

Our Ref: 67562

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[southseftonccg.foi@nhs.net](mailto:southseftonccg.foi@nhs.net)

**NHS South Sefton CCG**  
Magdalen House  
Trinity Road  
Bootle  
Merseyside  
L20 3NJ

Tel: 0151 317 8456  
Email: [southsefton.ccg@nhs.net](mailto:southsefton.ccg@nhs.net)

## Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Quality Improvement within NHS South Sefton CCG.

### Request/Response:

1. What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?

Many departments across the CCG are involved in these activities including the Commissioning, Quality, Primary Care and Medicines Management teams.

2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.

The CCGs Chief Nurse heads up our quality function, however quality improvement work runs across many teams as question 1.

3. The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.

The CCG does not have a single approach, it would depend on the issue and area of focus.

4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.

The CCGs Medicines Management Team were finalists in the HSJ value awards in 2018 for their work relating to the ordering of repeat prescriptions.

In 2020 the team were finalists in the Primary Care Pharmacist Association (PCPA) Excellence in General Practice Pharmacy Awards 2020 for their work undertaken to support patients during the COVID pandemic.

5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.
6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.

For questions 5 & 6 - This responsibility is integral to many roles within the organisation and cannot be quantified in terms of FTE.

7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

There is no specific budget due as the work is dispersed across many teams.

8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

The CCG has access to local quality improvement training through membership of AQUA and staff can access training as and when relevant.

In addition specific quality improvement training was highlighted as follows:

2018: 1  
2020: 1