



## IQIPS Workshop Agenda – 15 September 2016

Timing	Session	Trainers
09:30	<b>Registration and refreshments</b>	
10:00	<b>Welcome and Introductions</b> <ul style="list-style-type: none"> <li>- Introductions to team</li> <li>- Learning objectives for the day-why are we here and what will we learn?</li> </ul>	<b>Dr Kerry Tinkler-IQIPS Lead</b> <b>Debbie Johnston-Lead facilitator</b>
10:15	<b>Quality Services</b> <ul style="list-style-type: none"> <li>- What does a quality service look like?</li> <li>- How do the standards support you to achieve this?</li> </ul>	<b>Debbie Johnston</b>
10:45	<b>IQIPS Webtool</b> <ul style="list-style-type: none"> <li>- Demo of webtool</li> <li>- Support tools available</li> </ul>	<b>Madeline Corrigan – IQIPS Manager</b>
11:00	<b>Focus on results</b> <ul style="list-style-type: none"> <li>- Review of the latest census results- what do they tell us</li> <li>- Emerging themes are focus for improvement</li> </ul>	<b>Dr Kerry Tinkler</b>
11:15	<b>Break</b>	
11:30	<b>The IQIPS improvement pathway</b> <ul style="list-style-type: none"> <li>- Adopting a quality improvement approach: what does an improvement pathway for IQIPS look like?</li> <li>- Leading and organising yourselves to achieve and sustain the standards</li> </ul>	<b>Debbie Johnston</b>
12:00	<b>Focus on the standards</b> <ul style="list-style-type: none"> <li>- Focus on Patient Experience</li> <li>- Patient engagement –developing successful strategies</li> </ul>	<b>Workshop Session with the Training team (KT/DJ/MC)</b>
12:30	<b>Focus on the standards</b> <ul style="list-style-type: none"> <li>- Focus on Clinical Quality and Safety</li> <li>- Key challenges and evidence</li> </ul>	<b>Workshop Session with the Training team (KT/DJ/MC)</b>
13:00	<b>Lunch</b>	
13:45	<b>Case Study-what's possible</b> <ul style="list-style-type: none"> <li>- Achieving success</li> <li>- Overcoming key challenges</li> <li>- Q&amp;A</li> </ul>	<b>Geeta Ubhayaka - Head of Audiology Services at Hounslow And Richmond Community Healthcare NHS Trust</b>
14:30	<b>Focus on the standards</b> <ul style="list-style-type: none"> <li>- Facilities &amp; Resources and Workforce</li> <li>- Key challenges and successes</li> </ul>	<b>Workshop Session with the Training team (KT/DJ/MC)</b>
15:00	<b>Planning and next steps</b> <ul style="list-style-type: none"> <li>- Developing effective action plans</li> </ul>	<b>Workshop Session with the Training team (KT/DJ/MC)</b>
15:15	<b>Final Q&amp;A</b>	<b>Training team</b>
15:45	<b>Close of day</b>	