

Jen Knight

Improvement Practitioner, Berkshire Healthcare NHS Trust

Background and Clinical Audit Experience:

Jen has worked for Berkshire Healthcare NHS Foundation Trust (a combined Community and Mental Health Trust) since 2001. Prior to her current role, Jen worked within the clinical audit team for almost sixteen years, the last eight of that as Manager. She moved to her current role in September 2017.

Jen believes that in healthcare, improvement means finding innovative and different ways to make changes to existing processes, practices or services, that offer the means to make care safer, more clinically effective and often more cost effective. That may be through the sorts of activities Jen is currently part of, and it may be through Clinical Audit. It's all about using the right tool!

Where are they now?

Jen's role is as an Improvement Practitioner supporting wide-reaching quality improvement activities, leading the projects work stream as part of programme of work in her Trust. She has also supported teams making their own quality improvements as part of the Quality Improvement programme (known locally as QMIS) which is being rolled out and embedded across her organisation.

In 2017, she was selected to join 'Q' – an Organisation which is led by the Health Foundation and supported and co-funded by NHS Improvement. 'Q' connects people with improvement expertise, across the UK. Perfectly timed to her joining the QI team, this helps Jen share knowledge of continuous and sustainable improvement, and bring this to her Trust. Jen loves her current role, especially the variety it offers.

Words of wisdom:

Jen has kindly supplied the following suggestions for how to improve and strengthen Clinical Audit:

1. Clinical Audit needs to embrace other elements of QI like they want QI to embrace Clinical Audit. Neither one is superior to the other!
2. Work with data teams, service users, and front-line services to ensure changes you want to make are based on robust information and founded on data (from a variety of sources). Changes are too often based on unproven assumptions
3. Be outward facing and learn from others. It's easy to get bogged down in the day-to-day demands of national clinical audits, local reporting, etc. There's a world of ideas and support beyond your immediate circles... so use them!

You can follow Jen on Twitter: @jenknight46



Meet Jen...

Jen lives in Surrey with her husband and two children. As well as working in the NHS, Jen is an active Director with her husband of their own electrical company, and is Chair of Governors at her local school. The family are massive ice hockey fans and support the Guildford Flames.

Jen attended University of Sussex, gaining her BSc in Biology with Management. She has grown her personal development through courses in Leadership, and Clinical Audit and other Quality Improvement tools. Jen was chair of SCCAN regional audit network from 2009 to 2017, and part of NQICAN from 2013 to 2017. She has been a member of Q since 2017.

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