

## Product Service Document

### RCEM Quality Improvement Programmes (QIPs)

Our Quality Improvement Programmes (QIPs) are designed to support NHS organisations and healthcare providers in achieving measurable, sustainable improvements in patient care and service delivery.

QIPs offer a structured approach to tracking progress and implementing meaningful change. Participants benefit from a comprehensive support package, including access to data tools, and ongoing engagement as outlined below:

**Access to Your Data** Each participating organisation is provided with a unique login to our secure online portal. In addition, multiple user accounts can be created to allow authorised team members to enter patient data directly. Participants can view, explore, and download their own data sets at any time, supporting local analysis, monitoring, and evidence-based decision-making.

**QIP Information Packs** To support sites with effective data collection, each QIP includes a comprehensive information pack. These packs provide clear guidance on inclusion criteria, help identify suitable cases for each project and offer step-by-step instructions for submitting data accurately. They're designed to ensure teams feel confident and well-prepared from the outset.

**Annual Local and National Reports** We provide bespoke local reports for each participating site, alongside a comprehensive national report that highlights system-wide findings, best practice examples, and sector-wide recommendations.

**Quarterly Newsletters** Our quarterly newsletter keeps participants informed with updates from across the programme, spotlight stories, improvement tips, and key dates for upcoming events.

**Regular Check-ins** We maintain regular contact with QIP sites through scheduled check-ins. These sessions provide an opportunity to review progress, share feedback, and receive tailored advice from our improvement team.

**Interactive Webinars** Throughout the year, we host a series of topic-focused webinars featuring expert speakers, peer case studies, and interactive Q&A sessions. These are designed to support knowledge sharing and foster a learning community.

**Support from the Quality Team** Participants have direct access to our dedicated Quality Team for ongoing advice and guidance. Support is available via email, offering help with:

- Navigating your data and reports
- Troubleshooting or technical queries
- Questions around data collection processes and requirements

We're here to ensure teams feel confident and well-supported at every stage of their improvement journey.