% PASS on Physical Health Checks aligned to CQUIN Data | THEIS & Tower Hamlets |
| 152560 | Cultural Neuropsychology | To be make our neuropsychological practice more culturally inclusive. | Luton and Bedfordshire MAS |
| 152597 | Improving access to Eating Disorder Support for residents of Newham | We are aiming to improve access to Eating Disorder Support for residents of Newham by 100% by December 2023 | Mile End Hospital |

| | | | |
|---|---|---|---|
| 152840 | Reducing falls on Sally Sherman ward | To reduce falls rate on Sally Sherman ward by 30% (from 5.4 to 3.7 per 1,000 occupied bed days) by April 2024 | East Ham Community Centre |
| 152861 | Triple Aim - People with learning disabilities who present with behaviours that challenge living in the London borough of Newham | Improving the quality of life for people with learning disabilities living in Newham | 29 Romford Road, E15 4LY |
| 152899 | Reduction of admission to A&E from Poplars Ward | We staff at poplars ward (Older people inpatient ward) together with few of our service users and under the guidance of our QI coaches aim to reduce the Number of readmission to General Hospital by 20% by June 2024 from inpatient elderly ward | Houghton Regis |
| 152916 | Improving referrals of patients on clozapine to Luton Psychiatric Liaison Service (PLS) | For 100% of patients on clozapine to be referred to PLS, within 24 hrs of their admission to hospital, by August 2024. | The Luton & Dunstable Hospital |
| 152975 | Learning Disabilities- Breast screening | To improve the uptake of breast screening for women with learning disabilities | Newham Health Team for Adults with Learning Disabilities |
| 152991 | Improving accessibility of MHST services for South Asian children and young people within Wave 5 schools | To increase the proportion of referrals from those of Asian/South Asian Background to be representative of the local population (representative of the W5 school populations) by October 2023 | Luton CAMHS |
| 152997 | Making our Tower Hamlets CHS staff feel safer at work | Our project team will work together to help our Tower Hamlets CHS teams feels safer at work with a 10% increase in the safer score and over 80% of staff reporting they feel safer at work by December 2023 | Tower Hamlets |
| 153001 | Improving Primary Care Clinical Systems Data Quality & Accuracy | Improve quality of data held in clinical systems by end of quarter one 2024. | |
| 153150 | Hospital and Community Carers Service | By August 2024, 90% of friends, family and carers of a service user admitted to a C&H mental health ward, will have a positive experience of admission, stay, discharge and community support | City and Hackney Center for Mental Health |
| 153524 | Reducing Urinary Tract Infections on Fothergill Ward | To reduce urinary tract infections on Fothergill ward from xx to xx by May 2023. | Fothergill ward |
| 153526 | CAMHS Crisis Team Improving Staff experience | To improve staff experience and morale at work by increasing current Star rating of 2 to an average of 10 by Dec 2023. | Trust wide |
| 153838 | Improving SpR Morale | Improve SpR cohesiveness and morale by 50% before the next changeover date (August 2023). | North East London |
| 154632 | Improved quality of care for dual diagnosis service users in ELFT & Resolutions | increased number of jointly worked dual diagnosis SUs | |
| 154678 | Therapeutic engagement - Evergreen | To increase the number of enhanced observations being completed from 99.7% to 100% by Dec 2023 on Evergreen. | Evergreen inpatient ward |
| 154845 | Improving the uptake of family intervention (FI) within Newham Early Intervention for Psychosis Service (NEIS) | To increase uptake of FI from 9 to 16% in 12 months? | Newham Early Intervention Service, Appleby Health Centre, 63 Appleby Road, Canning Town, London, E16 1LQ |
| 155082 | Staff on Staff Racism, Forensic Directorate | Improve Staff Knowledge, Awareness and Reporting Racism by 20% by June 2024 | Forensic |
| 155125 | Improving Physical Health Monitoring in the Newham Home Treatment Team | We at Newham Home Treatment Team in collaboration with service users aim to improve physical health monitoring for all service users at Newham HTT to 80% completion by August 2024. | Newham Home Treatment Team |

| ID | Project | Aim | Location |
|---|---|---|---|
| 155281 | The identification of a non-healthy Body Mass Index from an inclusive Equity perspective | To increase a of non-healthy BMIs (obesity) and increase offering of appropriate interventions as defined by NICE guidelines on Jade ward PICU, by 10 % by June 2024. To increase patient satisfaction that PICU considered ethnicity in the management of their physical health. | Jade Ward |
| 155515 | Prevention and Management of Contractures in Care Homes | To reduce the number of referrals for management of severe contractures by 50% in one year. | Primary Care at Home South |
| 155981 | Improve service user experience of communication on Aldgate Ward, a service for people with autism. | Improve communication with autistic service users on inpatient ward | John Howard Centre, Medium Secure Forensic Psychiatric Hospital, Aldgate Ward - Autism Specialty Ward |
| 156135 | Improving trauma-informed support during pregnancy to women from Black, Asian and other minority ethnic backgrounds with moderate to severe fear of birth (tokophobia) | To increase identification and support of moderate to severe tokophobia in birthing people from Black, Asian and other minority ethnic backgrounds by increasing tokophobia referrals from the Luton area to Ocean by 25% by October 2024 | Bedfordshire & Luton Ocean service, Luton & Dunstable Hospital |
| 156142 | Catheter Project Newham | To reduce avoidable call-outs for blocked catheter issues to urgent community response to below 30 per month by October 2024. | Newham |
| 156146 | Improving Wound Assessment | To increase the number of fully completed wound assessments for patients with pressure ulcers, documented by District Nurses by 30% over the next 12 months (October 2024) | Tower Hamlets |
| 156189 | Management and Reduction of Catheter call outs in RR | To reduce the number of frequent catheter call outs by 60% from xx to xx by end of September 2024 | Rapid Response THCHS |
| 156325 | Reducing inequalities at End of life care for Bangladeshi and other ethnic minorities? community in Tower Hamlets | 1. To improve End of life care and services for the Bangladeshi community from ?? to ?? by July 2024 2. To improve quality of life for the patients | Tower Hamlets |
| 156333 | Inpatient Quality and Safety - Safety Bundle | | |
| 156345 | Increasing referrals to Long Covid and Pulmonary Rehabilitation services | Increasing referral of Newham and Tower hamlets Long covid Patients and Newham Pulmonary Rehabilitation service by 5 % by March 2023. | |
| 156470 | Delivering an online Parkinsons teaching programme to care home staff, within Bedfordshire | To deliver a structured online teaching programme of 5 weekly sessions to care home staff within Bedfordshire | Bedfordshire |
| 156894 | Improving Management of Diabetes at Cauldwell Medical Centre | Reduce number of patients with HbA1c 58 or more by 25% by April 2024 | Cauldwell Medical Centre |
| 157030 | Improving menopause identification and management at Cauldwell Medical Centre | Improve menopause identification and management by increasing coded diagnoses and treatment prescriptions by 10% within 6 months. | Cauldwell Medical Centre |
| 157053 | Improving the experience of informal carers as part of hospital discharge | To ensure carers are identified, recognised, supported and made an integral part of the discharge planning process during acute hospital discharge. | Royal London Hospital |
| 157169 | To improve the whole staff | Increase Admin satisfaction by 20% by April 2024 from offer of employment to becoming an experienced member of staff | Bedfordshire and Luton |

experience to feel satisfied from offer of employment through to becoming an experienced member of admin staff in order to give our service users re-assurance and confidence when communicating with our services

| 157198 | C&H Neighbourhoods Waiting Times Project | To achieve target of 95% of first appointments being seen within 28 days in two Neighbourhoods. | City and Hackney |
|---|---|---|---|
| 157260 | Overweight and obesity management at ELFT Forensic Directorate | Improve s/user satisfaction with available weight management resources across the Forensic Directorate by December 2024. | ELFT Forensic Directorate (John Howard Center, Wolfson House) |
| 157393 | Moving Forward-improving knowledge for discharge on Loxford ward | To improve the understanding of and readiness for discharge of services users on Loxford ward by August 2024 | Loxford ward, Wolfson House, Forensics- Low Secure Services |
| 157411 | Pharmacy Discharge Medication Service | To increase the number of patient referrals from all L+B inpatient wards to the discharge medication service (DMS) | Luton |
| 157417 | Optimising Flow on Fothergill Ward | To reduce average length of stay on Fothergill ward from 48 to 28 days by November 2024. | Fothergill Ward |
| 157500 | Strategic recruitment | Increase the number of delegates who attend our trainings (Master Classes & PQI) by X% by X. | |
| 157525 | Improving the quality of referrals into Complex Care | To improve the quality of the referral's made to Complex Care. | Grove View Health Hub |
| 157561 | Bridging The Gap: Transition Project for Children and Young People with Epilepsy | We, will co-design a transition pathway for children and young people with epilepsy alongside our coach, sponsors, staff and service users. By developing and implementing this pathway, we will aim to reduce the number of young people transitioned from the children's community epilepsy service re attendance to the emergency department for prolonged seizures by 50% by December 2024. | |
| 157664 | Improving recovery scores within Talking Therapies for clients aged 16-21 | We at Bedfordshire Talking Therapies want to improve the recovery scores of clients aged 16-21 by 10% by December 2024. | |
| 157706 | CLDS Weight Management | By September 2024, CLDS will record the BMI of 70% of its service users. | Tower Hamlets |
| 157743 | Improving communication and information sharing regarding medication. | We aim to have 80% of our service users in the perinatal mental health service satisfied with the communication and prescribing processes they received when starting or restarting medication by July 2024. | John Bunyan House |
| 157762 | Improving the experience of admin staff and service users at the point of contact with the Bow and Poplar NMHT | Improving the experience of admin staff and service users at the point of contact with the Bow and Poplar NMHT | |
| 157777 | Pharmacy Service User Satisfaction | We, the pharmacy team at City and Hackney, aim to increase the time spent by pharmacy team with service users to discuss their treatment/medication by 50% by August 2024. This will potentially increase adherence to medications, reduce relapse and chances of being readmitted | City and Hackney |
| 157783 | Increase Community referrals to Newham Tobacco Dependency Team by working in partnership & collaboratively with Newham Recovery College | Increase Referrals to Newham Tobacco Dependency Team | Newham Directorate |

| 157794 | Combating the workforce crisis in the Trust by tapping into the SAS Doctors potential. | To increase by 100% the number of SAS doctors gaining a internal promotion, And: To create a Community of Practice to initiate, measure and demonstrate improvements in the effective use of SAS doctors' expertise in ELFT. | NE London |
|---|---|---|---|
| 157809 | Children's Physio Team QI Project - PAC DNAs | To reduce the DNA rate in the physiotherapy team by 5% by end of Dec 2024 | West Ham Lane and Appleby Health Centre |
| 157826 | Reducing waiting lists for EPCT Therapy teams in Newham | To reduce waiting lists from xx to xx within EPCT therapy workforce , with a view to improving efficiency and enhancing patient and staff experience. | CHS Newham Adult Therapies EPCT |
| 157840 | To increase the reach of Personal Health Budgets in City and Hackney to the target 34 referrals per month by end of September 2024, with referrals submitted from across ELFT teams in City & Hackney. | To increase the reach of Personal Health Budgets (PHB) in City and Hackney to target 34 referrals per month by end of June 2024, with referrals submitted from across ELFT. | City & Hackney |
| 157855 | Improving Access to Community Services for the Homeless Population in Tower Hamlets | With the current provision of foot health service for homeless service users within Tower Hamlets, it is aimed that through this scheme, we are able to introduce other community health service input (i.e physiotherapy and district nursing) to support homeless people in accessing community health services. To achieve system wide cost savings to primary and secondary health care services | |
| 157894 | Improving attendance at Havering CLDT psychiatry outpatient clinic | Reduce the number of DNAs within psychiatry outpatient clinic by 10% by March 24 | Havering Community Learning Disability Team |
| 157901 | Improving Analyst access in the integrated Data Warehouse (iDW) | We aim to co-develop a data environment to improve Analyst access to a full range of data sets from 40% to 90% and Analyst accuracy responding to a full range of information requests from 17% to 75% by the end of Q4 2023. | The Green |
| 157909 | Improve accessibility of MHST services for South Asian children and young people within Wave 5 | Improving accessibility of MHST services for South Asian children and young people within Wave 5 | |
| 157951 | MBU Baby Observation | "To improve the quality of observations with service users and staff reporting a positive experience by August 2024" | City and Hackney MBU |
| 157979 | Establishing a comprehensive care community | Purpose statement: to establish a comprehensive care community across the Tower Hamlets directorate | Tower Hamlets Mental Health Directorate |
| 157987 | (draft) Improve effectiveness of Luton CRHTT performance | Improve acceptance rate to Home treatment Team . | Townsend court |
| 158027 | Improving Number of Units (Teams/buildings) with reported compliance with Standard Facilities Inspections from 65% a month to 95% a month by June 2024 | Improve the number of units (teams/buildings) with reported compliance with Standard Facilities Inspections from 65% a month to 95% a month by June 2024 | Alie Street |
| 158099 | Right Dressing Right Time | To reduce the percentage of people on the District Nurse caseload who have more than 1 primary dressing from xx to xx by June 2024. | Community Health Newham |
| 158236 | Sexual Safety on PICU (Crystal Ward) | To identify meaningful outcome measures and implement ideas to increase the sense of safety amongst all people on Crystal Ward by December 2024. | Newham Center for Mental Health - Crystal Ward |
| 158320 | To increase parental confidence in managing their children's difficulties | To increase parental confidence by 25% in managing their children's difficulties whilst waiting to access therapy in the Emotional and Behvioural Team between September 2023 and March 2024 | |

| | | | |
|---|---|---|---|
| | children's difficulties whilst waiting to access therapy in the Emotional and Behavioural Team | | |
| 158415 | Total Bowel Management in ELFT Learning Disability Services | Identify service users known to Learning Disability services psychiatry caseload in ELFT who are prescribed laxatives, and provide appropriate constipation advice by June 2024 | Trustwide |
| 158418 | Eliminating single use cups on Fountains Court | To eliminate the use of all single use cups by the end of March 2024. | Fountains Court |
| 158503 | Engendering a research culture as part of business as usual | To engender research culture as part of business as usual, which, at present, may include indicators such as: - Number of staff who know the R&I Department (including what we do and don't do); - Number of staff who self-report as research-active; - Number of staff who are research-active by an objective measure; - The organisational infrastructure encouraging research; - The personal skills and aptitude towards research; - Number of Research Champions or percentage of teams across ELFT with an identified Research Champions | |
| 158507 | Befriending: Increasing Attendance of Service Users to Befriending Groups | To Increase the number of Service Users attending the Brefriending-related groups from 2 attendees to 15 attendees per session by July 2024 | |
| 158508 | Complaints: Improving the Timeliness and Quality of ELFT Responses | For ELFT to increase the monthly average of complaints completed within agreed timescales by 20% - by 1st April 2025 | Corporate |
| 158542 | Modernise psychosis treatment on Clissold Ward | To increase the number of patients on clozapine on Clissold ward by September 2024 | Clissold Ward, Wolfson House |
| 158559 | CLDS Transition- improving the assessment process | Reduce assessment duration from referral to eligibility decisions | |
| 158589 | Community Treatment Order (CTO) Recent evidence suggests that there is a disproportionate number of black Adults in Newham Mental Health Service on CTO | By December 2024 we will ensure that all black and Afro- Caribbean patients under EIS, CRT North and CRT South who are on CTO between 1st Jan 2024 to 30th December 2024 will have a meaningful completed DIALOG+ and care plan to evidence co-production and good practice. To bring the number of these patients in proportion to others. We will be looking at quantitative as well as qualitative mental health interventions to improve experience among this group | Community Mental Health Teams |
| 158733 | Reducing Nursing Vacancies to 10% at ELFT by January 2025 | Reducing nursing vacancies to 10% across ELFT by January 2025 through improving workforce stability | Trust-wide |
| 158750 | Improving Referral and Triage process in MH Crisis team | To improve triage efficacy and achieve 20 % reduction in delayed assessments by August 2024. | Bedford Crisis Team |
| 158801 | To improve the experience of the loved ones, in the loving memory of "John A Gaitan". | To improve the experience of the loved ones (Family & Friends) by enabling them to work in "equal partnership" with professionals to enhance the care of their loved ones across the care pathways. | Tower Hamlets Centre for Mental Health |
| 158840 | Streamlining (System1) S1 processes to increase efficiencies within Community Occupational Therapy. | To reduce patient waiting lists by 60% through the implementation of specific standardised procedures when utilising S1 by August 2024. | Bedfordshire |
| 158843 | Womens screening service - Reducing Health inequalities in Forensics at East London NHS Foundation Trust. | To set up an on site women's screening service to encourage increased uptake of eligible screenings. To improve access to women?s health services amongst services users aged 25-70years old at the John Howard Centre from 40% to 70% by December 2024 | Bow ward John Howard Centre |

| 159024 | Moving Beyond Care Programme Approach | To establish processes whereby 75% of the North Hub caseload has an identified key worker and a shift away from the generic term care coordinator | Luton North Hub CMH Charter House |
|---|---|---|---|
| 159052 | Evaluating the benefits of air cleaning units in a mental health inpatient unit | By [Month and Year], reduce airborne pathogens in a mental health inpatient setting by [Percentage] %, as measured by air quality tests, through the implementation of air cleaning units. | Fountains Court |
| 159074 | Raising the profile of SAS doctors in ELFT;SAS as an autonomous workforce with improved workplace experience. | Improve the experience of SAS doctors working in ELFT by X percentage by the end of July 2024. Improved SAS experience aligns with the Trust Strategy of improved staff experience . ? | ELFT |
| 159190 | Wellbeing - C&H Admin | To reduce self reported burn out in the admin team by x% by July 2024. | |
| 159192 | Optimising Flow in Bedfordshire and Luton | To achieve 85% bed occupancy across all adult inpatient wards in Bedfordshire and Luton, by December 2024. | Bedfordshire and Luton |
| 159220 | Improving recovery rates for clients of Indian and Pakistani origin and to ensure that the outcomes are at par or better than the recovery rates of other ethnic groups. | To reflect on why there is a disparity in recovery rates based on ethnicity, especially focusing on why the recovery rates for clients of Indian and Pakistani origin are particularly the lowest in the Bedfordshire Talking Therapies Service. | Bedfordshire |
| 159267 | Improving Co-Production | To increase co-production throughout NTT. | |
| 159300 | Improving Physical Health monitoring on an acute mental health ward | To improve the number of physical health interventions that are successfully completed and ensure early detection of physical health deterioration | Sapphire and Ruby Ward |
| 159393 | Reducing early dropout rates in P2R | Reduce number of early drop outs to 10% | Path 2 Recovery |
| 159421 | To improve engagement/recovery of interpreter clients in therapy. | To increase the number of interpreter clients starting therapy and reduce the percentage of interpreters dropping out during treatment by 5% by April 2025. | Newham |
| 159423 | Improving communications with external stakeholders - ward teams | Improve communication between PLS & ward teams; reduce number of rejected/inappropriate referrals to PLS on ICE | Luton and Dunstable Hospital |
| 159602 | Reducing medication usage in frail older people on inpatient wards | Reduce the amount of unnecessary medications used on Fountains Court | Fountains Court |
| 159609 | Improving satisfaction with the 8 week assessment process in EQUIP | Overall aim: To improve satisfaction with the EQUIP assessment process by 20% by October 2024 | EQUIP City and Hackney |
| 159772 | To improve the experience of care for young people with ADHD in Tower Hamlets CAMHS | Improve the experience for young people and families referred to Tower Hamlets CAMHS for assessment of or treatment for ADHD | Tower Hamlets CAMHS |
| 159881 | Recovery Caseload Reduction | To reduce the recovery caseloads by 20% in the first 12 months and a further 10% in the following 6 months. | Florence Ball House |
| 160046 | Improving staff's well being in the ward by using Trauma Informed Care (TIC) theory | We aim to reduce the percentage of ?distressing? shifts/days (on wards) by (?)% in 6 months (June 2024) | Calnwood Court |
| 160098 | To improve support for Staff in relation to | A compassionate, needs-based support response to all our staff affected by incidents PLUS preventions measures to be ask all areas of tension much by the and of 2024 | |

| | | | |
|---|---|---|---|
| | for Staff in relation to Safety Incidents | PLUS a supportive approach through all our safety review work by the end of 2024. | |
| 160302 | Increase awareness of healthcare careers at ELFT for local residents | Increase awareness of healthcare careers at ELFT young people by increasing the number of work experience placements and opportunities and partnerships with local schools | |
| 160413 | Improving pathways between General Practice and Primary Care Mental Health | Decrease wait time for a service user be seen by Primary care mental health, after GP referral, by 50% by May 2024 | Grove View Health Hub |
| 160622 | Insulin self management / Oral diabetes Medicines maximisation | To increase the number of patients on the district nursing insulin caseload who are self-managing their diabetes from 0 to 5 patients per locality by the 31.07.24 | ELFT Tower Hamlets Community Health Services |
| 160817 | Improving the Recruitment Process | To improve the end-to-end recruitment process by 2025, to reduce the average recruitment time by 25% , and to provide a better experience for the candidate, hiring managers, and recruitment team.? | East London NHS Foundation Trust |
| 160934 | NutriFit - Woodberry Ward | To increase our satisfaction with our physical health, achieve a healthier BMI and increase physical activity levels with the support of Physical Health Ambassadors | Woodberry ward, Wolfson House |
| 161003 | Newham North Community Integrated Mental Health Service (CIMHS) Redesign Project | We are wanting to improve the aesthetics of the work and clinical space for those attending EHMB by December 2024. We want to develop satisfaction of CIMHS N team base for all those that access it as reported in focus groups. | |
| 161029 | Sensory Friendly Ward Environment - Oakley Court | Aim of the project is to improve the service user experience by increasing how sensory friendly the ward environment is on Oakley Court working age inpatient unit. | Oakley Court - Working age inpatients |
| 161560 | Improving the quality of 72-hour Incidents Reporting across Beds and Luton | Reduce the variation in quality of, and time taken to submit, 72-hour reports. | Bedfordshire and Luton Mental Health Services |