What does it take to do Quality Improvement well?

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March 2018
1. Context

Interventions work differently in different settings
2. Complexity

Few changes really simple in a complex system
3. Counting

Current measures often give limited foresight
Improvement resources: www.health.org.uk
Diabetes Appointments via Webcam in Newham

'It’s brilliant. It was a ten-minute appointment. Getting to the clinic takes longer. It saved so much time. It’s for busy people with busy lives.'
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Thank you