

QI Training Case Study: Jonathan Holt

Back in December we were over the moon to find out that we had our first ever graduate from our Virtual [QI Training](#) course. Jonathan Holt, Patient Safety Manager at Birmingham and Solihull CCG, completed our [Everyday QI](#) session as well as completing all of our [QI Masterclasses](#), so we decided to catch up with him to see what he thought about the training and how he plans to move forward on his QI journey.

Hey Jon, thanks for taking the time to talk to us, and once again congratulations on being our first person to graduate Virtual QI. Could you please briefly introduce yourself and your role?

My name is Jonathan Holt and I am a Patient Safety Manager at Birmingham and Solihull CCG. My role includes ensuring we have systems in place for oversight of Serious Incidents within commissioned services and follow up of themes and concerns that arise from these. It also involves working closely with commissioning, quality and contracting colleagues in the CCG to ensure there is a joined-up approach to oversight of quality and safety of commissioned services.



So what was your understanding of QI before taking part in the Virtual QI training course? What made you and your colleagues in the CCG want to take part?

I had an awareness of some QI concepts before taking the course, e.g. I had heard of PDSA cycles but didn't have a good understanding of how they could be used in practice. I wanted to take the course as it is important that there is a focus within the NHS on identifying opportunities for improving services and making positive changes and that we spend time doing more of this and less of other activities which don't add value. On a personal level I also wanted to improve my understanding of QI to help inform how I might use QI tools in future.

What was your experience like on the training? Were there any parts that were challenging for you at all?

I enjoyed the sessions; they were short and punchy but informative. There was a good balance of different activities to make things interesting. I think the technology and challenge of delivering training remotely was a bit difficult for everyone at times, but I thought the sessions were really well delivered.

What would you say was your favourite session or favourite part of the training? Was there anything that surprised you at all?

I enjoyed the parts about data and measurement and elements where it gave practical examples of real QI projects which made things more real and less theoretical. I also like the philosophy of trying things out to see what works and using knowledge of people on the ground rather than having a grand plan that lands on people from above and doesn't work.

How do you feel that you have now completed the training? What new bits of knowledge are you most excited about taking forward?

I feel the training has given me an insight into QI methods and makes me want to have a go at applying some of the tools in the real world. I would be keen to think about how we might be able to run some PDSA cycles linked to a QI project within our team in the future.

Lastly, if you had to compress it into a few sentences, what does Quality Improvement mean to you?

Quality Improvement for me is about doing things differently to get better results, it's about using a structured approach to find out what works and make a positive difference for services and patients to help make things better.