Applying improvement to the co-creation of quality
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
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 to reach their aim

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

Challenges and Barriers to Engagement

- Self Confidence
- Financial Barriers (Travel Costs)
- Isolation
- Being thrown in at the deep end
- Support for QI Projects
- Accessibility to use PC/Printer
- Conflict Carers’ Responsibilities
- It feeling tokenistic
- Lack of Supported Guidance
- Human versus Email Interaction
- Communication Barriers
- Regular Attendance
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 co-production 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
- Coaches playing a more active role

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

What do we think about this?
Establishing a culture of high quality co-production in QI with our service users and carers

- Relationship with People participation leads
  - Working together Groups
  - IA relationship with PPLs
- Service user training
  - Process into projects
  - Facilitators
  - Chairing of QI forums
  - Agenda Items
  - SU attendance
- QI Forums
  - SU Involvement
  - Life QI
  - Healthy competition
- QI projects & non-project QI work
  - Implementation
  - QI coaches
  - SU Involvement
  - Life QI
  - Healthy competition
- Storytelling
  - Authentic Involvement
  - QI Newsletter
Introduction to QI training for service users and carers.

QI PROJECT STORIES
**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!

**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.
Commitment to participation in improvement

Authentic involvement

To increase the co-production of improvement across ELFT

Improvement Advisor and People Participation Leads (PPLs) develop buddy system for service user who are new to improvement

Create co-production charters for improvement initiatives, including how service users and carers will use and develop their skills

Sponsors, Improvement Advisors and Coaches to support service users and carers to lead improvement

Directorate Management Teams to commit to requirement of people participation for approval of improvement initiatives

Coaches and improvement advisors to support directorates to make plans to increase the co-production of improvement

Coaches and improvement advisors to help Working Together Groups to use improvement in their work

PP and QI teams give staff confidence to test alternative ways for staff to engage service users/carers

Use of improvement methods in people participation work

Use improvement to reduce time taken to process recognition payments

Life QI training for service users and carers

QI Dept to offer QI training and support to all PP team members

Create co-production charters for improvement initiatives, including how service users and carers will use and develop their skills

Service users to teach part of Pocket QI

Service users to discuss improvement and QI training at WTGs
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
Make important decisions together 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
Listen and value everyone's contributions.
- "I want to speak, but I will wait until you are finished."

Courage
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 on that spot, but I get an opportunity to share my thoughts and ideas in other ways."

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

Empower
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
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."

Opportunity
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
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 two of the points in our Charter today and pointed out that we had not adhered to it."

Solve
Make important decisions together 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 carer's 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

Percentage

Month


32.5%

33.5%

28.5%
Quality assurance

Research

Bid writing for new business

Strategy development and annual planning process

Training and development

Interview panels to recruit staff

Befriending service

Peer support