



Embedding quality and improvement within an ambulance trust

We began our quality improvement (QI) journey last year, aiming to deliver high-quality care that is safe, appropriate for patients, financially sustainable, and integrated into the wider operational system.



The service has adopted a systematic and structured approach from Lean Six Sigma methodology, enabling a deep dive into problems identified as part of a wider quality management system. Unlike other NHS trusts, ambulance trusts have not engaged with QI as successfully. To embed QI in the organisation, we had to create a psychologically safe culture that supports people to have a sense of control and influence over the improvements they can deliver.

To achieve this, the trust is delivering three key enablers:

- development of QI capability,
- leadership and social connectedness, and
- effective use of data and digital tools.

Two organisational-wide QI projects were identified last year, focusing on keeping patients safe in the stack (KPSITS) and recruiting emergency medical advisors (EMAs) and health advisors (HAs). Both projects have demonstrated significant improvements for patients and people, achieved through board-to-floor support and collaboration with engaged individuals who provide valuable insights to support problem resolution.