

Date: Thursday, 15th April 2021  
Our Ref: MB/SH FOI 4675

Sid Watkins Building  
Lower Lane  
Fazakerley  
Liverpool L9 7BB  
Tel: 01515253611  
Fax: 01515295500  
Direct Line: 01515563038

**Re: Freedom of Information Request FOI 4675**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 06th April 2021.

Your request was as follows:

1. What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?

[Service Improvement & Transformation.](#)

2. The job title(s) for the manager or executive responsible for quality improvement work in your organisation.

[The programme of work currently reports to the Deputy Chief Executive.](#)

3. The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.

[The Walton Centre NHS Foundation Trust \(WCFT\) use a combination of Quality Improvement tools and techniques along with Lean methodology supported by models of improvement developed by NHS Improvement.](#)

4. The details of any awards or external recognition that your organisation has received for quality improvement projects / work in the last 3 years.

[Association of Perioperative Practice \(AfPP\)- Team of the Year \(2019\) for Walton Surgical Assistant .](#)

5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.

[There are 2 FTE - Head of Service Improvement & Transformation along with Service Improvement Manager.](#)

6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.

[There is no formal time set aside for others to do service improvement work however the teams within the Trust are given time to work on service improvement projects and programmes of work as and when required.](#)

7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

Financial year - Total

2018/19 - £320,020

2019/20 - £333,988

2020/21 - £416,625

8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest).

A significant amount of staff in the Trust were trained on A3 methodology over the last 3 years.

Please see our response above in blue.

#### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4675 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

**Mr. Mike Burns, Executive Lead for Freedom of Information**