

# Welcome to...

**M10: Improving together: co-production in action**

Wednesday 10<sup>th</sup> April 2024

13.30 - 16.30



<https://www.england.nhs.uk/publication/working-in-partnership-with-people-and-communities-statutory-guidance/>

# What is meant by the term co-production?

"**Co-production** is a way of working that **involves people** who use health and care services, carers and communities **in equal partnership**; and which engages groups of people at the **earliest stages of service design, development & evaluation**. Co-production acknowledges that **people with 'lived experience'** of a particular condition are **often best placed to advise** on what support and services will make a positive difference to their lives. Done well, **co-production helps to ground discussions in reality, & to maintain a person-centred perspective**"



# The cycle of co-production



The cycle of co-production  
“illustrates both the importance of lived experience voices within co-production processes, and how these processes function as part of a healthy cycle of service development and evaluation”.

<https://www.coalitionforpersonalisedcare.org.uk/blog/the-cycle-of-co-production/>

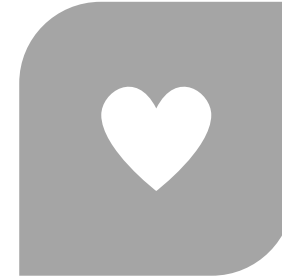
# Doing things together in a new way

- Include **co-production as an approach**, ensuring people with relevant lived experience are partnered with programmes in your organisation and systems.
- **Sharing power equitably** with people with lived experience to improve care together. Bringing both **‘lived and ‘learnt’** experience together to work in partnership.
- Understand that we all bring our own experiences and expertise, and **everyone’s opinion should be equally valued and listened to.**
- Putting **‘what matters’ to people** at the heart **of every interaction.**

# Doing improvement together in a different way involves..



AN INTENTIONAL  
SHIFT IN CULTURE  
TO SYSTEMATICALLY  
ALIGN  
COPRODUCTION  
WITH QUALITY  
IMPROVEMENT



PUTTING WHAT  
**MATTERS** TO  
PEOPLE AT THE  
HEART OF  
IMPROVEMENT  
WORK



**SHARING POWER**  
WITH PEOPLE WITH  
LIVED EXPERIENCE  
TO IMPROVE CARE  
TOGETHER





International Forum on

QUALITY & SAFETY  
in HEALTHCARE

# Lived Experience (LE) representation- International Forum



Members of  
our advisory  
boards



Speakers and  
contributors



Attendees and  
participants



# Lived experience representation – timeline

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## London 2017

- 2 LE representatives on our committee
- Extra comp speaker pass for LE co-presenter included in abstract presentations
- First LE led minicourse

## Amsterdam 2018

- Application form launched for LE participants to apply for a comp ticket (no expenses)
- No top scores to abstracts with no co-production

## Glasgow 2019

- Application form now includes option to apply for funding for expenses
- Introduced Beyond the Room to make messages accessible on social media
- 18 LE representatives attend the event (first time attendance captured)

## Virtual 2020/1

- LE meet up arranged virtually to share challenges of co-producing in pandemic

# Lived experience representation – timeline

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## Gothenburg 2022

- First LE panel set up, with 5 members
- LE representatives have a stand as a meeting space
- Patients Choice Award launched
- LE reviewer attached to every abstract

## Copenhagen 2023

- Minicourse on Wednesday
- Continuation of the Patients Choice Award
- Introduction of short videos featuring LE representatives at the start of sessions

## London 2024

- LECP established, with a formal application process and funding
- LE reviewers recruited to score both abstracts and posters
- LE representatives assigned to each conference stream as co-chairs
- Largest number of LE contributors to date - 58

# Representation and inclusion, to partnership and co-design

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## Challenges still to be faced

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- Funding
- Access to diverse voices
- The 'expert' patient vs everyday lived experience

## E-resource ~ Improving together: co-production in action



- [1. Co-production - NHS England](#)
- [2. Learning about co-production - Co-production Collective](#)
- [3. The value of co-production within health and social care - Healthwatch Suffolk](#)
- [4. Getting co-production initiatives right - Healthwatch Suffolk](#)
- [5. Working in partnership with people and communities: statutory guidance - NHS England](#)
- [6. Improving experience of care: A shared commitment for those working in health and care systems - NHS England](#)
- [7. Co-production resource toolkit - NHS England](#)
- [8. Co-production using the Always Events® quality improvement methodology - NHS England](#)

Please click on the above individual resources for the links

