Improving Care Delivery and Services
Level 1

Course Description
We are offering a half day workshop to introduce Service Improvement tools and techniques that can be applied to the workplace.

Who Should Attend?
Anyone who would like to learn about Service Improvement

The Course Content
Includes...
- Model for Improvement and PDSA cycle
- Importance of measurement
- Stakeholders

Course Dates (9am–1pm)
- Classroom 1, Scarborough Hospital
  - 13th May 2014
- Malton Rugby Club
  - 10th June 2014
- Classroom 1, Post Grad Centre, York Hospital
  - 2nd July 2014

For individuals who are interested they will need to:
Staff must have the approval of their line manager to undertake this course.

How to book your place:
York Acute/Community: Complete a Fast Track Learning Leave Form and return to CLAD.York@york.nhs.uk
Scarborough Acute: Complete a Study Leave Form and return to CLAD.Scarborough@York.nhs.uk
SWR Community: Complete a Fast Track Learning Leave Form and return to CLAD.Scarborough@York.nhs.uk

For general information please contact Adelle Roberts on 01904 721691 / Adelle.Roberts@york.nhs.uk