1. **Quality improvement programme**
This Health Foundation funded programme aims to establish a whole system approach to improving health care in Milton Keynes that is driven by primary care, patient engagement and evidence-based practice.

2. **Partnership working**
A partnership of health:mk, the PPI, the PCT and the Centre for Evidence-Based Medicine, Quality:MK is piloting initiatives, experimenting with processes and tools, through which to improve the quality of care, ensuring that it is:

- **Patient-centered:** engaging patients and the public in setting the agenda for quality improvement, piloting changes, and revising care pathways
- **Primary care led:** initiating quality improvements in response to priorities; piloting and implementing changes in practice and monitoring their impact
- **Evidence-based:** working with best evidence and best practice, and using the Map of Medicine, to inform day-to-day practice and service development

3. **Three work-streams**
The programme is underpinned by collaborative working to:
• support effective patient and public engagement
• develop working processes to support work on clinical pathways
• promote evidence-based clinical discussions.

4. Component pilot projects

• Smoking cessation pathway for adults localised into the Map of Medicine Mar 07. Next stage is to focus on clinical and public engagement.
  • Review & service redesign: diabetes pathway launched Dec 07
  • Five further pilot projects launched early 2008:
    Practice-based: carpal tunnel syndrome, patient empowerment
    Pathway reviews: mild to moderate depression, dyspepsia, weight management. Project on brief interventions around alcohol yet to commence
  • Local initiative on managing prescribing for complex patients already underway, contributing to understanding of how to improve services.

5. Project support

A small, temporary, part-time, project team is supporting the programme, working with colleagues in the trust and in practices, by developing resources, offering training and also by demonstrating ways of working.

5.1 Tools

The work is supported by the Quality: MK toolkit, and the journal clubs toolkit drafted in 2007. Quality:MK is piloting the Map of Medicine as a robust, evidence-based tool to support clinical practice and the review of clinical pathways. The PEC has agreed that revised pathways will be published into the Map.

5.2 Training 2008/9

Workshops are being planned on the following topics: patient engagement, Influencing and negotiating, quality improvement techniques, effective meetings and communications, working with evidence, leading journal clubs.

5.3 Techniques: 2008

The team will be using the PDSA cycle, and lean thinking, to make progress

6. Further information

See the project pages at http://www.mkpct.org.uk/content.asp?ContentID=1359

Rev. April 2008

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