Welcome to QIFEST

✩ Immersive   ✩ Interactive

Let's make it count.
Enjoy the day!

Engaging Workshops ✩ Inspirational Talks ✩

Think QI

Your Pocket Programme

Get ready to challenge the norm, spark fresh ideas, and supercharge your improvement mindset. This pocket programme is packed with all the essential tools and insights from QI fest. It's your go-to guide **all available on your phone – like a low-fi app!**

Find what you're looking for
You can use the navigation links at the top of each page, use the **'index'** page or just scroll down! Each page has interactive buttons and links to click - just like an app.

Key sections

Agenda of the day

Workshop summaries with key links

Tools library from the experience fair

Headline acts and keynote speakers

Agenda

9.30am   **Check-in and welcome - grab a wristband and network**

10.00am   **Opening act: let's kick things off!**
Anita Pisani, Deputy Chief Executive and Director of Workforce and Business Development

10.15am   **Setting the scene: festival line up and QI**
Amy Edwards, Assistant Director of Improvement and Transformation

10.30am   **Main stage: behavioural science x QI - behind the behaviour (keynote talk)**
Dan Berry, Head of Behavioural Science NHS England

11.30am   **Break**

11.45am   **Workshop tents: interactive breakout sessions**

1.00pm   **Lunch: munch and mingle at the experience fair**

2.00pm   **Main stage: innovation x QI -disrupting the status quo (keynote talk)**
Dr Sarah Robinson, Director of Delivery Health Innovation East

3.00pm   **Break**

3.15pm   **Open mic live!**

3.45pm   **Mic Drop: Taking Change Forward**

Keynote speakers

Dan Berry
Head of behavioural science

Dr Sarah Robinson
Director of Delivery

Dan Berry

Unlocking behavioural science for meaningful improvement

Hear from a leading national expert on applying behavioural science to design and drive effective change. Discover practical ways to boost motivation, inspire others, and see how small shifts can lead to big impact.

Read the presentation from Dan

Dr Sarah Robinson

Innovation and radical change: a call to action

Dr Sarah Robinson, Director of Delivery at the Health Innovation Network, leads 50+ projects for 6 million people and a national wound care program. As NIHR ARC East of England Implementation Lead, she advances applied research. A clinical psychologist, she has shaped NHS strategy, including dementia care and an award-winning safeguarding app.

Read the presentation from Sarah

Read more from Sarah on the NIHR website

Workshops

Discovery den

Participants engage with the Plan Do Study Act (PDSA) cycle in a fun, interactive way, learning how failure drives improvement and applying practical insights to workplace challenges.

Read more

Trailblazers tent

Participants apply a productivity-boosting framework, explore strategies to accelerate progress, strengthen neural connections to enhance confidence, motivation and willpower. Driving meaningful change within six months.

Read more

Leaders line up

This session helps participants lead QI initiatives by tackling challenges, prioritising improvements, and taking action—regardless of role—while exploring strategies to navigate complexity and drive meaningful change.

Read more

Clinicians corner

Participants reflect on purpose, explore the 15m30s approach, and discover how small changes enhance care, reduce frustration, and bring joy to work while improving patient outcomes.

Read more

Discovery den

"Enter the den! Let's explore, experiment. and learn together. Small changes lead to big improvements. Dive in, have fun, and enjoy the journey—every step brings new insights!"

Key takeaways

PDSA is practical and powerful

You can apply the Plan-Do-Study-Act (PDSA) cycle to test and refine ideas in real-world settings.

Failure is part of the process

You can see trial and error as essential for finding the best solutions.

Confidence to take action

The hands-on experience gives you the tools and mindset to bring QI into your workplace.

Key links and downloads

Download the **'Discovery den presentation'**

Disovery den summary

PDSA cycle

Back to 'Workshops'

Trailblazers tent

"Welcome, Trailblazers! Improvement is about working smarter; it's about focusing on what matters. With the right tools, we can manage capacity and keep moving forward. Let's begin!"

Key takeaways

Productivity unlocked

You can use a structured framework to work smarter and accelerate progress.

Mindset matters

Strengthening neural connections can help you boost confidence and motivation to drive changes.

Ready for action

You now have a clear plan to implement meaningful change within the next six months.

Key links and downloads

Download the **'Trailblazers Tent presentation'**

Trailblazer summary

Impact vs effort

Kanban

Back to 'Workshops'

Leaders line up

"Leaders line up starts here! Let's explore how testing ideas and embracing challenges, can create real change. Let's make an impact!"

Key takeaways

Leadership is for everyone

Gain insights into how anticipating concerns and emotions can lead to more effective, people-centred change management.

Navigating complexity

You can see trial and error as essential for finding the best solutions.
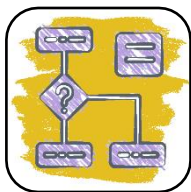
Making a difference across the system

You can extend QI beyond your team to improve care for patients, colleagues, and communities.

Key links and downloads

Download the **'Leaders line up presentation'**

Problems and messes

CIA framework

Empathy maps

Back to 'Workshops'

Clinician corner

"How can we help the NHS thrive, not just survive? Let's explore how doing good, creating happiness, and finding joy in work can drive real change."

Key takeaways

Reconnecting with purpose
Reflecting on why you work in healthcare can reinforce your passion for making a difference.

Small changes, big impact
Using the 15m30s approach, you can enhance care and reduce frustration with simple, effective changes.

Joy in work is Key
Fostering workplace happiness can improve patient safety, experience, and overall care quality.

Key links and downloads

Download the **'Clinicians corner presentation'**

30m15s

Spreading joy

Back to 'Workshops'

Tools library

Tempo of time: master your moments

Kanban   **Impact vs effort**   **Time jar**

Future frequencies: tune Into what's next

iHub   **RPA**   **Digital capabilities**

New perspectives: flip the script

Fishbone   **Squared wheels**   **User personas**

Vibes of victory: fuel your drive

Snapshots   **Research**   **Think QI**

iHub

iHub, developed by the Data Services Team, automates data collection, integration, and management to enhance analytics and business intelligence.

Using Power BI, it delivers dynamic insights through interactive dashboards. Built with an agile approach, iHub ensures a single, reliable source of truth via a central Modern Data Platform.

To access iHub, on your computer:

1) Double click the **iHub icon** on your desktop.

2) Login with with your @ccs.nhs.uk address – this is just your computer user name followed by @ccs.nhs.uk and computer password.

   This is not your email address - your nhs mail login will not work.

3) On the left menu bar, select **'apps'**.

4) In the list, select **'iHub Guide App for training'**.

5) Read up and get going! Please contact **ccs.dataservices@nhs.net** if you need help.

Back to 'Future frequencies'

Robotic processing and automation (RPA)

RPA allows the automation of repetitive tasks using intelligent software "robots". Our RPA "bots", **Ada** and **Chuck**, can mimic human actions to complete repetitive, high-volume tasks across applications and systems.

Ada can...

- Work 24/7, to complete tasks faster and more accurately than humans, increasing our effiency.

- Integrate with existing IT infrastructure, allowing for a smooth implementation within an organisation.

- Easily scale up or down to meet changing business demands, making it flexible.

For more information

This helpful youtube video shows how RPA works and how useful it can be.

Watch 'MAN vs. BOT'

Back to 'Future frequencies'

Digital capabilities

The 'Digital Essentials Toolkit' is designed to provide quick solutions for your digital tool challenges. Whether you're learning how to create charts or setting up a webinar, this toolkit makes it simple to access the support you need, when you need it. It covers the essential tools we use daily, with clear, interactive links guiding you directly to support resources.

Download the 'Digital Essentials Toolkit'

Some of the links in the toolkit require intranet.

For more information

To find out more about digital capabilites or to download the toolkit on your computer, please intranet search 🔍:

'digital and data skills'

Back to 'Future frequencies'

QI Snapshots

Our QI Snapshots provide clear, concise summaries of improvement projects across the Trust. These snapshots showcase the impact of quality improvement in action. Explore our collection to gain insights, learn from best practices, and see how teams are driving positive change.

Read 'Emotional Health and Wellbeing Service'

Read 'Falls prevention programme'

Read 'Online booking'

Read 'Patient engagement'

Read 'Patient transport'

Read 'Patient self BMI and BP readings'

Read 'Virtual group consultations'

Back to 'Vibes of victory'

Research

To facilitate Research at our Trust we have a dedicated Research Team which works across all our services to support the delivery of NIHR research projects.

We are dedicated to involving patients in research while fostering a research culture among staff, even supporting them in developing clinical projects linked to degrees or fellowships.

- We offer advice on how to design your study
- We grant permissions
- We register your research in our log
- We signpost you to useful organisations

For more information

If you would like to know more about research and the research team, please intranet search 🔍:

'research'

Contact **ccs.gen-cambs-researchhub@nhs.net** if you need any help or would like advice.

Back to 'Vibes of victory'

QI community

If you would like to know more about the QI community and join please intranet search 🔍:

'QI community'

QI showcase

If you would like to know more about QI showcase or would like to get involved please intranet search 🔍:

'QI showcase'

QI horizon scanners

Applying for awards and funding can be tricky, getting started is often the hardest part. Luckily QI has developed some 'Let's apply' guides to help you jump start your next application.

Download 'Let's apply: award applications'

Download 'Let's apply: funding applications'

Back to 'Vibes of victory'

QIFEST

Index

Feedback

All feedback is welcome about the day, the workshops, the key note speakers, the team or even this pocket programme!

A link will be emailed to each attendee after the event, so keep your eyes peeled.

If you can't wait and want to share your views now, you can just email the team:

ccs.improvementteam@nhs.net

Thank you!