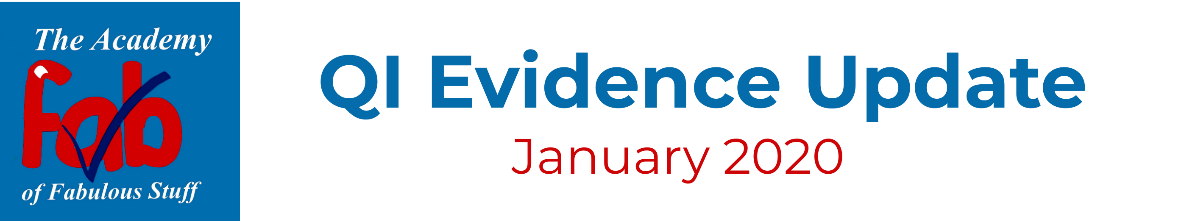
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Improvement

* [Impact of a national quality improvement programme for hospital wards is unclear](https://discover.dc.nihr.ac.uk/content/signal-000862/the-productive-ward-quality-improvement-programme-evaluation) (NIHR Signal, Jan 2020)
* [Exploring the sustainability of quality improvement interventions in healthcare organisations: a multiple methods study of the 10-year impact of the ‘Productive Ward: Releasing Time to Care’ programme in English acute hospitals](https://qualitysafety.bmj.com/content/29/1/31.long) (BMJ Quality & Safety, Jan 2020)
* [Combining patient, clinical and system perspectives in assessing performance in healthcare: an integrated measurement framework](https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-019-4807-5) (BMC Health Services Research, Jan 2020)
* [Can feedback approaches reduce unwarranted clinical variation? A systematic rapid evidence synthesis](https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-019-4860-0) (BMC Health Services Research, Jan 2020)
* [Innovating for improved healthcare: Policy and practice for a thriving NHS](https://www.rand.org/pubs/research_reports/RR2711.html) (RAND Corporation, Jan 2020)
* [Accelerating transformation: How systems are funding and resourcing ‘engine room’ staff](https://www.nhsconfed.org/-/media/Confederation/Files/Publications/Documents/Accelerating_transformation.pdf) (NHS Confederation, Dec 2019)

Patient Experience & Engagement

* [Practices to Foster Physician Presence and Connection With Patients in the Clinical Encounter](https://jamanetwork.com/journals/jama/fullarticle/2758456?guestAccessKey=391616d7-b6ad-4648-a08d-4381e92868a8) (Jan 2020)
* [Online patient feedback is mostly positive — but is not being used effectively](https://discover.dc.nihr.ac.uk/content/signal-000861/online-patient-feedback-is-mostly-positive-but-is-not-being-used-effectively) (NIHR Signal, Jan 2020)
* [Patients’ and healthcare workers’ recommendations for a surgical patient safety checklist – a qualitative study](https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-020-4888-1) (BMC Health Services Research, Jan 2020)
* [Shifting the mindset: a closer look at hospital complaints](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20191126%20-%20Shifting%20the%20mindset%20-%20NHS%20complaints%20.pdf) (Healthwatch England, Jan 2020)
* [Improving care by using patient feedback](https://content.nihr.ac.uk/nihrdc/themedreview-04327-PE/Patient-Feedback-WEB.pdf) (NIHR, December 2019)
* [Fresh eyes approach: A walkthrough to improve people’s experience of care in the last months of life in acute hospitals](https://www.hospiceuk.org/docs/default-source/What-We-Offer/Care-Support-Programmes/ECIP/fresh-eyes-report) (Hospice UK, Nov 2019)
* [Status Quo BINGO: Busting Myths About Partnering with Patients](https://www.patientlibrary.net/tempgen/208692.pdf) (Patient Experience Library, undated)

Efficiency & Planning

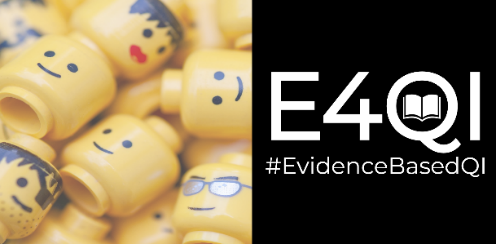
* [Community-centred public health: Taking a whole system approach](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/857029/WSA_Briefing.pdf) (Public Health England, Jan 2020)
* [Threats to safe transitions from hospital to home: a consensus study in North West London primary care](https://bjgp.org/content/70/690/e9) (British Journal of General Practice, Jan 2020)
* [Do virtual renal clinics improve access to kidney care? A preliminary impact evaluation of a virtual clinic in East London](https://bmcnephrol.biomedcentral.com/articles/10.1186/s12882-020-1682-6) (BMC Nephrology, Jan 2020)
* [Why does the NHS struggle to adopt eHealth innovations? A review of macro, meso and micro factors](https://www.biomedcentral.com/epdf/10.1186/s12913-019-4790-x?) (BMC Health Services Research, Dec 2019)

Technology

* [Worcestershire Royal to give new mums iPads to help with bonding](https://www.digitalhealth.net/2020/01/worcestershire-royal-to-give-new-mums-ipads-to-help-with-bonding/) (Digital Health, Jan 2020)
* [Just 1 in 10 outpatient appointments conducted via video, RCP survey finds](https://www.digitalhealth.net/2020/01/just-one-in-10-outpatient-appointments-conducted-via-video-survey-finds/) (Digital Health, Jan 2020)
* [Bradford Teaching Hospitals to deploy UK-first remote examination device](https://www.digitalhealth.net/2019/12/bradford-teaching-hospital-deploy-remote-examination-device/) (Digital Health, Dec 2020)

Events & Training

* [Webinar: The NHS as an anchor](https://www.health.org.uk/about-the-health-foundation/get-involved/events/webinar-the-nhs-as-an-anchor-institution), 31 Jan 2020, 12.30-13.30 (The Health Foundation, free webinar)
* [Webinar: Population Health Management with Jonny Pearson-Stuttard](https://ihm.org.uk/event/ihm-webinar-event-population-health-management-with-jonny-pearson-stuttard/), 3 Feb 2020,17.00-18.00 (Institute of Healthcare Management, free webinar)
* [Webinar: New to Q](https://q.health.org.uk/event/new-to-q-webinar-2/), 6 Feb 2020, 12.00-12.45 (The Q Community, free webinar for Q members)
* [Webinar: Beyond Mindfulness for health: how Mindfulness can help us change our organisations – Karen Liebenguth](https://q.health.org.uk/event/beyond-mindfulness-for-health-how-mindfulness-can-help-us-change-our-organisations-karen-liebenguth-zoom/), 7 Feb 2020, 13.00-14.00 (The Q Community, free webinar)
* [Webinar: ‘The Quiet Revolution in QI: Safety-II and the Return of Practical Expertise’ – Andrew Smaggus and Suzette Woodward](https://q.health.org.uk/event/the-quiet-revolution-in-qi-safety-ii-and-the-return-of-practical-expertise-andrew-smaggus-and-suzette-woodward/), 11 Feb 2020, 13.00-14.00 (The Q Community, free webinar)
* [ActNow e-learning programme](https://portal.e-lfh.org.uk/Component/Details/596222) (NHSE and HEE, free online training)
* [Webinar: ‘Redesigning public services to put relationships at their heart’ – with Katie Rose](https://q.health.org.uk/event/redesigning-public-services-to-put-relationships-at-their-heart-with-katie-rose-zoom-video-phone/), 13 Feb 2020, 13.00-14.00 (The Q Community, free webinar)
* [Event: Central London Community Healthcare Improvement Celebration Event](https://q.health.org.uk/event/clch-improvement-celebration-event/), 19 Mar 2020, 9.00-17.00 (London, Free)
* [Elective Care Community of Practice online platform](https://www.england.nhs.uk/elective-care-transformation/community-of-practice/) (free – join now!)
* Q members are entitled to a [15% discount to the International Forum on Quality and Safety in Healthcare](https://q.health.org.uk/event/the-international-forum-on-quality-and-safety-in-healthcare/?biro-member-login=1) in Copenhagen on 28-30 April 2020.



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