

OUR APPROACH TO IMPROVEMENT



Somerset
NHS Foundation Trust

Somerset NHS FT Improvement Team

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Team



Background



Somerset NHS FT (SFT) – England's first integrated healthcare provider – faced challenges with limited internal resources for quality improvement (QI), reliance on external consultants, and fragmented improvement efforts. This hindered efficient, sustainable change.

Aim



Build a thriving culture of quality improvement (QI) across SFT, empowering colleagues to enhance care and health outcomes for the community we serve.

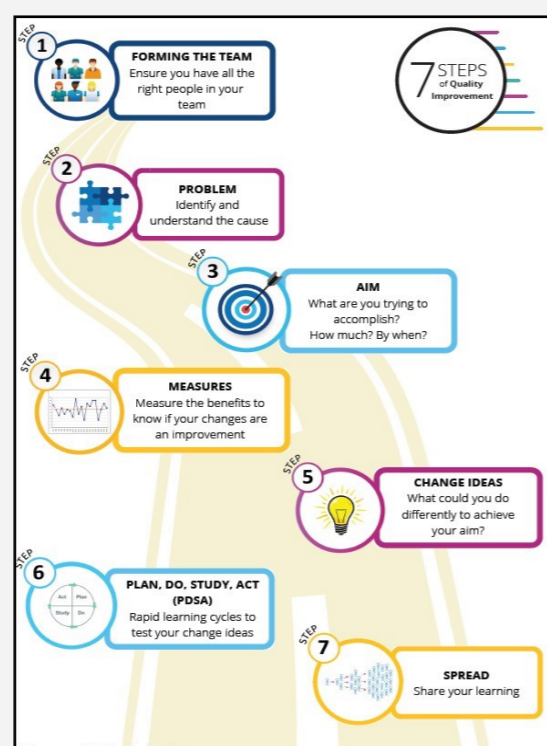
QI Approach



All projects follow our blended **7 Steps** process which is based on IHI methodology and underpinned by the Quadruple Aim. All of our specialties are woven through the 7 steps.

We offer all colleagues tiered and CPD accredited training in QI and training in other specialisms including project management. We provide bespoke coaching, support and a suite of templates, tools and resources.

We share and celebrate learning from QI projects internally and externally through events, awards and publications.

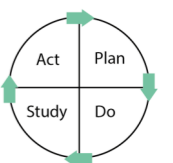


Measures



- QI Culture: Staff surveys
- QI Capability: Colleagues trained
- Financial Impact: Cost savings achieved
- Patient Experience: Surveys and outcomes data

Learning



- Board-Led Investment and support was crucial
- Building capability at all levels has been essential for sustained improvement
- Breaking down silos and fostering a culture of learning and collaborating have been key

Impact



- Awarded a Blue Plaque from The Academy of Fabulous Stuff for our “board to ward” QI culture.
- £4.6m p.a. saved through optimised processes.
- Reduced waiting times and shorter hospital stays.
- CPD accreditation of our QI training with ~3,000 colleagues trained to date.

Get in touch with us: improvement@somersetft.nhs.uk

CULTURE | COLLABORATION | CELEBRATION | COMMUNITY