



International Forum on
QUALITY & SAFETY
in **HEALTHCARE**
LONDON

10-12 April 2024

**Together to Regenerate
Health and Care**

@QualityForum #Quality2024

H Institute for
Healthcare
Improvement

BMJ



International Forum on
QUALITY & SAFETY
in **HEALTHCARE**

Pecha Kucha

Panel

“Our hopes for improving the human experience in health and care...”

Pecha Kucha Panel

- Presenter 1 - **Forzana Nasir** – Lived Experience Partner, NHS England
- Presenter 2 - **Helen Lee** - Experience of Care Lead, NHS England
- Presenter 3 - **Serena Simon** – Director of Communities, Westminster City Council
- Presenter 4 - **Scott Ballard-Ridley** – Lived Experience Partner, NHS England
- Presenter 5 - **Louise Patmore** – System Change Lead, Changing Futures, West Sussex
- Presenter 6 - **Pedro Delgado** – Head of Europe and Latin America Regions, IHI



International Forum on
QUALITY & SAFETY
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Welcome to the Pecha Kucha Panel



International Forum on
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Forzana

Nasir



Forzana Nasir

Unveiling the Vital Role of lived experience partnerships for quality improvement.









My **personal health budget** gave me the **freedom to choose** what was right for me and that has helped me tremendously in managing my illness and mobility. As a result, **my experience of living with multiple conditions has improved**. Since having my personal health budget, I have **fewer hospital admissions** and **falls** which has resulted in **peace of mind for everyone** involved in my care.

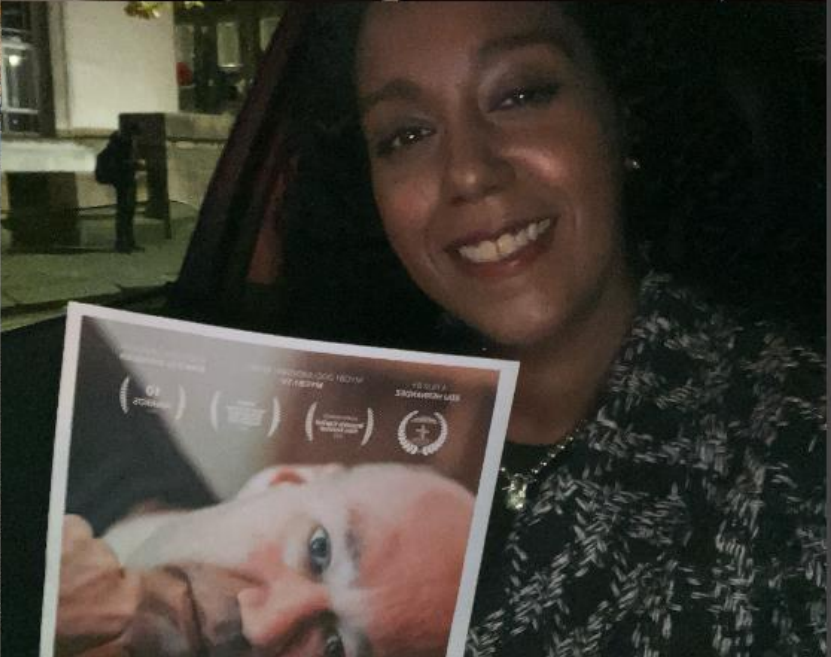


Forzana Nasir

Founder of patient organisation Can Do



**It is what we make out of what we
have, not what we are given, that
separates one person from another. -
Nelson Mandela**





Ras Kahal



Cristina Serrao



Neil Turton (Aqua)



The Big Conversation for Improvement!
We are your event Lived Experience Partners!



Carol Munt
@muntma



Richard Morton
@Richieqi1



Cristina Serrão
@acserrao76





FINALISTS



Forzana Nasir

WEGO HEALTH AWARDS

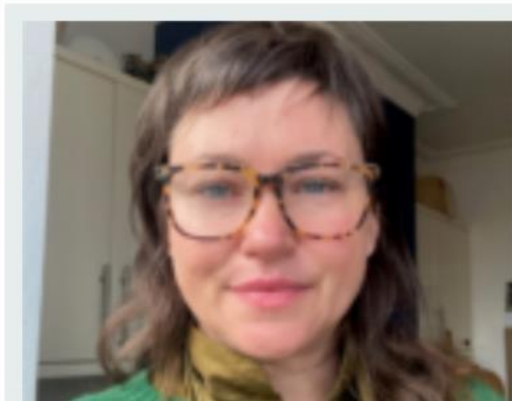


**PATIENT LEADER
HERO**

New resource to support integrated care boards deliver 200,000 personal health budgets by 2024

 3 April 2023

 [Kate Buffery](#) and [Forzana Nasir](#)





So what? And what next? | Venus Madden and Rob Moriarty

Breakout Room 1 | Do we fear co-producing with people? A conversation with **Aimee Robson** and **Helen Lee**, Experience of Care Lead : Co-production, *NHS England & NHS Improvement*, supported also by **Forzana Nazir**, Lived Experience Partner

Breakout Room 2 | Embedding co-production in delivering mental health services: transferrable lessons for physical health and system leaders, with **Glenn Westrop**, Chief AHP, *Essex Partnership University NHS Foundation Trust*

Breakout Room 3 | How asking 'what matters to you' can change the course of emergency care with **Bill Leaning**, Physician Response Unit Clinical Manager, *Barts Health NHS Trust*, Honorary Clinical Lecturer, *Barts and The London School of Medicine*, Senior Flight Paramedic, Helipad – *Royal London Hospital, London's Air Ambulance*



Watch the livestream here:



North Central London
Integrated Care Board

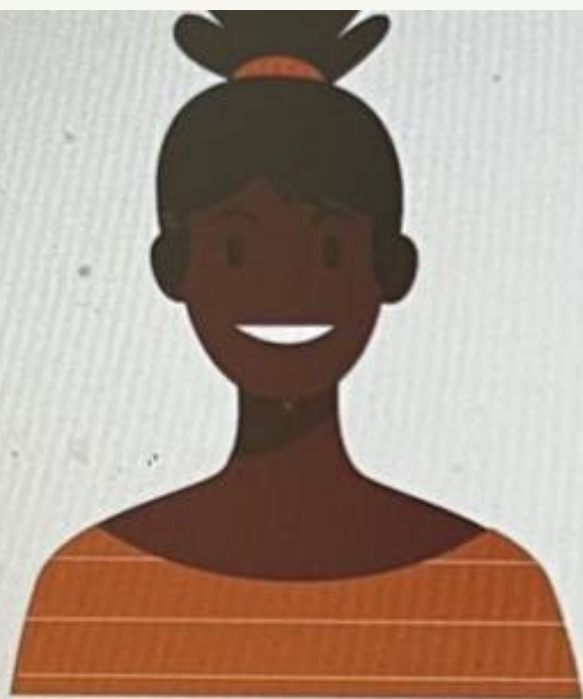
Personalised Care and Support Planning and PHB Quality Framework

**Fiona Atkinson, NCL ICB Interim PHB Programme
Manager**

Forzana Nasir, Lived Experience Peer Leader

Theodora Nakpodia, NCL ICB PHB Officer





ABOUT US

JOURNEY

PRIOR TO MEETING

SPEAKING UP

BUILDING RELATIONSHIPS

FINAL THOUGHTS

Over to you, Jo. Thanks for Forzana

This is to confirm that

Forzana Nasir

Participated in the

**Being a Bridge Across Your Community
Programme**







Yet still, within this silent
storm, A flicker of resilience
is born. Though body weak,
spirit strong, It carries on,
against all wrong.

In silent grief, it finds its
voice, A quiet strength, a
solemn choice. To face each
trial, to bear the weight,
With grace, with courage,
never to give up.

– *Forzana Nasir*





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Helen

Lee

hello my name is...

Helen

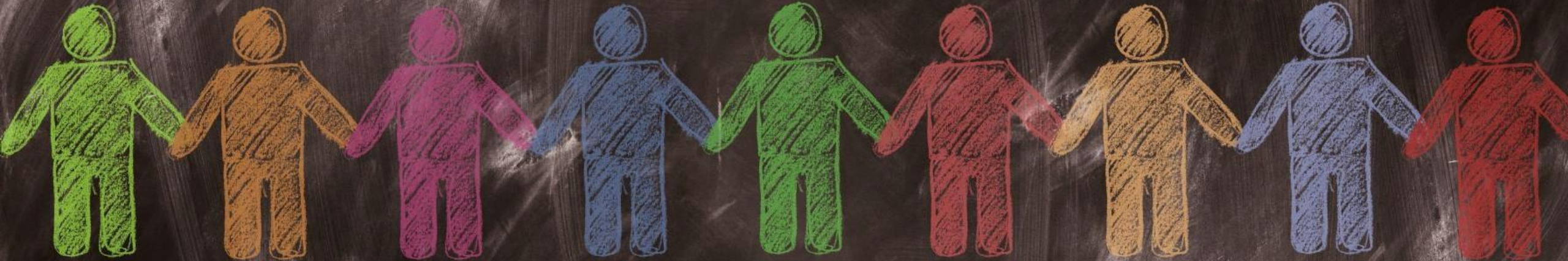








TOGETHER





Experience Of Care



Model for Improvement

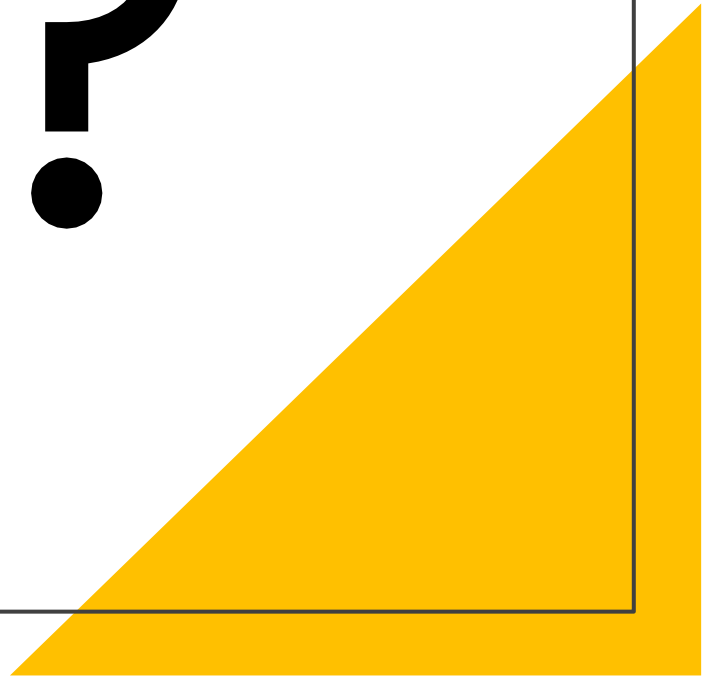


IHI Model for Improvement



**Co-production
& Quality
Improvement**

Why would you
co-produce ?





Improving
Care Together

Always
Events[®]

Toolkit



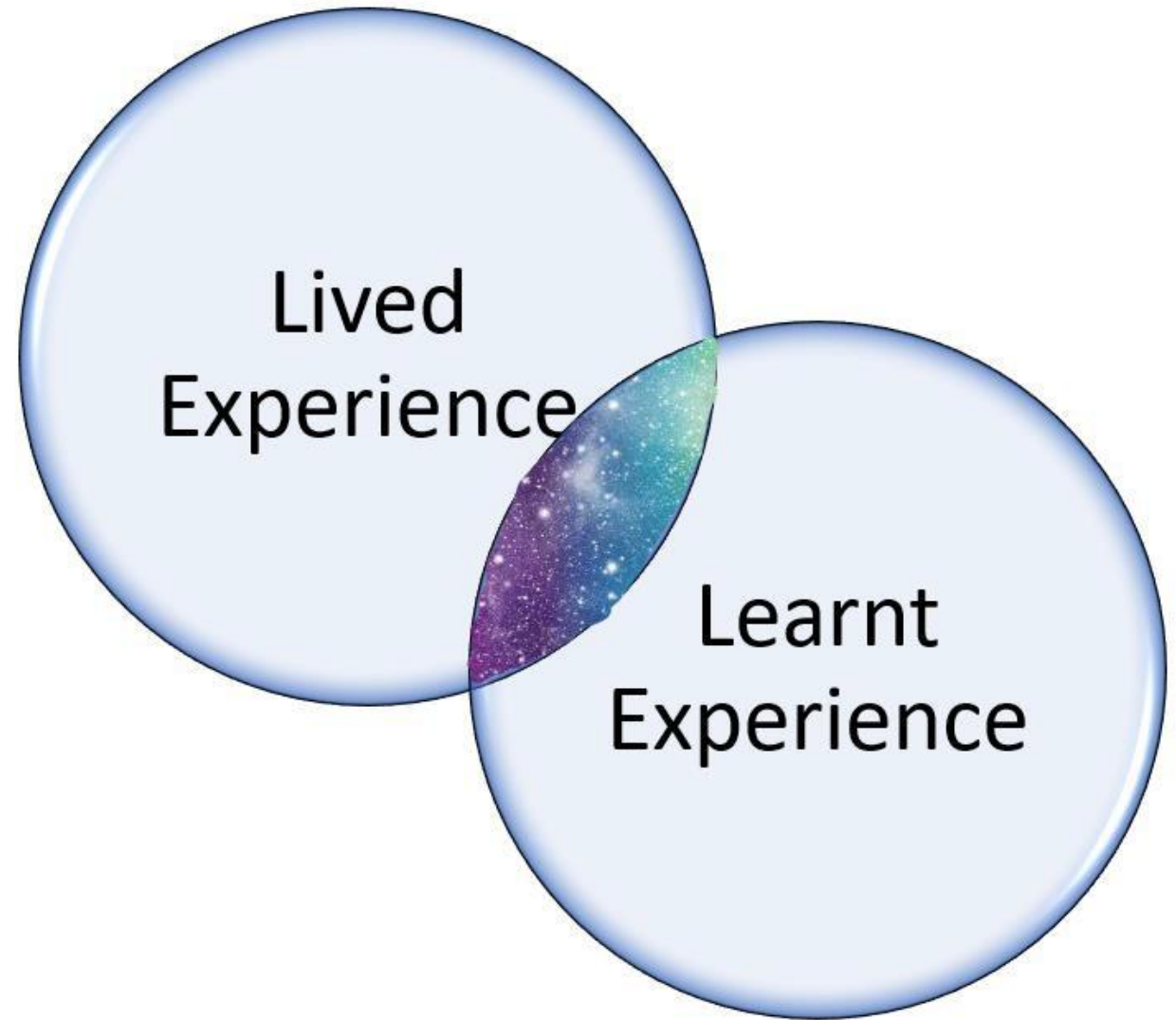
**I will always be supported
in moving on in care**

A scenic landscape featuring a pond in the center, surrounded by lush green trees and vegetation. The sky is blue with scattered white clouds. The text is overlaid in white, bold font.

Sometimes the questions are complicated, but the answers are simple.

Dr. Seuss

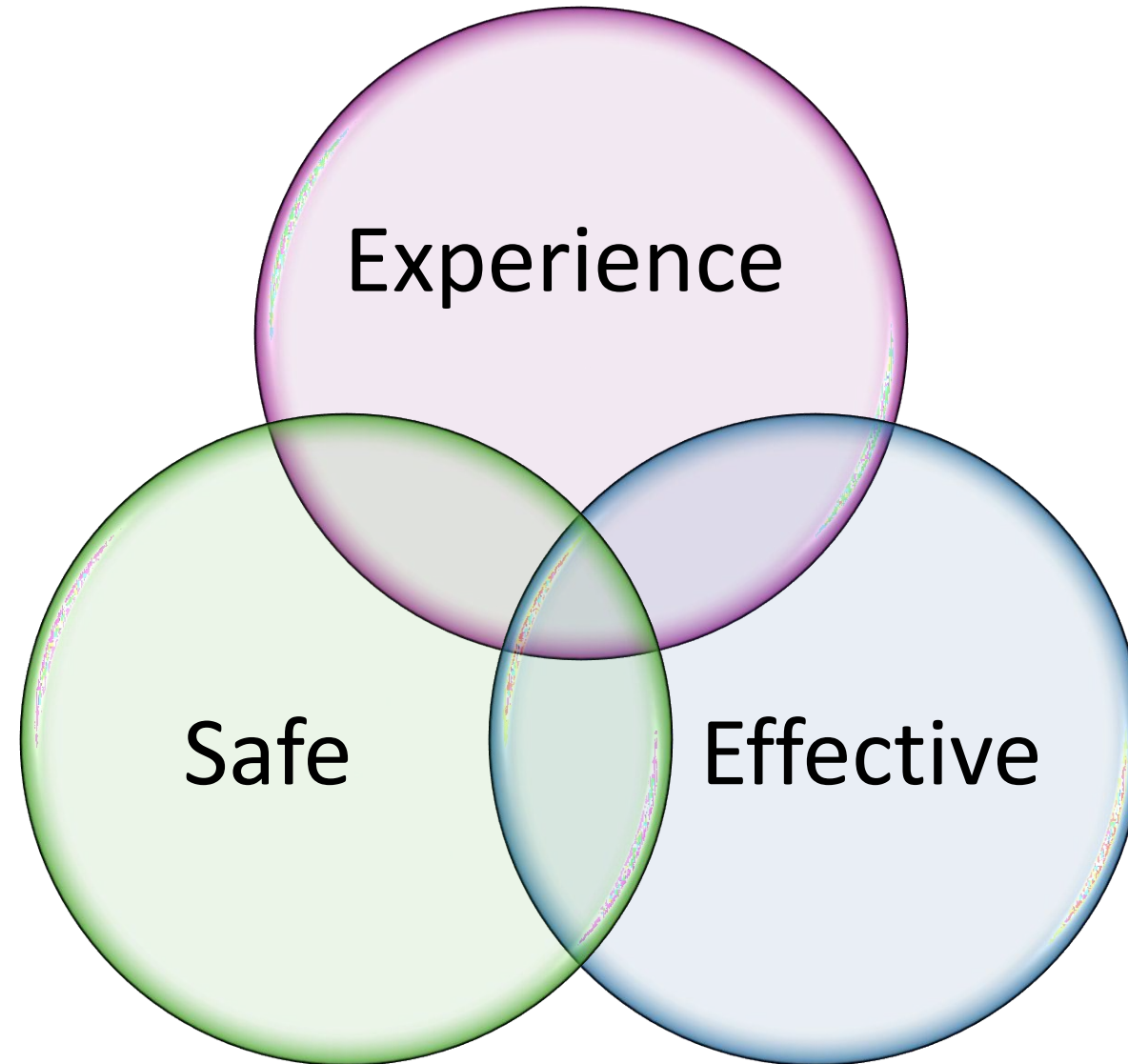
“But we all
have lived
experience of
healthcare”





curiosity

Darzi domains of quality



WHAT MATTERS TO YOU?



our dreams

what we need

what matters to us

what we care about

what we need



powerful



What matters most

We're both sides of the same coin!

Improving experience of care for all



Sea of Learning



Bay of What Matters to You
Docks of Improved Outcomes

Cape of Good Hope

Mountains of Humility

Canyons of Curiosity

Canyons of Mutual Respect

Lake Curious

Forest of Vulnerabilities

Caves of Frustration

Getting Narky Valley

Mountains of Pointless Evaluation

Transparency Falls

Mount Invisible Power

River of Shame

of Open and Honest Dialogue

The Desert of I know Your Type

Swamps of Them and Us

Ocean of Jargon

My-way High Way

Civility Bay

Having the Last Word Sands

ending Beach

pping Back

ptions

HOPE

CO-PRoduction

improving care together

Serena Simon

Average life expectancy of 76



Average life expectancy of 94



18 year gap

LIFE OR DEATH

WE HAVET
O KEEP IT
REAL



This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

THINKD
IFFERENTLY

“
BEGIN
WITH
THE END
IN MIND”

Covey 1989

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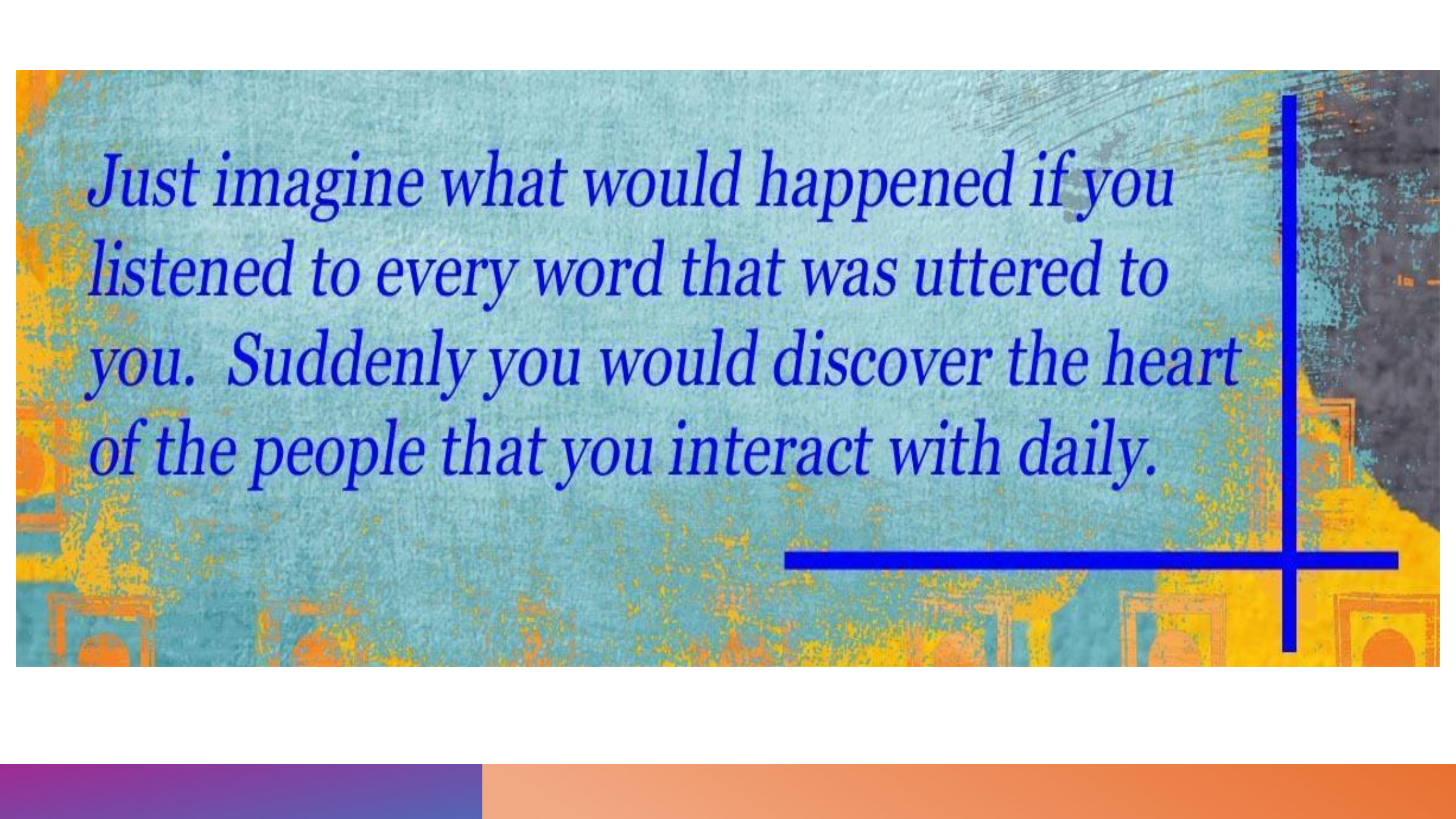
Community

Equality

Diversity



**TIME TO
LISTEN**



Just imagine what would happened if you listened to every word that was uttered to you. Suddenly you would discover the heart of the people that you interact with daily.

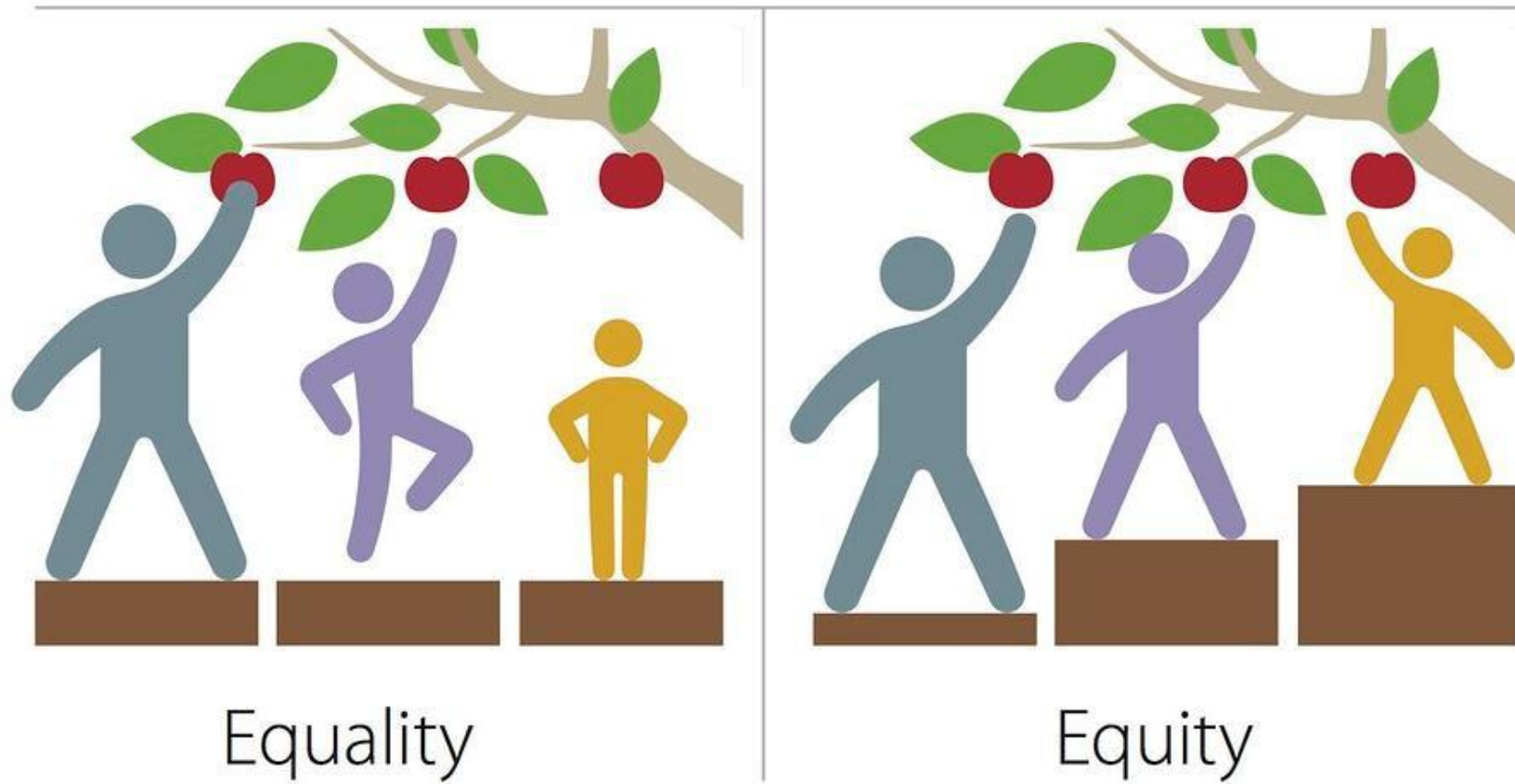




PREVENTION
IS BETTER
THAN
CURE

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MORE EQUITY AND INCLUSION

FAMILIES
AND
CARERS





Humility

is not thinking less of yourself
but thinking of yourself less
- CS Lewis



**MORE HUMILITY AND CO
LLABORATION**

MORE
KINDNESS
AND
EMPATHY



In a world where you can be anything

BE KIND

BE BOLD

I am sure that we will recognize that there are some things in our society,
some things in our world, to which we should never be adjusted.

Martin Luther King Jr.



RACISM
is a Public
Health **CRISIS**

RADICAL CHANGE



I don't need **therapy**,
you jackass.
I just need **coffee!**



HEALTH & CARE IN ALL WEDO



**“ALONE WE CAN DO SO LITTLE;
TOGETHER WE CAN DO SO MUCH.”**

- Helen Keller



SHARED LEADERSHIP



You can get it if you really want
You can get it if you really want
You can get it if you really want
But you must try, try and try
Try and try - you'll succeed at last

Scott

Ballard-

Ridley

Thursday, June 1st 2006



Thursday, June 7th, 2007



Wednesday, August 1st 2007



Saturday, September 1st 2007



Monday, October 1st 2007



October 2007 - Now



H pe wa all I ha ...



Why did I feel that way?



Why did Dr Potts speak to
me in that way?



How did Chris feel?



Maslow's hierarchy of needs



So, what do I hope for improving the human
experience in health and care?



"Be mindful of your actions, for they become your habits. And your habits shape your destiny."

Unknown



As people that use
service ...



As people that work in
service ...



As people that lead
service ...



As people that commission
service ...



As people that write
p l c ...



Co-production



What matters to
you?



IHI INTERNATIONAL FORUM

PECHA KUCHA -

MY HOPES FOR THE HEALTH SYSTEM

LOUISE PATMORE, SUSSEX, ENGLAND



Tales from the Banyan tree

Therapist: You have to learn to love yourself.

Me:

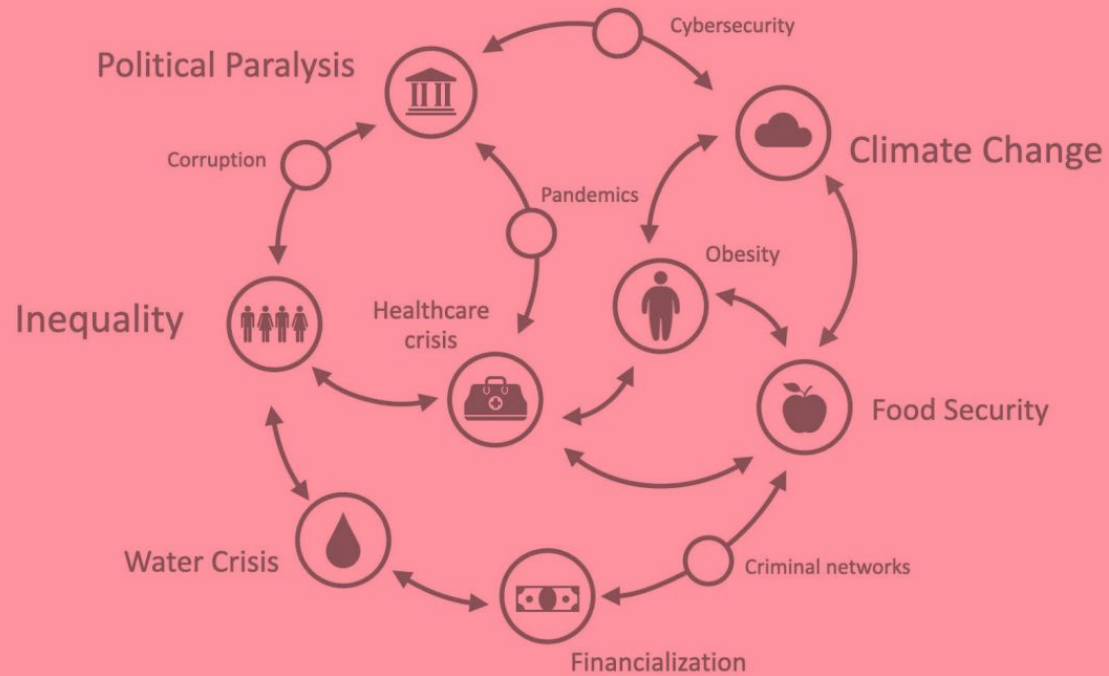


“What did you have for breakfast?”

“I’m not interested in that – how did you get here?”

“Some people are more equal than others”

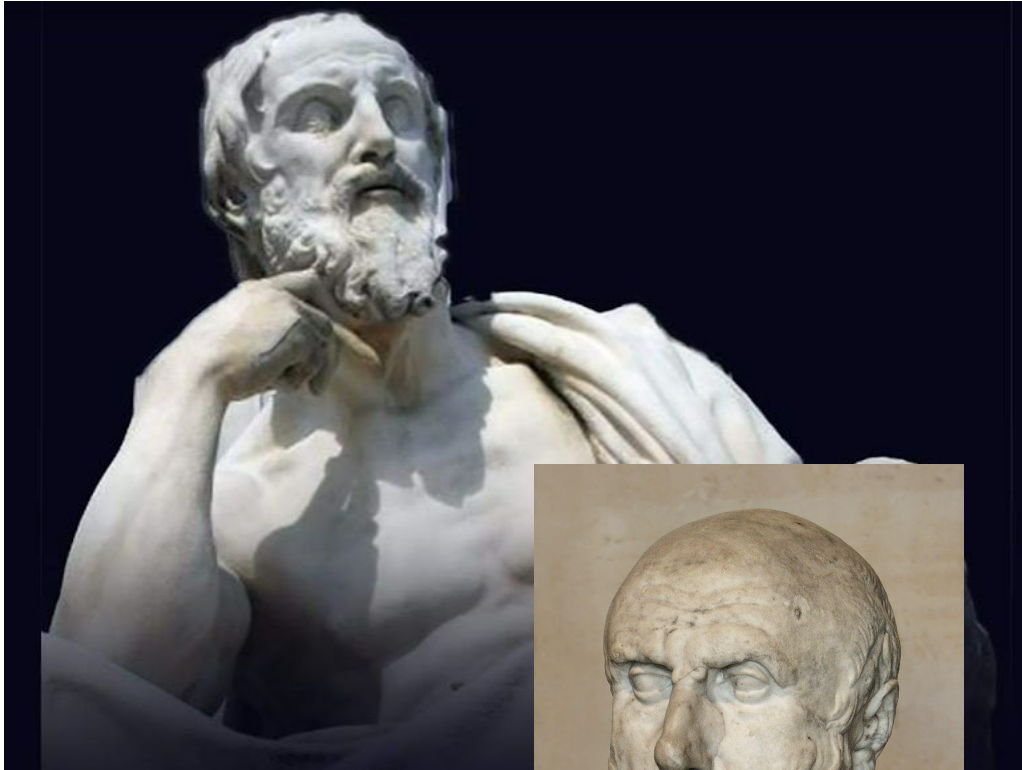
Wicked Problems



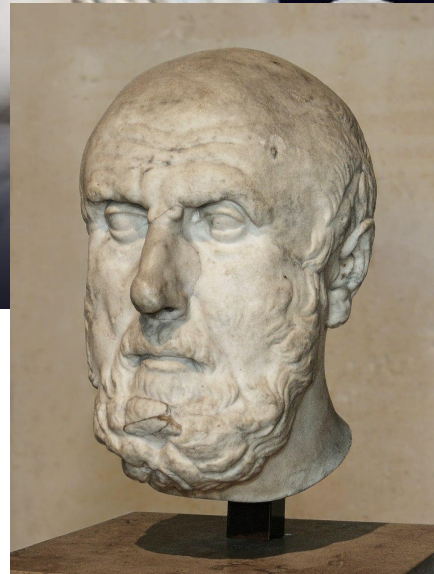
I am a ~~wicked~~ person
with many problems

not many people all with
one problem

We become our own experts



Herodotus



Chrysippus

The worst pain a person can suffer to have insight and power over nothing

STOP!!

Collaborate and listen!



CHOICE + POWER



What colour is the wallpaper?

Culture – the secret sauce

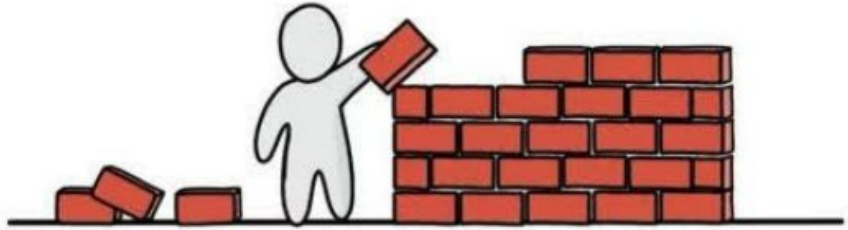


Permission.

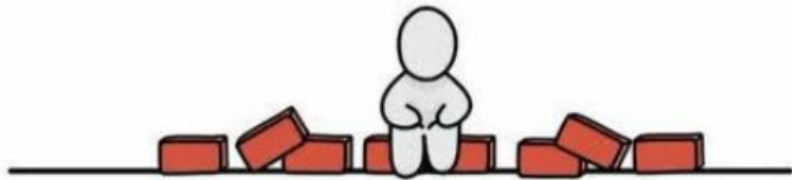
Sharing Risk

TRUST – the
needed sauce

“ CONTINUOUS IMPROVEMENT



IS BETTER THAN



DELAYED PERFECTION ”

- MARK TWAIN -

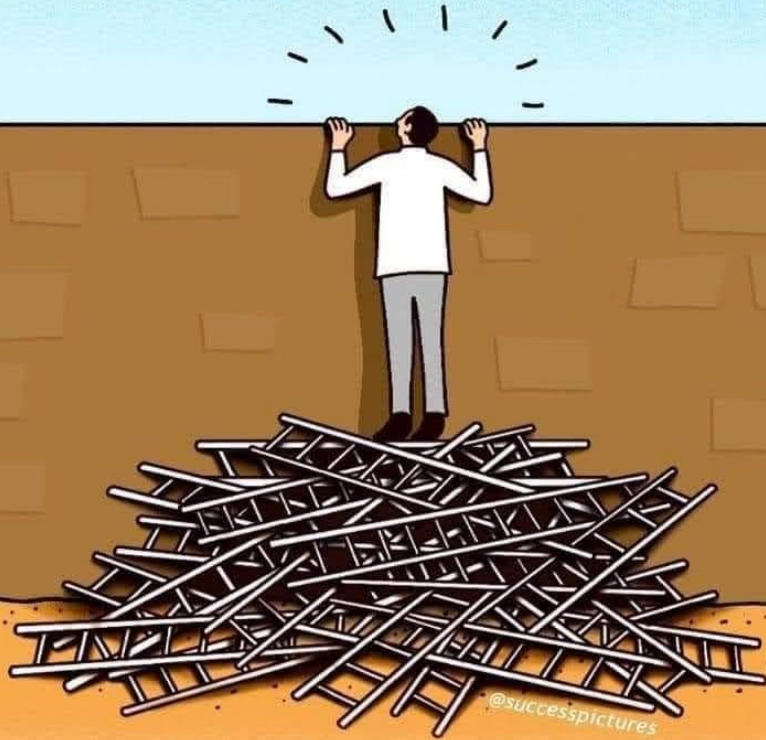
@melodie_tld

It's for me as well you know.

What I learnt from being and leading peers

IT DOESN'T MATTER HOW MANY
RESOURCES YOU HAVE.

@successpictures



IF YOU DON'T KNOW HOW TO USE
THEM, IT WILL NEVER BE ENOUGH.

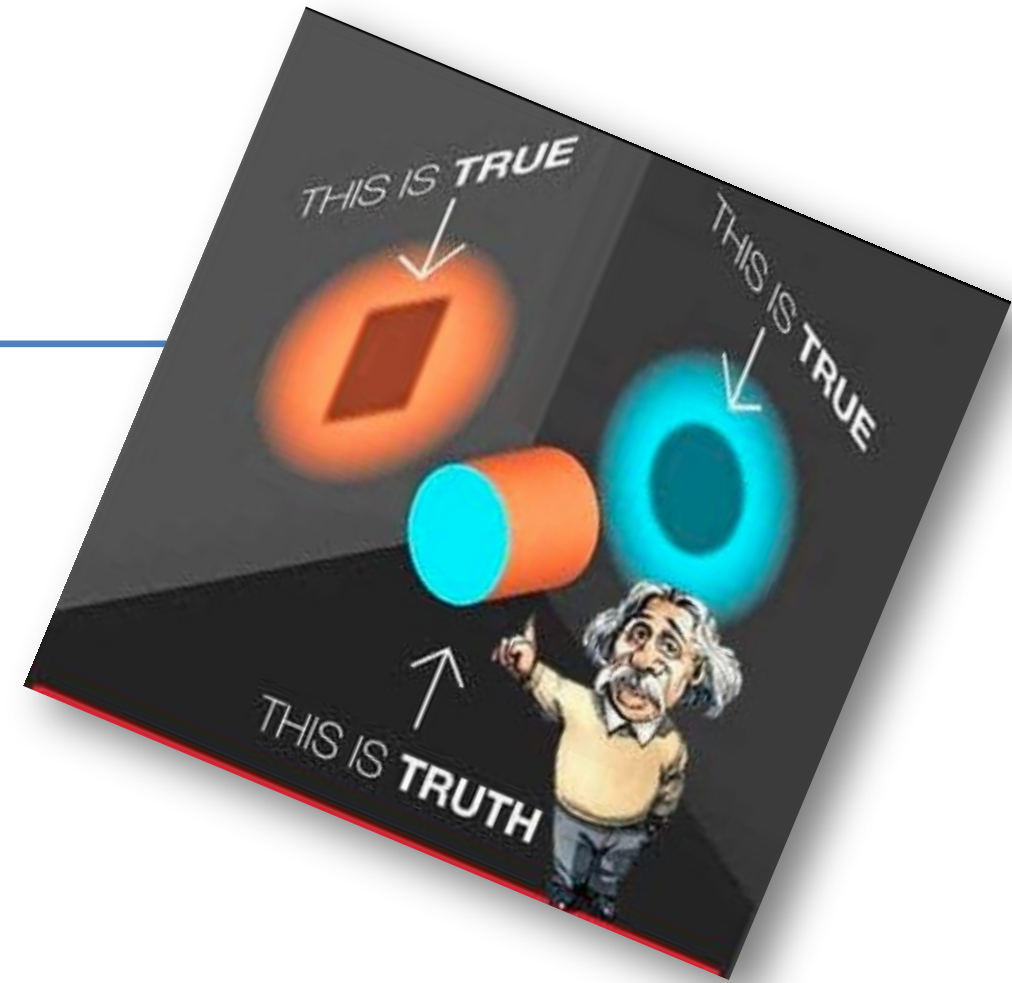
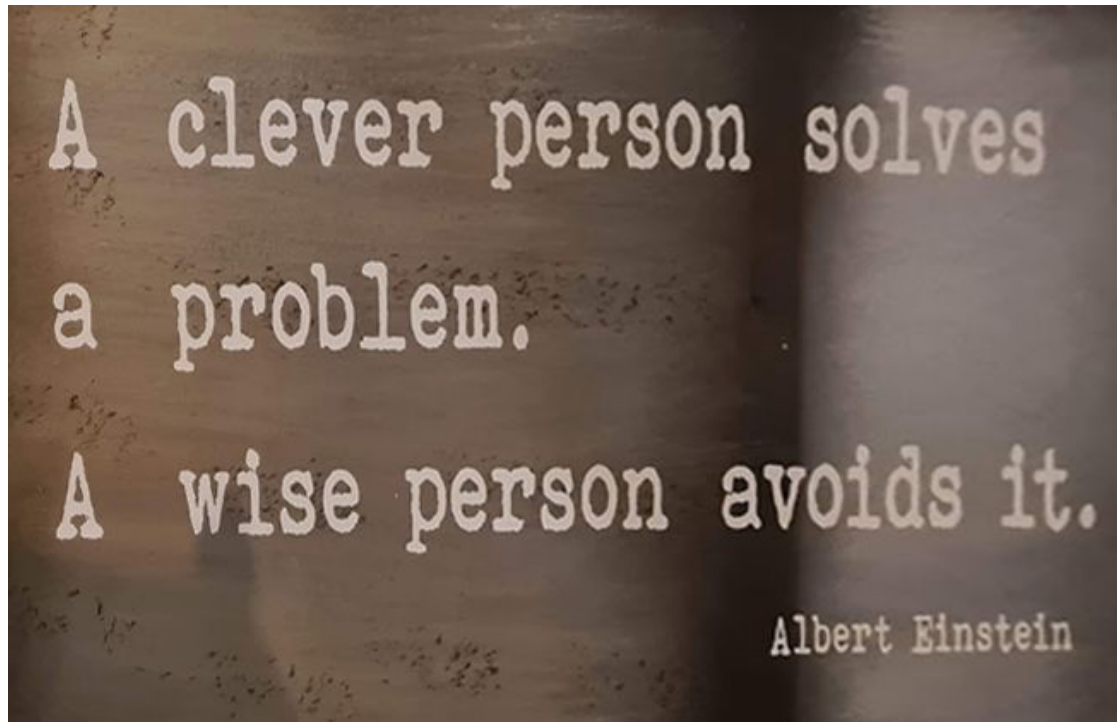
It's not

“What I need”,

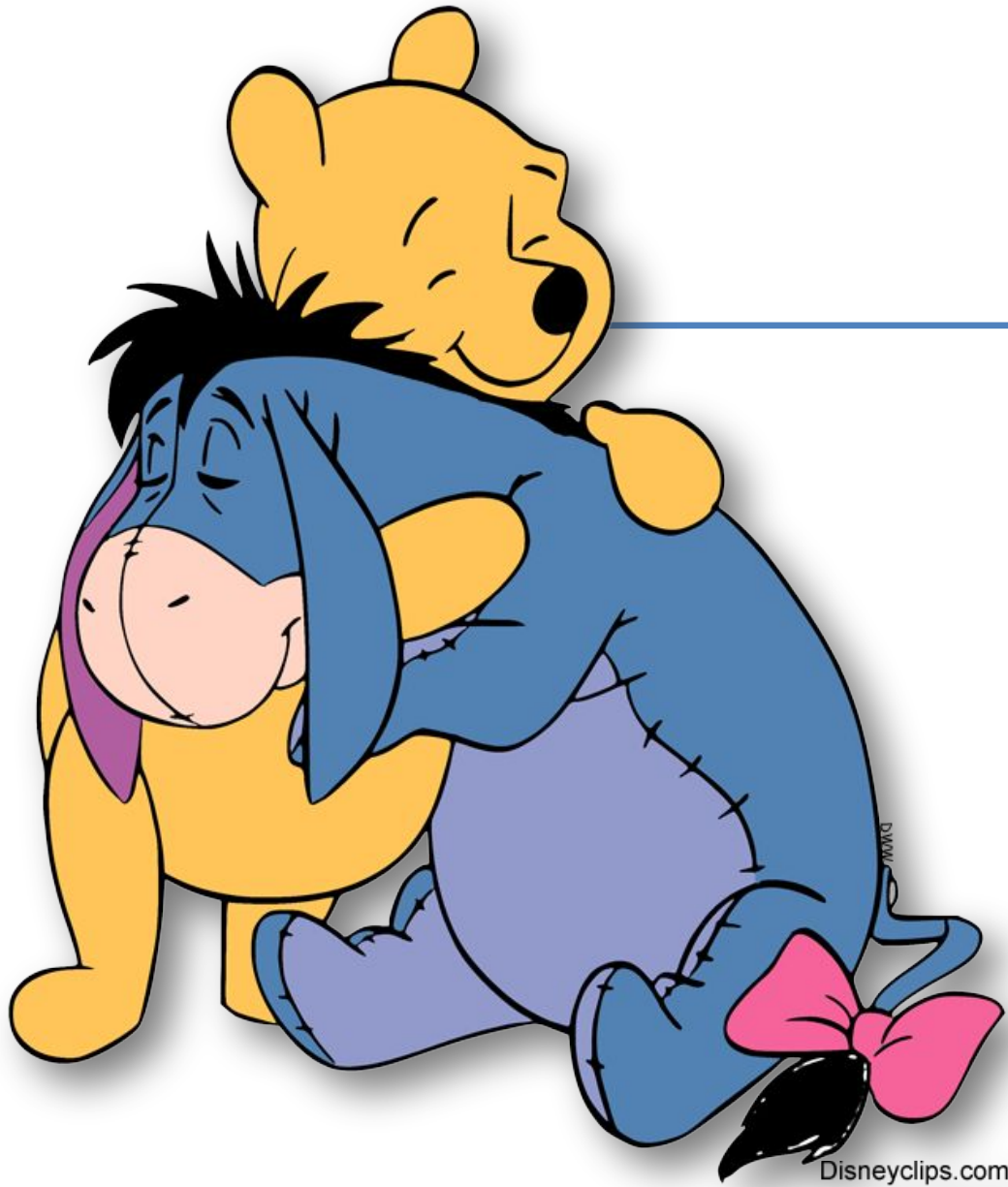
its

“How can I help?”

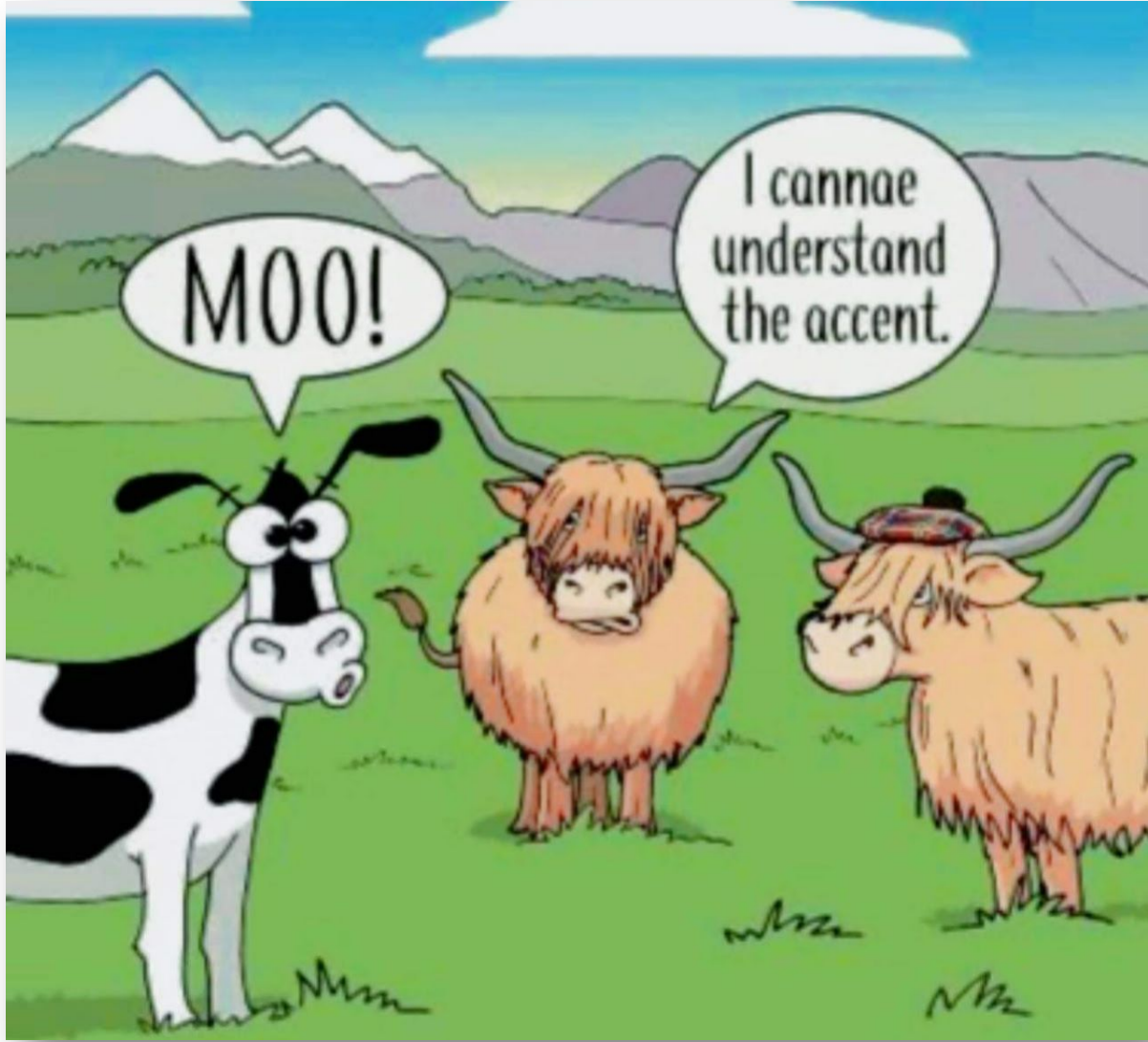
Learning accountability



WRONG - Do it again!
WRONG - Do it again!



Connected
not Sectioned.
No one left behind
Being together- being human



“A damn good listening to” –
Nick Maguire

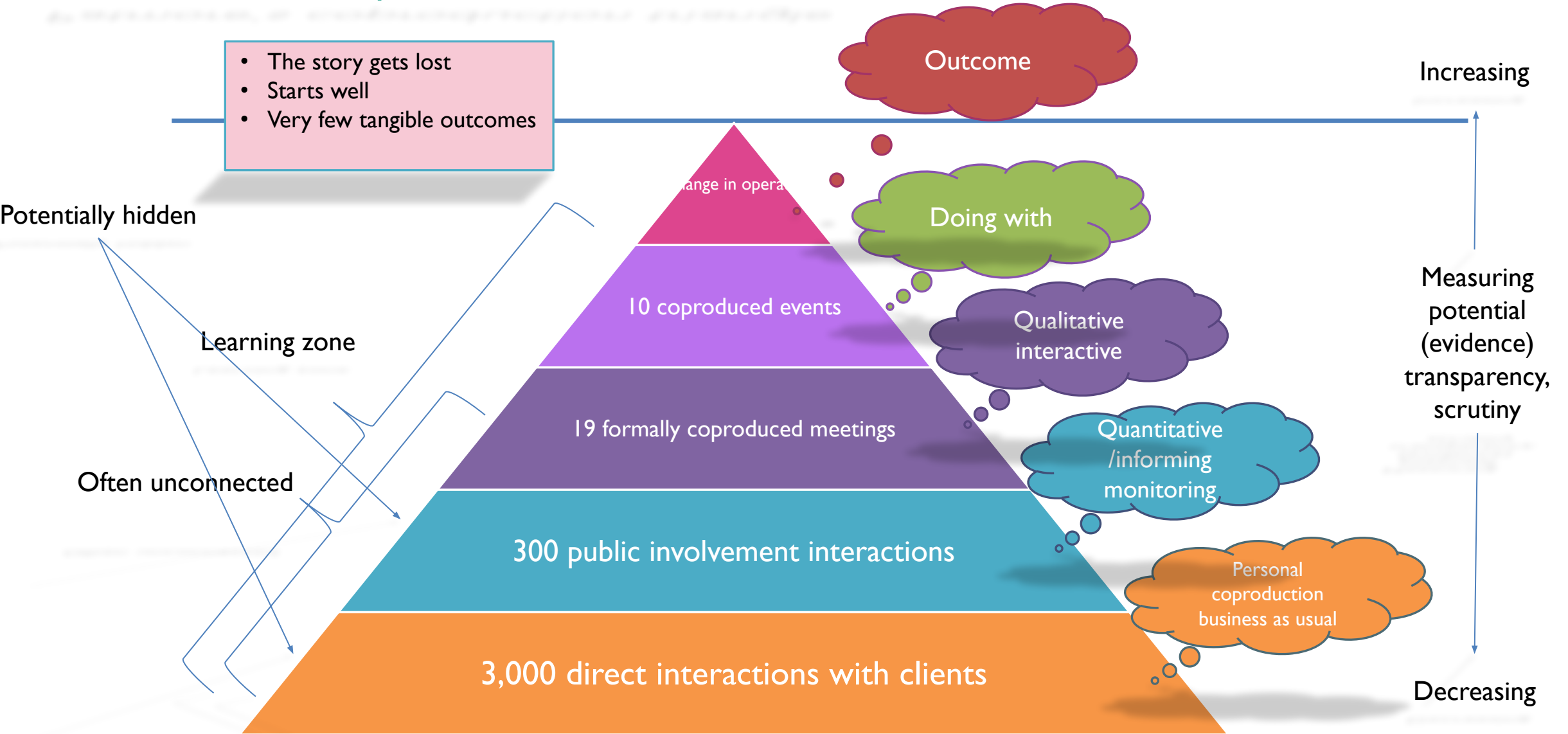
Look after workforce too

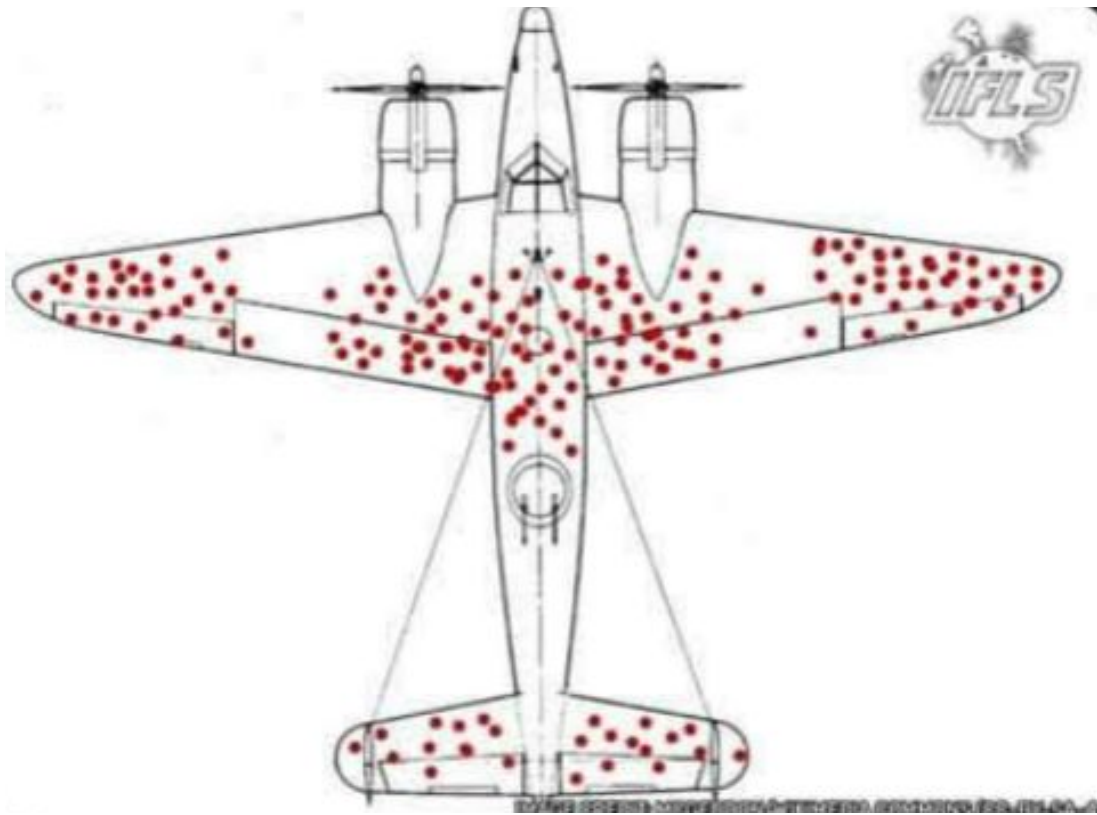


They could be next
week's patients

Tacit knowledge is a
key enabler

Patmore's coproduction triangle



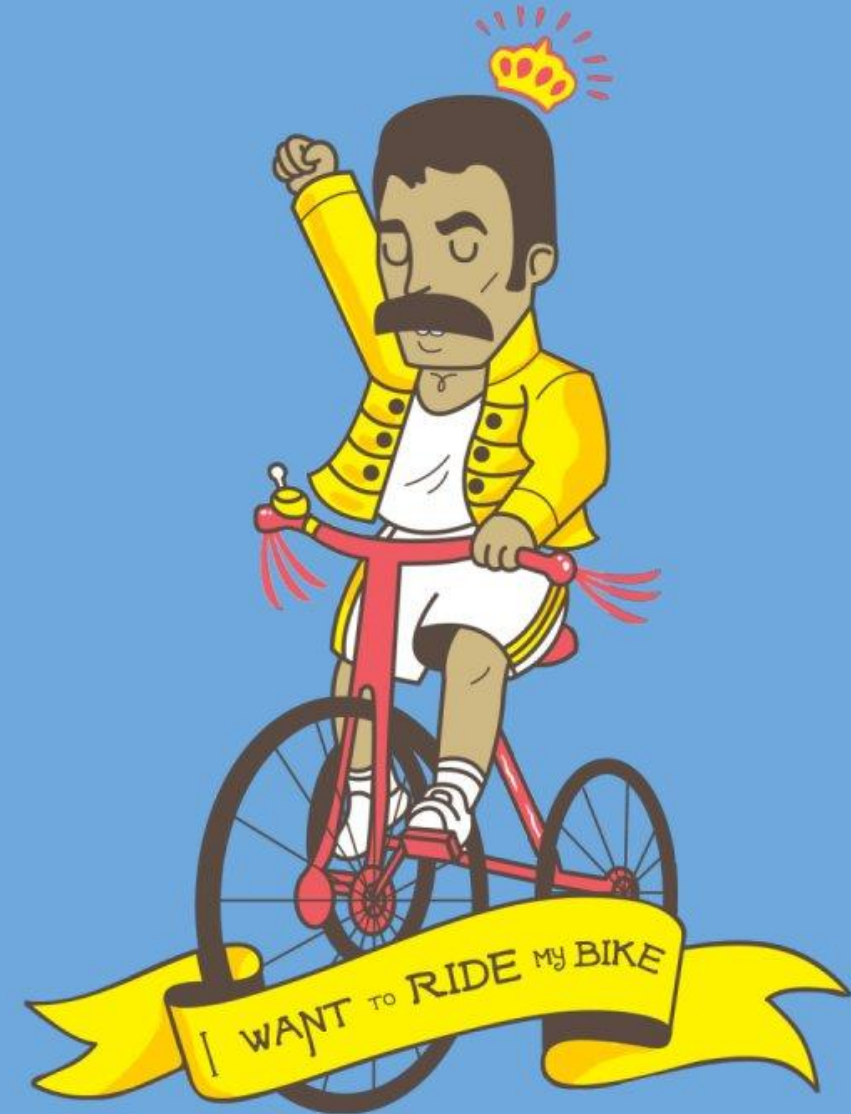


STOP “intention seeking”

START acting, we know what we want .

Get on your bike

an



I wanted to cry, but I didn't.
So I did!
I was brave instead. and sad



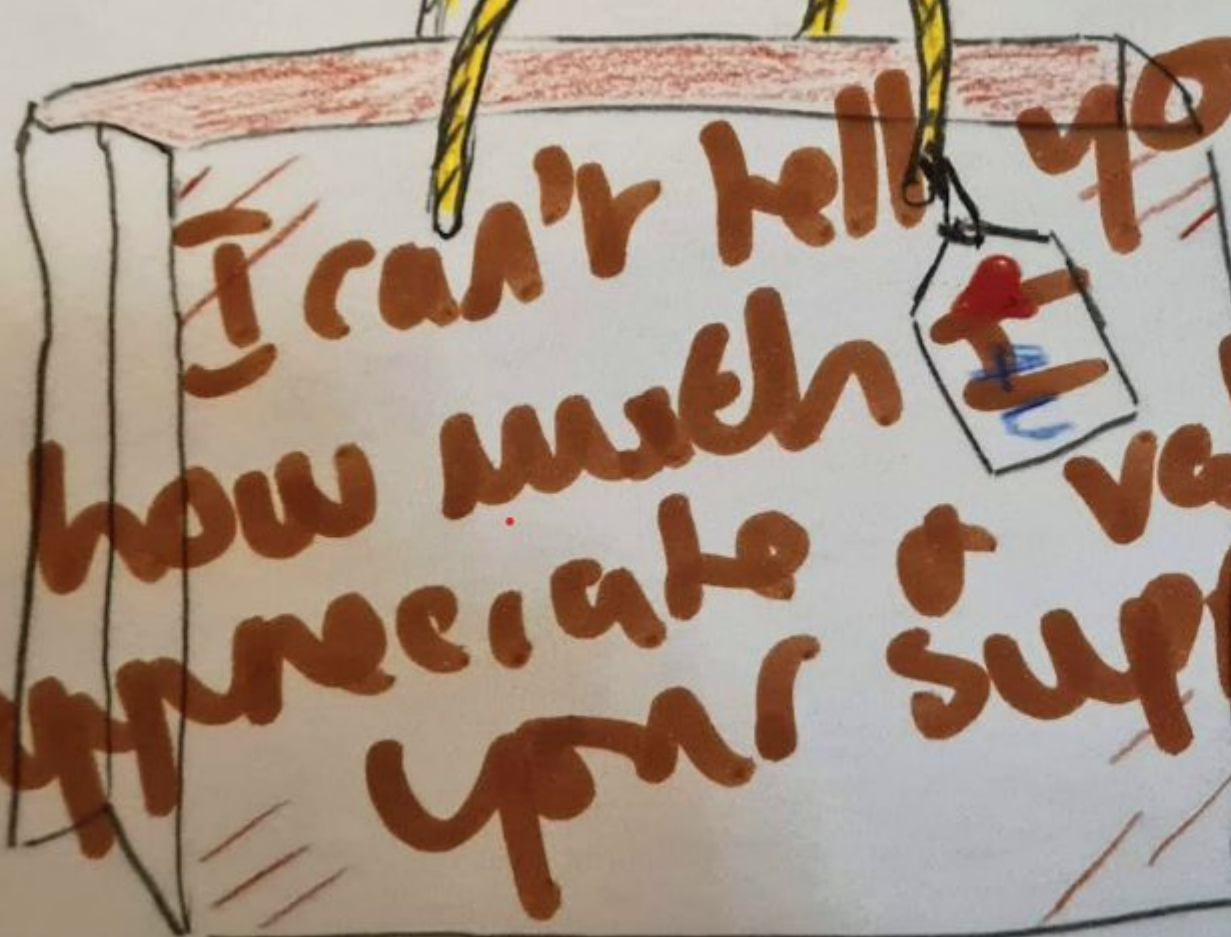
Be authentic

No wrong front door
Drop unnecessary boundaries

Acknowledging Systems change is hard and takes time.



Resist the shortcuts
Stick with it

A hand-drawn illustration of a gift box. The box is rectangular with a pinkish-red top and bottom. Two yellow and black striped ribbons are tied around the top. A small tag with a red ribbon is attached to the box. The tag has the word 'LOVE' written on it in blue and red. The box is filled with brown, cursive handwriting.

I can't tell you
how much I
appreciate & value
your support

VALUED



Live in the solution
not the problem

“If you focus too hard on
the problem... the solutions
can often evade you?”

STUDIES

↓
DATA



"I'm here to map your misery"
↓
"CLIENTS"

() Cormac Russel
FROM IRELAND
L C G W CONGRES
12-13 MAART 2015

STORIES

↓
POWER
TO BUILD & FIX THINGS



FOCUS ON WHAT'S STRONG
NOT ON WHAT'S WRONG




make it STRONGER
to solve what's wrong

DISRUPTIVE
INNOVATION



"I'm not interested in that – how did you get here?"



"The best gift you are ever
going to give someone:
the permission to feel safe
in their own skin. To feel
worthy. To feel like they
are enough."

- Henna Brencher -

- Via (The Minds Journal)


The

Thank you for that gift today.

@louise_patmore



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Pedro
Delgado













Hygge

Equality



Equity





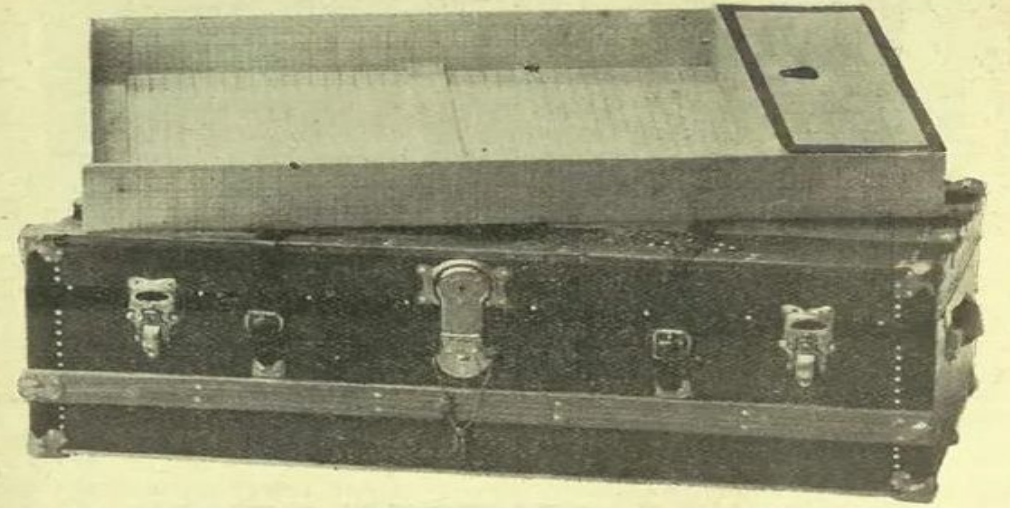


4500-3300 BCE (Copper Age)



Make your Vacation complete by taking a "UNITED" steamer.

Canvas Covered Stateroom Trunk.



No. 31.—Canvas Covered Stateroom Trunk, steel bound, hardwood slats sheet iron covered bottom, shallow tray with covered boxes for gloves, etc. Two grained leather outside straps, Excelsior lock and two bolts.

Size—32-inches,	34-inches,	36-inches,	40-inches,
\$4.00	\$4.25	\$4.50	\$5.00









V

Entre el vivir y el soñar
hay una tercera cosa.
Adivínala.



Justice and
dignity



Bayanihan

WISDOM

POWER

LOVE





HOPE

LEGACY

X

A

Q

R

U

V

History says, Don't hope On this side of
the grave, But then, once in a lifetime
The longed-for tidal wave Of justice can
rise up, And hope and history rhyme.

Seamus Heaney

Pecha Kucha Panel

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*thank
you*