1. Improvement
* [How to sustainably build capacity in quality improvement within a healthcare organisation: a deep-dive, focused qualitative analysis](https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-021-06598-8) (BMC Health Services Research, June 2021)
* [Completeness of reporting of quality improvement studies in neonatology is inadequate: a systematic literature survey](https://bmjopenquality.bmj.com/content/10/2/e001273.info) (BMJ Open Quality, June 2021)
* [Managing high frequency users of an electronic consultation system in primary care: a quality improvement project (](https://bmjopenquality.bmj.com/content/10/2/e001310)BMJ Open Quality, June 2021)
* [How to specify healthcare process improvements collaboratively using rapid, remote consensus-building: a framework and a case study of its application](https://bmcmedresmethodol.biomedcentral.com/articles/10.1186/s12874-021-01288-9) ([BMC Medical Research Methodology](https://bmcmedresmethodol.biomedcentral.com/), May 2021)
* [Designing for value in specialty referrals: a new framework for eliminating defects and wicked problems](https://catalyst.nejm.org/doi/full/10.1056/CAT.21.0062) (NEJM Catalyst, June 2021)
* [Development of an Implementation Process Model: a Delphi study](https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-021-06501-5) (BMC Health Services Research, June 2021)
* [A practical guide to the art of psychological safety in the real world of health and care](http://horizonsnhs.com/wp-content/uploads/2021/06/A-practical-guide-to-the-art-of-psychological-safety-in-the-real-world-of-health-and-care-.pdf) (NHS Horizons, June 2021)
* [The History of PDSA, PDCA, and Dr. Deming](https://www.jflinch.com/the-history-of-pdsa-pdca-and-dr-deming/) (JFlinch, June 2021)
* [Two Popular Process Improvement Methodologies Explained](https://blog.kainexus.com/continuous-improvement-software/2-popular-process-improvement-methodologies-explained) (KaiNexus, June 2021)
* [Wrong site surgery – wrong patient: invasive procedures in outpatient settings](https://www.hsib.org.uk/documents/318/HSIB_full_report_wrong_site_surgery_wrong_patient.pdf) (Healthcare Safety Investigation Branch, June 2021)
* [Four innovation hubs to be established as part of the Health Foundation’s programme to improve the adoption of health care improvements](https://www.health.org.uk/news-and-comment/news/four-innovation-hubs-to-be-established-as-part-of-the-health) (The Health Foundation, June 2021)
* [Linking Quality, Safety, and Wellness Through Health Care Debriefing](http://www.ihi.org/communities/blogs/linking-quality-safety-and-wellness-through-health-care-debriefing) (IHI, June 2021)
* [Walsall Healthcare Trust’s QI Awards 2021 poster gallery](https://www.walsallhealthcare.nhs.uk/professionals/quality-improvement/quality-improvement-awards/qi-awards-2021-posters/?table_filter=) (Walsall Healthcare Trust, 2021)
1. Patient Involvement
* [Framework for involving patients in patient safety](https://www.england.nhs.uk/wp-content/uploads/2021/06/B0435-framework-for-involving-patients-in-patient-safety.pdf) (NHSE/I, June 2021)
* [Bringing Patients, Clinicians, and Researchers Together to Get Better Outcomes](http://www.ihi.org/communities/blogs/bringing-patients-clinicians-and-researchers-together-to-get-better-outcomes) (IHI, June 2021)
* [Admin matters: the impact of NHS administration on patient care](https://www.kingsfund.org.uk/publications/admin-matters-nhs-patient-care) (The Kings Fund, June 2021)
* [Four priorities to reaffirm patient voice in the coming era of AI healthcare](https://blogs.lse.ac.uk/impactofsocialsciences/2021/06/18/4-priorities-to-reaffirm-patient-voice-in-the-coming-era-of-ai-healthcare/) (LSE blog, June 2021)
* [Bottom-up citizen engagement for health emergency and disaster risk management: directions since COVID-19](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736%2821%2901233-2/fulltext) (The Lancet, June 2021)
1. Strategy
* [Accelerating population health improvement](https://www.bmj.com/content/373/bmj.n966.full) (BMJ, 2021)
* [A new deal for surgery](https://www.rcseng.ac.uk/about-the-rcs/government-relations-and-consultation/position-statements-and-reports/action-plan-for-england/) (Royal College of Surgeons of England, May 2021)
* [Workforce burnout and resilience in the NHS and social care](https://publications.parliament.uk/pa/cm5802/cmselect/cmhealth/22/2202.htm) (House of Commons Health and Social Care Committee, June 2021)
* [Providers deliver: collaborating for better care](https://nhsproviders.org/media/691546/deliver-final.pdf) (NHS Providers, June 2021)
* [Corporate services productivity toolkit](https://www.england.nhs.uk/publication/corporate-services-productivity-toolkit/) (NHS England, May 2021)
* [Using targets to improve public services](https://www.instituteforgovernment.org.uk/sites/default/files/publications/targets-public-services.pdf) (Institute for Government, June 2021)
* [My role in tackling health inequalities: a framework for allied health professionals](https://www.kingsfund.org.uk/publications/tackling-health-inequalities-framework-allied-health-professionals) (The Kings Fund, June 2021)
* [Strengthening NHS board diversity](https://www.nhsconfed.org/sites/default/files/2021-06/Strengthening-NHS-board-diversity-report.pdf) (NHS Confederation, June 2021)
* [Moral distress and moral injury: recognising and tackling it for UK doctors](https://www.bma.org.uk/media/4209/bma-moral-distress-injury-survey-report-june-2021.pdf) (British Medical Association, June 2021)
* [A qualitative study of experiences of NHS mental healthcare workers during the Covid-19 pandemic](https://bmcpsychiatry.biomedcentral.com/articles/10.1186/s12888-021-03261-8) (BMC Psychiatry, May 2021)
1. Technology
* [Patients and machines: does technology help or hinder empathy and person-centred care? (The Health Foundation, June 2021)](https://www.health.org.uk/news-and-comment/charts-and-infographics/patients-and-machines-does-technology-help-or-hinder-empathy)
* [How to Measure the Value of Virtual Health Care](https://hbr.org/2021/06/how-to-measure-the-value-of-virtual-health-care) (Harvard Business Review, June 2021)
* [Digital boards: tackling digital inclusion means designing services that meet all your users’ needs](https://nhsproviders.org/media/691631/digital-download-june-2021.pdf) (NHS Providers, June 2021)
* [Digital skills in mental health guide: an interactive tool for teams to make progress together](https://www.nhsconfed.org/sites/default/files/2021-06/Digital-skills-in-mental-health-guide.pdf) (NHS Confederation, June 2021)
* [Data saves lives: reshaping health and social care with data (draft)](https://www.gov.uk/government/publications/data-saves-lives-reshaping-health-and-social-care-with-data-draft/data-saves-lives-reshaping-health-and-social-care-with-data-draft) (Department of Health and Social Care, June 2021)
* [The protection of personal data in health information systems: principles and processes for public health](https://apps.who.int/iris/bitstream/handle/10665/341374/WHO-EURO-2021-1994-41749-57154-eng.pdf) (World Health Organisation Europe, June 2021)
* [Locked out: digitally excluded people’s experiences of remote GP appointments](https://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/Digital%20Exclusion%20v4.pdf) (Healthwatch England, June 2021)
* [Mobile app for long Covid launched in 27 NHS trusts](https://www.digitalhealth.net/2021/06/mobile-app-for-long-covid-launched-in-27-nhs-trusts/) (Digital Health, June 2021)
* [Switched on: how do we get the best out of automation and AI in health care?](https://www.health.org.uk/sites/default/files/upload/publications/2021/SwitchedOn_WEB.pdf) (The Health Foundation, June 2021)
* [Designing and introducing digital solutions for nurses](https://www.nursingtimes.net/clinical-archive/healthcare-it/designing-and-introducing-digital-solutions-for-nurses-30-06-2021) (Nursing Times, June 2021)
1. Awards, Events & Training
* [An Introduction to Innovation in Healthcare](https://www.futurelearn.com/courses/innovation-in-healthcare) - beginning July 2021 (free 4 week virtual course, University of Bath & West of England AHSN)
* [QI South West Conference - 14 August 2021](https://www.qisw.uk/) (free virtual event, abstract submissions now open)
* [Technology & Data in 2030 - 9 September 2021](https://events.catalyst.nejm.org/events/technology-data-in-2030) (free virtual event, NEJM Catalyst
* [Fab Change Day 2021 - 24 November 2021](https://fabnhsstuff.net/campaigns/fabchange21)
* [THIS Space 2021- 24-25 November 2021](https://www.thisinstitute.cam.ac.uk/events/this-space-2021/)
* [COVID-19: Psychological First Aid](https://www.futurelearn.com/courses/psychological-first-aid-covid-19) (free virtual course, Public Health England)
* [Collaborative Working in a Remote Team](https://www.futurelearn.com/courses/collaborative-working-in-a-remote-team) (free virtual course, University of Leeds)
* [Improvement Fundamentals](https://www.england.nhs.uk/sustainableimprovement/improvement-fundamentals/) (free ongoing virtual courses, NHSE)
* [Uplifting resources for the NHS from the NHS](https://library.nhs.uk/nhs-staff-and-learners/uplifting-resources/) (Health Education England)

