Healthcare Improvement Scotland | ihub

Event Summary

Cluster Quality Leads (CQL) Network Session

22 September 2022

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🐦 @SPSP_PC

Aims

1. Enable **networking** and peer support amongst CQLs
2. **Discuss** the vision for clusters in the strategic context
3. **Learn** about different engagement models and practical tools, and
4. Set up the CQL network and **co-produce** the activities of the network going forward.

Agenda

Time	Item	Who
13:00	Welcome, scene setting, introduction to the day	Nico Grunenberg / April Masson
13:08	**Where we are**	
	GP Cluster Learning Cycle report	Amaia Ibanez de Opacua / Sal Peterson
	Strategic direction	Michelle Watts
13:30	**Learning about engagement frameworks and tools**	Rebecca Green
13:55	*Break*	
14:00	**Where we want to be – Breakout room discussions**	
	1. Co-designing the CQL network (What and how)	Breakout rooms
	2. Improvement and other priorities (practice, cluster, boards)	Breakout rooms
14:50	**ihub resources and support available**	April Masson
14:55	Next steps and closing remarks	Nico Grunenberg

Engagement

76 CQLs from across **10 NHS boards** registered for the event.
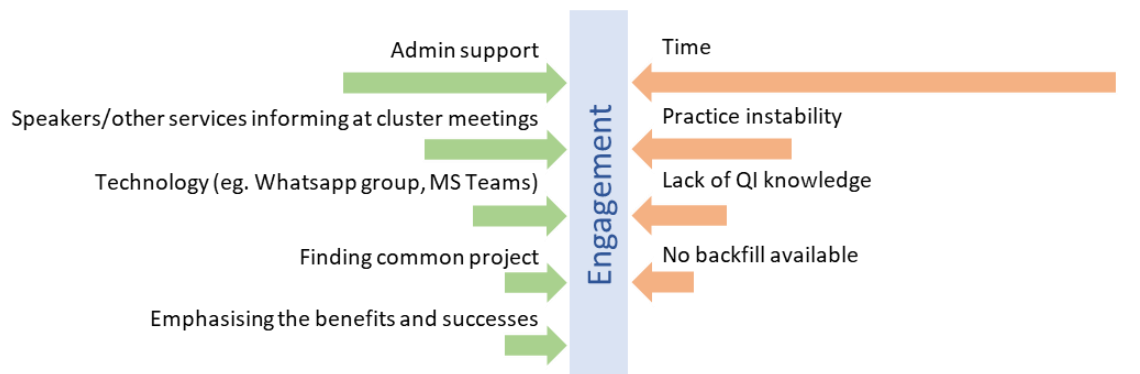
52% CQLs in post in Scotland.

There were also **18** non-CQLs (e.g. clinical leads, primary care leads, practice managers, special boards, etc.) that registered.

Learning about Engagement – chat summary

Top themes from comments in the chatbox *

What has helped you to increase engagement in cluster work? Vs Roadblocks to engagement
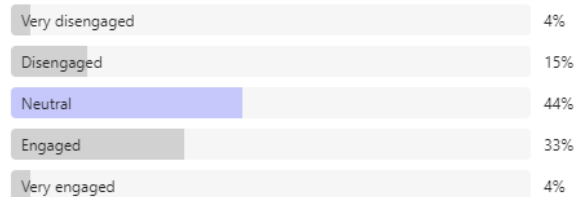
Engagement

What has helped (left side):
- Admin support
- Speakers/other services informing at cluster meetings
- Technology (eg. Whatsapp group, MS Teams)
- Finding common project
- Emphasising the benefits and successes

Roadblocks (right side):
- Time
- Practice instability
- Lack of QI knowledge
- No backfill available

* Note - likes to comments were considered in the count

What does engagement mean to you?

shared responsibility   multidirectional communication
Active participation   Safe space   meetings
active listening   buy   Enthusiasm   shared urgency
shared   involvement of PQLS
involvement
audit work   attendance   Communication   interesting subject
common priorities
enhanced communication   multidisciplinary input   meaningful involvement

73 responses

How engaged do you think your PQLs or stakeholders are?

Very disengaged	4%
Disengaged	15%
Neutral	44%
Engaged	33%
Very engaged	4%

54 responses

Resources mentioned

- [How to make change happen in general practice | The King's Fund (kingsfund.org.uk)](#)
- [The 8-Step Process for Leading Change | Dr. John Kotter (kotterinc.com)](#)

Group discussion – What do you want to get out of the network?

Themes from responses provided at registration and comments in the Jamboards

- Ideas / inspiration
- Networking
- Communication means
- Peer support and collaboration
- Sense check approaches
- Hearing what others are doing
- Benchmarking
- Better understanding (e.g. CQL role, others' roles, and how to support clusters)
- Learning about engagement
- Opportunities to spread/scale (e.g. off-the-shelf projects)
- Influencing (e.g. how to manage difficult issues such as funding and access to support)
- Training / mentoring / contacts for guidance
- Discuss cluster strategy
- Information

Group discussion – How do you want the network to work together?

CQL Network sessions – top themes

CQL network sessions

- Mainly MS Teams / virtual meetings with an annual face-to-face meeting.

- Avoid Mondays and Fridays, rotate day and provide sufficient notice.

- Lunchtime meetings.

- Quarterly or 4 monthly meetings most preferred.

- Generally people open to others (especially PQLs and HSCP/board reps) joining the meetings but also protected time for CQLs to come together.

- A mix of formal presentations (e.g. project presentations) and informal small group discussion was preferred.

- Various topics were suggested:
  - How to deal with practices/PQLs not engaged (5)
  - Support clusters/CQLs have in different areas (3)
  - Successful projects (2)
  - Skills development: soft skills (1), leadership skills (1), QI education (1)
  - Sharing/presentations from CQLs in all areas (1)
  - What is happening nationally (1)
  - Consider everyone's priorities in QI topics - collaboration? (1)
  - Involvement from NHS Boards/HSCP (1)
  - Roles and responsibilities of CQLs – intrinsic and extrinsic (1)
  - Are there other services eg. AHPs, leads who are linked to PC? (1)
  - Getting to know each other (1)

Some mentioned measures need to be considered to support participation (e.g. PLT, funding, hybrid events).

CQL Network - MS Teams group

MS Teams group

- 'needs to be well managed and structured so easy to navigate'
- 'may be self-selective where some CQLs may not join'

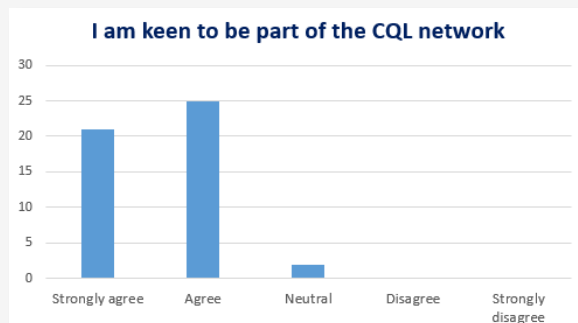### Database of QI projects

Database of QI projects

- Single page summary (e.g. title and abstract), with contact details and tools used
- 'Keeping existing records of cluster activity up to date and close obsolete'
- 'Databases could be useful but would seem to be top-down rather than bottom-up working'
- Avoid duplication by linking with existing local databases
- 'Not sure anyone has time to look at a database - we have loads of case studies on line to limited effect' *(non-CQL group)*

Other potential activities

- Email server, Whatsapp
- Website for clusters to add their resources to share with others and learn
- Off-the-self QI projects

NOTE - Participants were also asked about their improvement and non-improvement priorities at practice, cluster and board/HSCP level. Some groups ran out of time to complete and some comments on the Jamboard needed clarification. A follow up discussion will take place at the next meeting.

Feedback

I am keen to be part of the CQL network

I have gained insights, ideas and knowledge that would help me in leading or supporting a cluster

What is one thing you will take from today's session?

> Our cluster's problems aren't unique!"

> Ideas for cluster support to follow up."

> Helpful tips on engagement and knowing we are all in similar positions."

> We are all in the same boat."

> Encouragement, collective engagement and aspiration."

Next Steps

Thank you to all participants and presenters! We look forward to continuing working with you!

Based on the comments raised on the day, we would like to focus on the following activities over the coming months:

CQL MS Teams channel

A CQL MS Teams group will be created for people to connect with each other in between sessions. We will be in touch to invite you to join when it is ready.

Next CQL Network meeting in early 2023

The next CQL Network meeting will be in early 2023. We will co-produce the agenda for the day by using MS Teams channels. A calendar of meetings for 2023 will be agreed.

Database of QI projects

We will be exploring the options for setting up a database of QI projects, ideally within the MS Teams channel, so that people can upload their projects themselves.