

Empowering NHS Libraries: A Journey of Continuous Improvement with QI Tools



The library team at Walsall Hospitals have a long-standing working partnership with the Quality Improvement team as far back as 2017 when the faculty was first established. Their collaboration includes curating a QI resource collection and conducting “Using Evidence for Improvement” sessions at the outset of QI programs for Trust colleagues undertaking projects.

In January 2020, a QI workshop hosted by Trust QI Leads brought together NHS knowledge and library managers from Birmingham and the Black Country. The workshop aimed to enhance their leadership skills and equip them with practical approaches, tools, and techniques for achieving better outcomes.

Continuing this momentum, a subsequent workshop titled “Quality Service Improvement Redesign (QSIR) Fundamentals” convened library and knowledge specialists from across the UK in November 2023. Attendees travelled from various regions, including Plymouth, to participate in this knowledge-sharing initiative. The was a one-day programme offered participants an introduction to a range of tried and tested service improvement tools and approaches that give them the confidence and skills to start on their improvement journey.



Feedback

“I found the course really interesting, as its model for improvement guided me to implement change within my organisation”.

“I also loved the PDSA Cycle, testing out ideas before implementation”.

“I found it extremely valuable mixing with colleagues from other organisations, sharing ideas and gaining new insights on projects I was working on. My recent library service review was definitely shaped from conversations on that day. I’m looking at leading some process mapping with my team over the next few months, on aspects on our user journey now I feel more confident with the process”.

“Thank you for organising the training. I found it really interesting and it was good to have the chance to chat to Library staff in other Trusts and work with them on the different activities. I haven’t put into practice any of the tools covered in the course, but I know I will find the model for improvement questions useful when I’m planning to implement a change”.

“I am using the tools alongside the continuous improvement ones within our Trust and would highly recommend using the measure checklist for considering future impact of your improvement project”.

