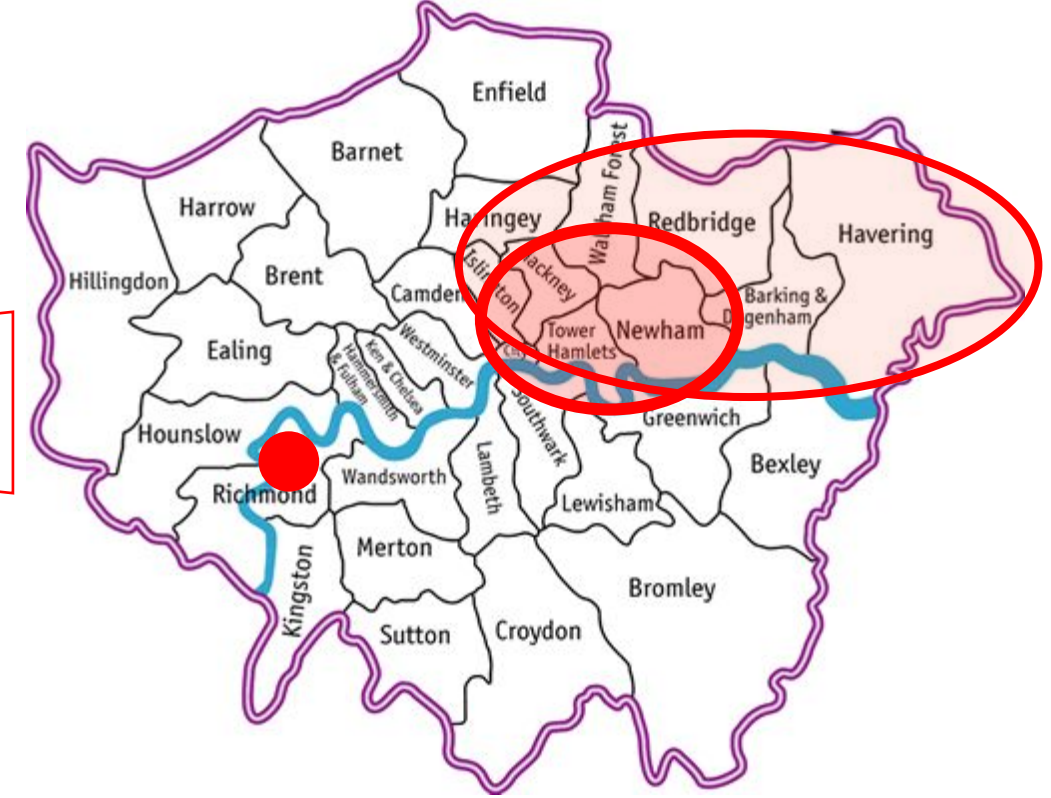


Applying improvement to the co-creation of quality



@DrAmarShah



Mental health services

Newham, Tower Hamlets, City & Hackney, Luton & Bedfordshire

Forensic services

All above & Waltham Forest, Redbridge, Barking, Dagenham, Havering

Child & Adolescent services, including tier 4 inpatient service

Regional Mother & Baby unit

Community health services *Newham, Tower Hamlets & Bedfordshire*

IAPT

Newham, Tower Hamlets, Richmond and Luton

Five Primary care practices



What is **BIG I** little **i** ?

Involvement with a little i means asking the people who use your service for ideas, what needs improving, have they noticed the improvements. This can be done via survey, focus groups etc. It is a periodic partnership.

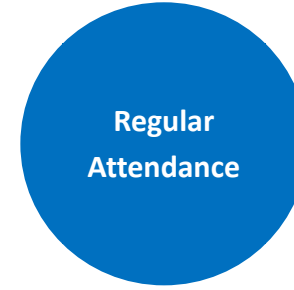
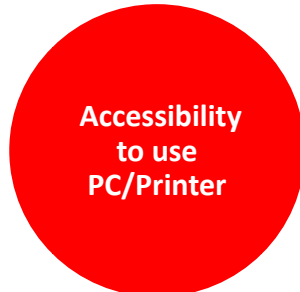
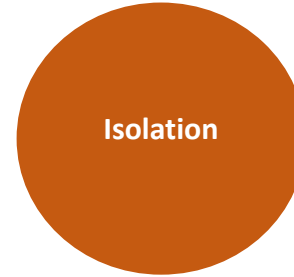
Involvement with a Big I means involving service users and carers directly in your project and QI development and delivery. It is a full and continuous partnership.

5 years on...

Projects with Big I 2.78 times more likely
reach their aim

Projects with Big I or little i 4 times more likely to
reach their aim

Challenges and Barriers to Engagement



What are the boundaries to increasing involvement
QI Forums
Citizens
Projects
Daily Improvement
Communications

What information do we have available to us about this issue
PPLs have information
% of projects with involvement falling
Transparency of data through to PPLs
Updating Life QI
Impact covid has had on involvement
Perception among teams that involvement takes time
Services without PPLs

What are the negative aspects of this subject

Projects / services not patient centred

Fragile relationships with PPLs

How we communicate with SU's

Lack of connection with SU's during covid

Variation across PPL engagement

Time it takes to co-produce

Access to technology

What are the positive aspects of this subject

We have a Head of PP

Policies and payment procedures are in place

There is dedicated SU training

Engaged SU's where involvement happening

Many directorates have PPLs

Senior Leaders advocate for involvement

Can virtual be more accessible?

How do we feel about this situation

Motivated to change

SU's not getting the opportunity

Need to work in different ways with PPLs

Support once have completed training

What creative ideas do we have

SU chairing all QI forums

No new projects without assurance of coproduction

SU approving projects

IA PPL stronger relationships regular through catch ups

Recruitment event

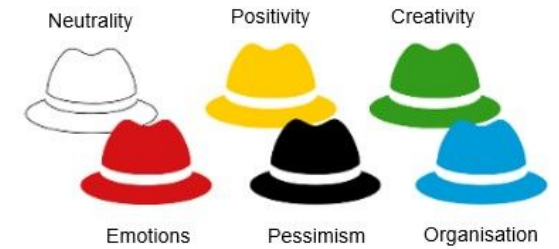
Master classes alongside PP team on how to do coproduction in QI

SU initiating project to increase involvement

Celebrating good coproduction

Focus groups with SU's asking what they want to get out of experience

Stories of projects with involvement



What are our conclusions

Root cause not from lack of energy or ideas

More meaningful data required

Opportunity

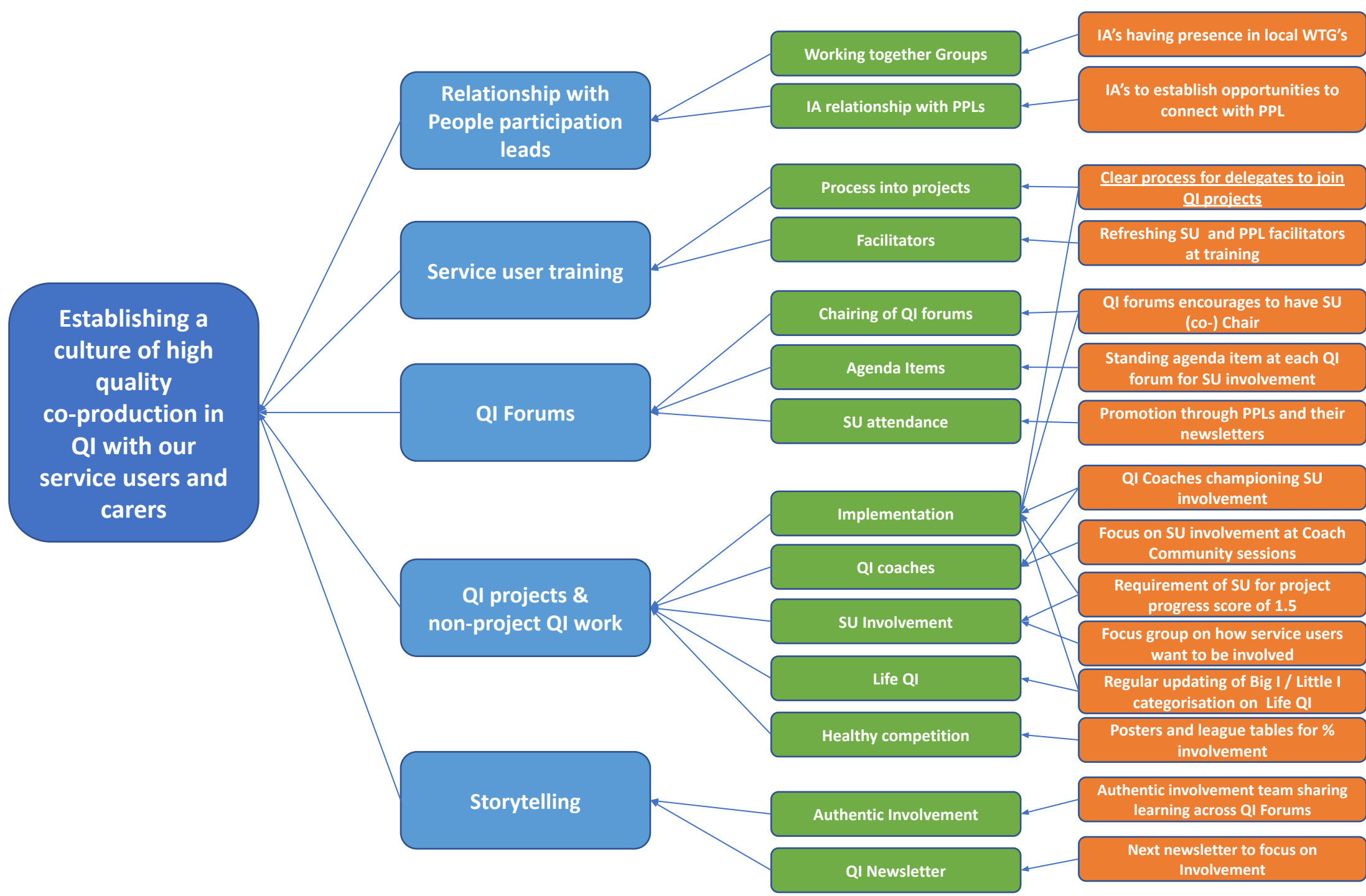
Look through problem using old lenses/filters

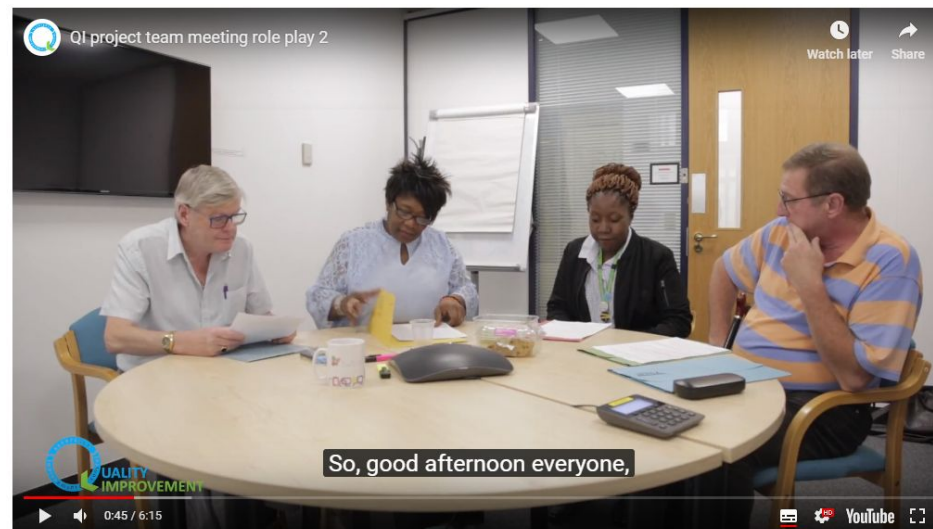
Improve accessibility into projects

Relationship with PP is key

A need to co-design our strategy

No quality control from when we first saw improvement



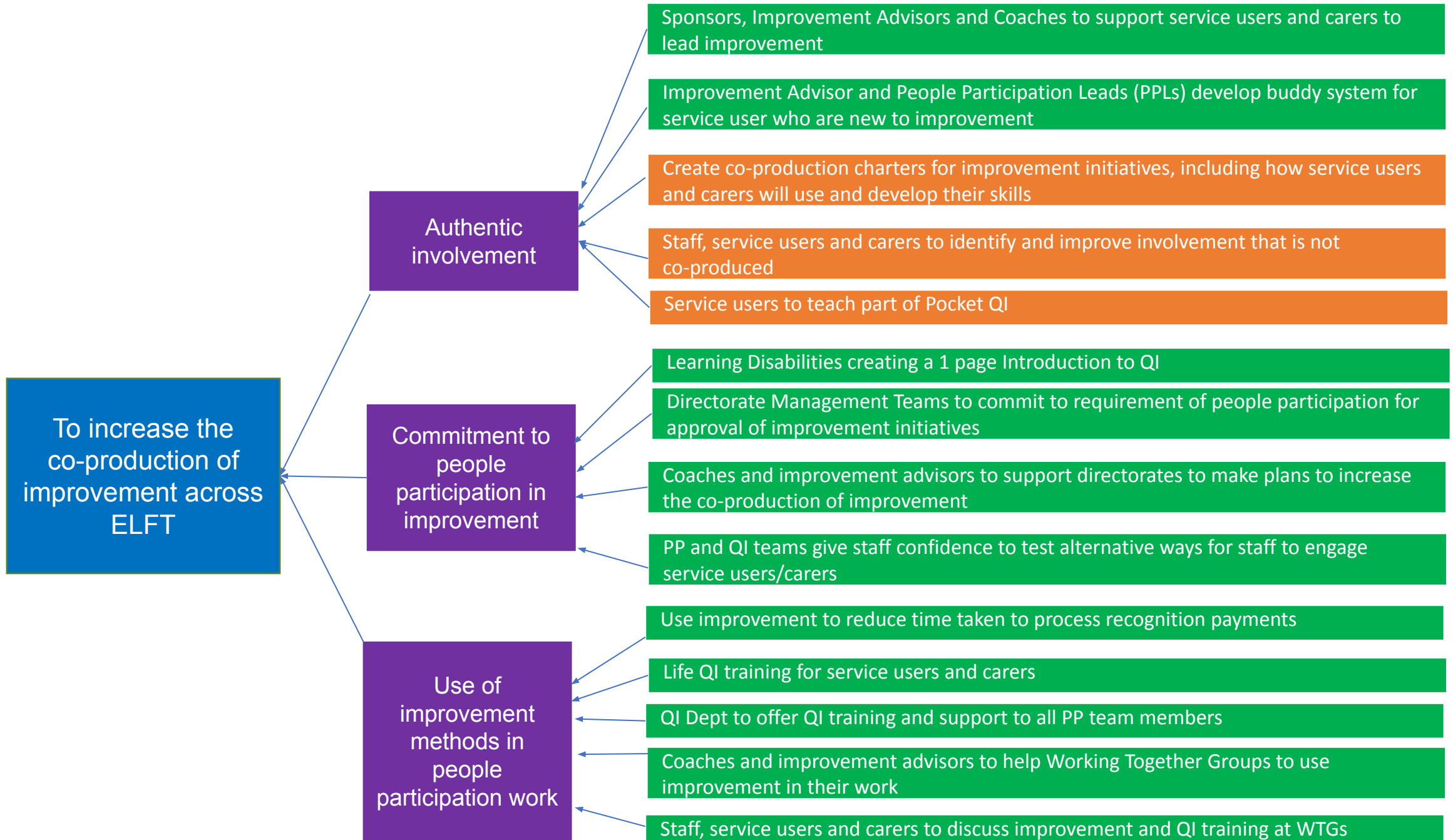


Project Title:
Project Lead:
Time Commitments:
Where will you be based?:
Accountability and Responsibility:
Payment:
Length of project: (e.g. 6 months to be reviewed)
Contact/Supervisor/Support: (2-3 time agreed, working needs)
What do you hope to get from this work?

Project Role Description Use this form to add some of your QI interests and details on your availability. Using this information we can link you up with QI Project teams in the Trust who need your expertise and experience!

[illegible]

Reward and Recognition Once part of a QI project team, as well as gaining new skills and sharing ideas, as a service user or carer, you will now be able to receive payment for your contribution to the work.



Library of Co-production Stories

Over the years, ELFT staff and service users have done some epic, co-produced improvement work. Here is a library of stories about what we've learned and achieved that you can share at your QI forum, Working Together Groups or at the water cooler!

- [Increasing Co-production in PP in BCHS](#)
- [QI Fellow blog](#)
- [Improving quality of carer contact on Jade Ward](#)
- [CHN SUCs Lead the Way](#)
- [Improving engagement in care in the Luton Liaison and Diversion Service](#)
- [A Carers' Perspective on QI: A personal story](#)
- [Increasing SUC involvement in TH](#)
- [Co-producing QI with SUs in TH](#)
- [Reconnecting with SU QI Coaches and the Community QI Forum in Luton & Beds](#)
- [The SU Voice at the Heart of the Crisis Pathway QI Forum](#)
- [Boosting SU Involvement in Forensics](#)
- [Bridging the Bedford Gap](#)

*When we COLLABORATE
We are all destined in QI to graduate
While being OPEN HEARTED
Our improvements soon become uncharted*

*So have the COURAGE
To truly encourage
And by giving RESPECT
Your project will really feel the effect*

*Because if each other we EMPOWER
Our team will have a secret superpower
For when we make QI ACCESSIBLE
The experience becomes unforgettable*

*Using tools and measures we must TRANSLATE
So the immense the QI we can recreate
For our individual OPPORTUNITY
Is to build a true QI community*

*Through this QI process we must REFLECT
NHS hopes and dreams we can resurrect
Put simply your job is to SOLVE
So QI at ELFT can -tinue to evolve*



Co-production of Improvement



Collaborate

C

Make important decisions together and in a fair and democratic way
"It felt good to decide together what we wanted to achieve in the first meeting."
"I liked the way we all got to vote."

Openhearted

O

Listen and value everyone's contributions
"I want to speak, but I will wait until you are finished."

Courage

C

Encourage all members to raise ideas, suggestions, issues and concerns
"It was nice to be asked what my thoughts were."
"I don't like being asked directly or on the spot but I get an opportunity to share my thoughts and ideas in other ways."

Respect

R

Respect each other's views
"I may not agree with you, but I am open to hearing your side of things."

Empower

E

Enable every member to contribute in a way that makes them feel comfortable
"I don't like to speak in front of a large group, but I am happy to note down my suggestions."

Accessible

A

Make sure each project member has what they need in order to be able to contribute effectively
"Without the Pocket QI training I would not have felt confident enough to discuss measures for testing."
"Once I had been registered and had access to the LifeQI website, I felt more like a member of the team"

Translate

T

Use appropriate language and communication methods
"An easy read version would be better for me please due to my learning disability."
"I would like an acronym sheet please."
"Can we make sure everything is not always discussion based?"
"Please consider whether I can understand what you're saying."

Opportunity

O

Allow opportunities for project members to develop new skills, knowledge and understanding
"I enjoyed being given the opportunity to chair the meeting today."
"I thought the Pocket QI training was a great introduction to QI and I already feel like I have learnt new skills."

Reflect

R

Reflect on the way we work throughout the project
"I want to be able to tell someone how frustrating I found that meeting."
"It was great to hear that I wasn't the only one thinking the measure we had chosen wasn't the right one."
"I reminded the Chair about one of the points in our Charter today and pointed out that we had not adhered to it."

Solve

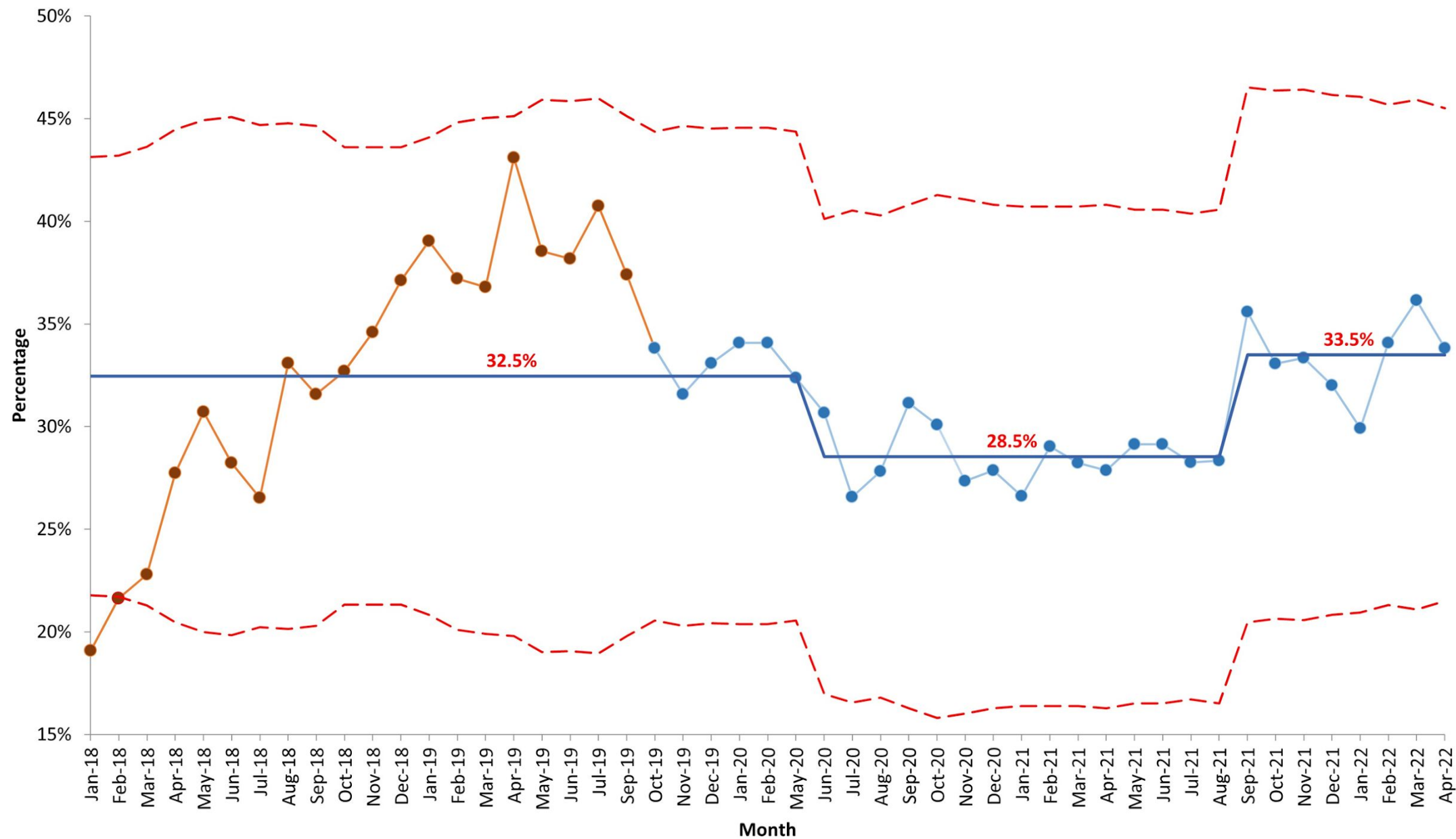
S

Make important decisions together and in a fair and democratic way
"It felt good to decide together what we wanted to achieve in the first meeting."
"I liked the way we all got to vote."

Top Tips for Authentic Co-production

- Write down each service user or carers' **role description**, naming their skills and what they would like to develop
- **Share the results of improvement** with the service users and who were involved
- **Avoid cancelling meetings** at short notice, even if attendance will be low
- Involve the **service users and carers closest to the improvement topic**
- **Avoid jargon**
- Provide service users and carers the opportunity to generate **improvement ideas** e.g. at forums
- Celebrate and **show equal respect** to service user and carer coaches and team members

Big I Service user/Carer involvement - p chart



Quality assurance

**Bid writing for new
business**

Research

**Training and
development**

**Strategy development
and annual planning
process**

**Interview panels to
recruit staff**

Befriending service

Peer support