



Improvement Matters - MCHT approach to Improvement

Continuous improvement is essential to providing the best care possible at Mid Cheshire and focuses on us working together to make small changes everyday as part of our daily work that add up to make a big difference overall. Continuous improvement is a scientific way of thinking to solve our problems by focusing on our biggest challenges.

Improvement Matters

Improvement Matters is our single Trust-wide approach to improving the quality of care for patients at Mid Cheshire. It provides a structured approach to problem-solving and a framework for all our improvement activity that is aligned to our Improvement Aims to ensure we are all pulling in the same direction.

Improvement Matters aims to build and embed a culture of continuous improvement where staff are enabled and empowered to make improvements happen in their area of work by innovating and testing ideas collectively as part of a team. Improvement Matters is therefore different to other approaches used previously, in that it supports us all to get involved and test our own ideas in order to make improvements to things that matter to us. Therefore improvement is done by you and not to you!

Operating Model



We follow a 6-step process to make improvements, called our Improvement Matters 6Ds and use the A3 tool for our improvement work. This allows us to focus on the problem without jumping to the solution, to explore the root causes and ideas for improvement, to test and track these on a small scale and, importantly, to sustain our gains and celebrate and share our successes.

Continuous Improvement Training, Support and Coaching

Our Continuous Improvement Team supports and coaches you to problem solve using the A3 tool and our 6D approach. We provide dedicated training, coaching and access to all of the tools, resources and techniques you need to make improvements happen and to log your improvement work.

For more information about Continuous Improvement at MCHFT, please contact the Continuous Improvement Team: improvementmatters@mcht.nhs.uk or follow us on Twitter [@mchtimprovement](https://twitter.com/mchtimprovement)

