

# 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

## 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

## The Course Content Includes...

- Model for Improvement and PDSA cycle
- Importance of measurement
- Stakeholders

## For individuals who are interested they will need to:

Staff must have the approval of their line manager to undertake this course.

For general information please contact Adelle Roberts on

**01904 721691 /  
Adelle.Roberts@york.nhs.uk**

## 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