

## Quality Improvement Project Charter

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<b>QI project team members:</b> (please provide full names)	<b>Sharon Kane - Community Receptionist</b> <b>Anna Davidson - Physiotherapist</b>
<b>Project Title:</b>	<b>An investigation of methods to influence exercise levels within a GP practice</b>
<b>Clinical team(s) involved:</b>	<b>Pentlands Medical Centre Staff</b> <b>Edinburgh Community Physiotherapy Service</b>
<b>Number of teams involved:</b>	<b>One</b>
<b>How are you getting Service Users/Carers involved?</b>	<b>N/A</b>
<b>Directorate/Service:</b> (please delete as appropriate)	Physiotherapy

**How does your project align with the six aims for improvement?** (please tick which aim(s) your project aligns with – you may choose more than one)

<i>Safe</i>		<i>Person-centred</i>	√
<i>Effective</i>		<i>Timely</i>	
<i>Efficient</i>		<i>Equitable</i>	√

**1. What are you trying to accomplish?**

*Topic or issue you would like to improve (1-2 sentences):*

**Increased activity levels of the local population**

*Aim statement (How good do you want to be by when?) (1 sentence):*

**Evaluate whether activity levels of Pentlands Medical Centre staff can be influenced and whether these methods can be used with patients by September 2017.**

*Why is this an important issue to tackle? Why does it matter to your service users/staff/directorate/ organisation? (4-5 sentences):*

**The Scottish Government reported in 2016 that a physically active lifestyle reduces the incidence of chronic conditions of particular concern in Scotland, such as cardiovascular disease, obesity and type-2 diabetes. Physical activity is also associated with better health and cognitive function among older people and can reduce the risk of falls in those with mobility problems. In 2008, the World Health Organisation (WHO) estimated that 3.2 million deaths per year could be attributed to low levels of physical activity.**

**Increasing local activity levels could reduce the burden on healthcare services, increase resilience against stress and help to improve the effectiveness and efficiency of the NHS.**

**Anecdotally, many patients attending the physiotherapy department were not undertaking the recommended 150 minutes of exercise/ week.**

**It is believed that if patients undertook regular exercise that they enjoyed then it would reduce their need to attend health services, including physiotherapy, and positively benefit their mental health & wellbeing.**

*Scope project - what specific processes will need to change to achieve your aim/goals? Types and numbers of patients/clients whose outcome will be affected:*

**The methods chosen would positively impact on the exercise undertaken by staff members or the advice they give to their patients.**

**10 volunteers willing to collect their activity levels in minutes/day for 3-4 months.**

*Could this have an impact on cost and what could be measured to help us understand that?*

**There could be an indirect impact on costs however this would be a separate project once an effective influential tool was found. There are a number of measures which could potentially be investigated such as diabetic control, need for antihypertensives or analgesia.**

*Do you have data that can tell you the current performance of the process and outcome?*

**No**

## **2. How will you know that a change is an improvement?**

### **Measures**

*How will you monitor your progress toward your goal(s)? List the process and outcome measures you plan to track.*

- **Outcome** - how you will track the progress of your improvement aim
- **Process** - how you will know how the parts of the system you need to change (to get you to your improvement aim) are performing and the impact of your changes on these.
- **Balancing** - do you need to keep watch in case your action has a unintended impact on other parts of the system or to see if something unrelated to your project is influencing project success?

**Outcome measures** – track the progress in number of active minutes/day, pre & post study questionnaires

**Process measures** – complete a driver diagram with local staff members, PDSA cycle

**Balancing measures** – the time period staff are required to record their active minutes having a negative impact on the project/  
reducing the number of volunteers

## **3. What changes can you make that will lead to improvement?**

*What change ideas would you like to test (the more the better)? What evidence is out there about what works?*

### **Change ideas:**

- **6 week commuter challenge –volunteers undertake to one journey per week using a more active transport method**

- Flipchart in the waiting room for staff to exchange ideas
- Display influential twitter messages in the staff room
- 2km a day walking challenge

Active living research (2016) commissioned by the Scottish Government reported that

- some behaviour-change programs that targeted information or advice to groups already motivated to walk or bike were found to be effective in shifting as much as a 5 percent of all household trips from cars to walking or cycling (1).
- Programs that were tailored to individuals or small groups who were already motivated to change their behaviour resulted in increased walking overall by 30–60 minutes per week, and walking for transportation by 15–30 minutes per week in the short term (2).

#### References

1. Ogilvie D, Egan M, Hamilton V, Petticrew M. Promoting walking and cycling as an alternative to using cars: systematic review. *BMJ*. 2004;329(7469):763. doi:dx.doi.org/10.1136/bmj.38216.714560.55.
2. Ogilvie D, Foster CE, Rothnie H, et al. Interventions to promote walking: systematic review. *BMJ*. 2007;334(7605):1204. doi:dx.doi.org/10.1136/bmj.39198.722720.BE.

#### 4. *What initial activities do you have planned?*

*These are the tasks associated with your project (not to be confused with change ideas) e.g. setting up an improvement team, gathering baseline data, conducting exercises and applying improvement tools to help you understand how the system is working and generate change ideas*

- Use driver diagram to collect ideas with members of team and utilise it as an inclusive method to get people on board
- Trial a data collect form with 3 staff members initially and revise as required
- Gather baseline activity levels
- Identify interested parties and keep them updated on the project's progress

5. **List any barriers that you can identify to getting this project going?**

9 week data collection period, required to collect adequate data to show a change, may off-putting for volunteers

6. **What ring-fenced time have you agreed for your team to meet?**

*(Should be weekly or fortnightly, for 30-60 minutes, with all improvement team members present)*

30 min fortnightly

7. **Name of line manager who has approved this project (if applicable):**

Claire Henderson

8. **Date charter submitted:**

1/10/17