

B9: Developing authentic  
partnering with patients for  
quality and safety



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



Adapting to a changing world: equity, sustainability  
and wellbeing for all



 @QualityForum #Quality2023

 Institute for  
Healthcare  
Improvement

**BMJ**

# Developing Authentic Partnering with Patients for Quality & Safety



Carl  
Adams



Helen  
Bulbeck



Kris  
Gibson



Kate  
Pryde



Vickie  
Purdie



Christina  
Rennie



Sarah  
Williams


# Disclosures

None



# Objectives


We go away feeling energised to work with patients/users so that they are in the DNA of the partnership



Learning from the stories and projects shared today will be utilised to support and inspire our own partnering with patients



We will all have a clear idea of something we can go and act on in our own area to accelerate our work on keeping patients at the heart of healthcare



*We will introduce two facilitation tools to foster lively participation & engagement*

# Utilising everyone's assets



Communication



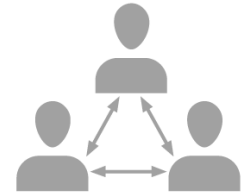
Self-motivation



Leadership



Responsibility



Teamwork



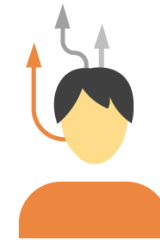
Problem solving



Decisiveness



Ability to Work  
Under Pressure  
and Time Management

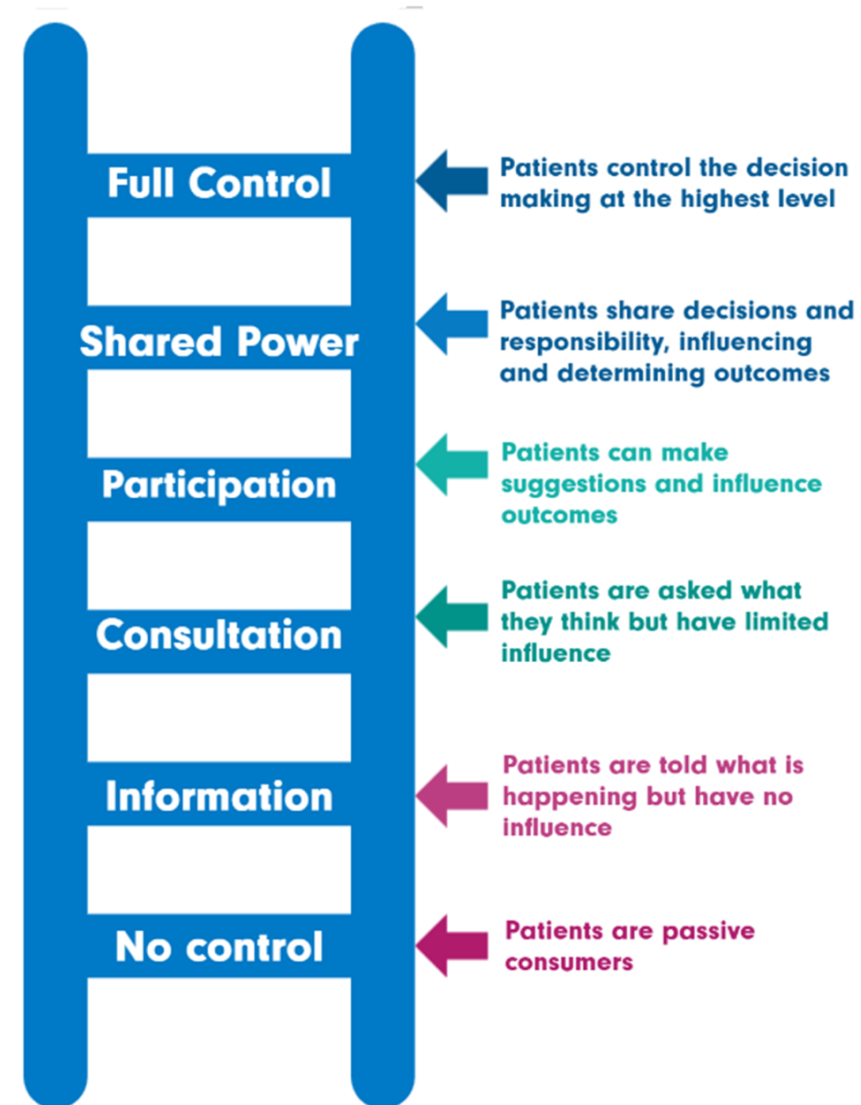


Flexibility



Negotiation  
and Conflict Resolution

Where are you  
currently in  
your work?



Go to - [www.menti.com](https://www.menti.com) and use the code 87 81 78



# Where on the ladder of participation are you currently?

**Patients control the decision making at the highest level**

**Patients share decisions and responsibility, influencing and determining outcomes**

**Patients can make suggestions and influence outcomes**

**Patients are asked what they think but have limited influence**

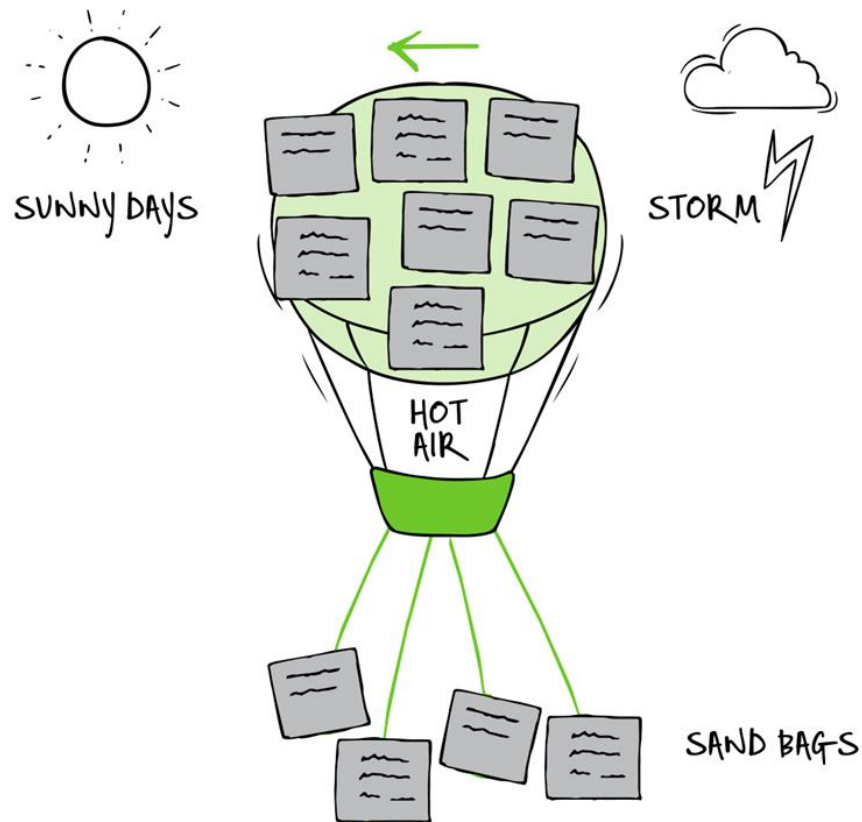
**Patients are told what is happening but have no influence**

**Patients are passive consumers**





# Working with patients – what's holding you back?



**Looking back** – fire and hot-air: what helps us go higher? What are the things that push us forward?

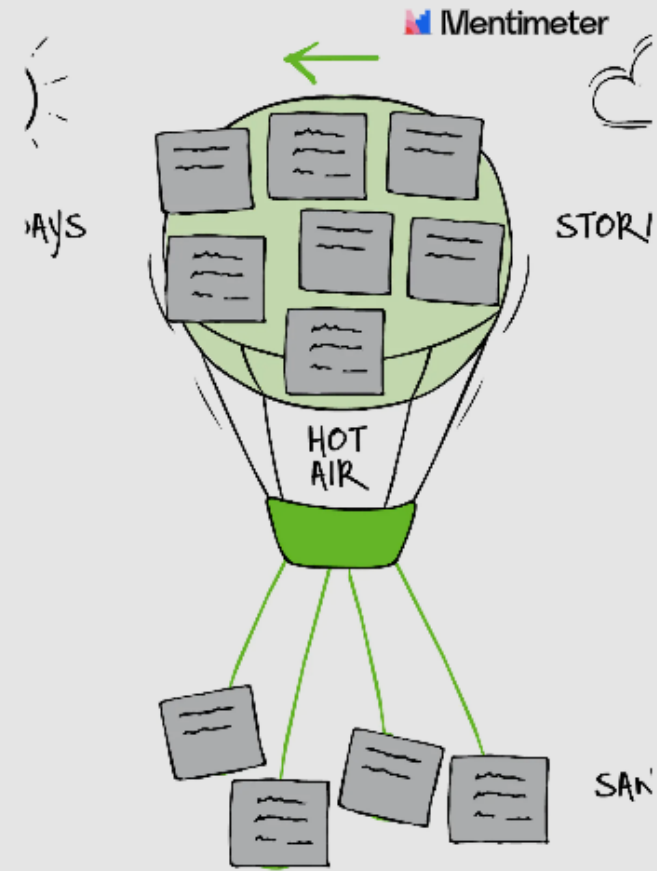
**Looking back** – forces pulling down: which are the forces

**Looking ahead** – storm: what is the storm ahead of us? What will make our trip turbulent?

**Looking ahead** – sunny day: what could we do to avoid the storm and turn toward sunny days? What shall we do to overcome the possible challenges ahead of us?

# Working with patients - what's holding you back? ONE WORD

▶ Start Menti



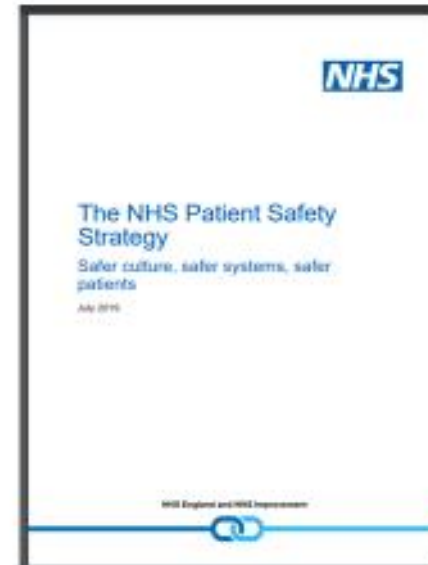


# Southampton Sight

supporting people living with sight loss



# Why Quality and Patient Safety Partners?



University Hospital Southampton **NHS**  
NHS Foundation Trust

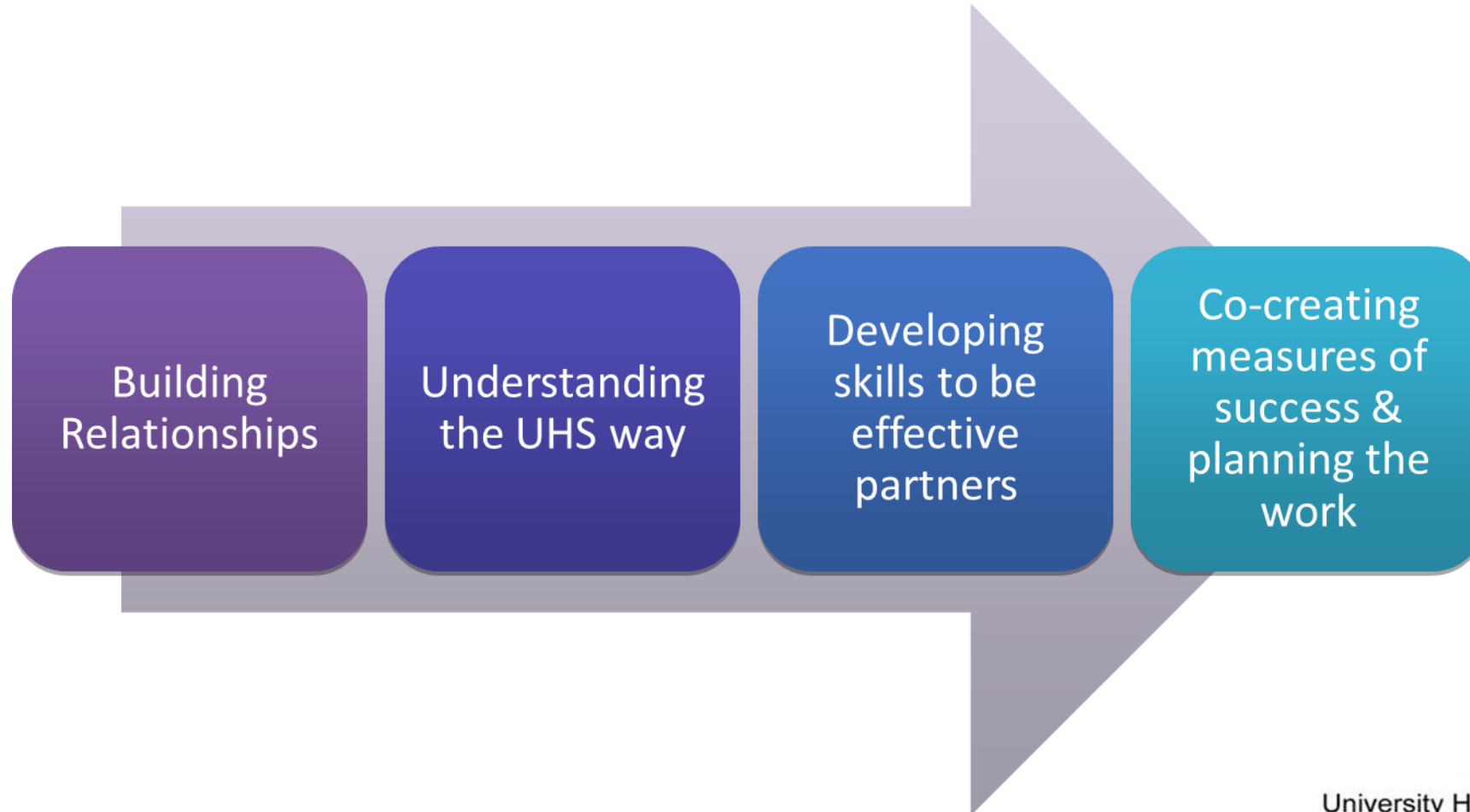




# Our UHS Journey to working with Quality and Patient Safety Partners



# Quality and Patient Safety Partners Induction & Training



# Our Quality & Patient Safety Partners





# Workstreams so far . . .



THEATRES FLOW



SHARED DECISION  
MAKING



WAYFINDING  
(ESTATES)



CLINICAL  
ACCREDITATION  
SCHEME



PSIRF  
IMPLEMENTATION  
& OVERSIGHT



PATIENT SAFETY  
STEERING GROUP



SERIOUS INCIDENT  
SCRUTINY GROUP



BRAIN GYM

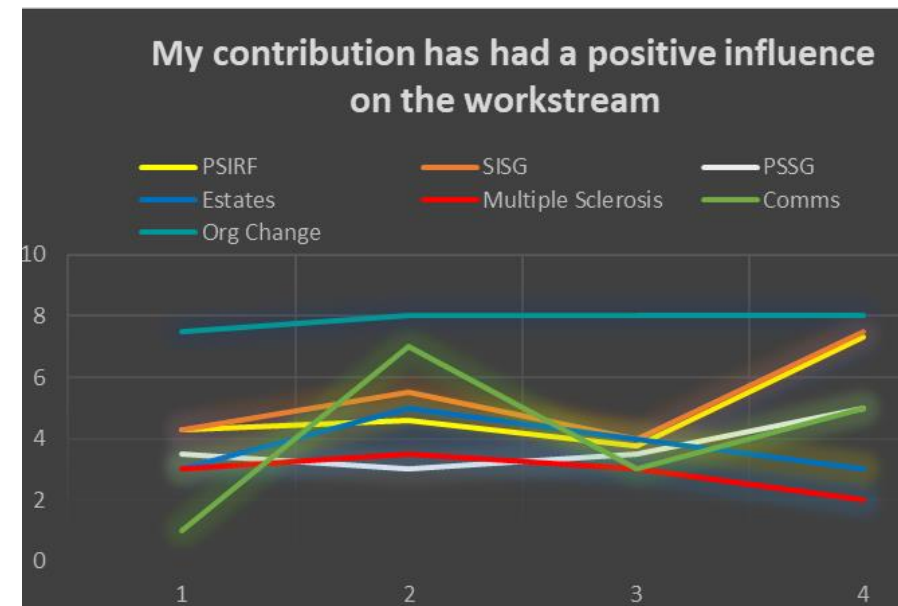
Outcomes so far  
(NB early days!)

“ A detailed and thoughtful programme designed to hear the patient voice”

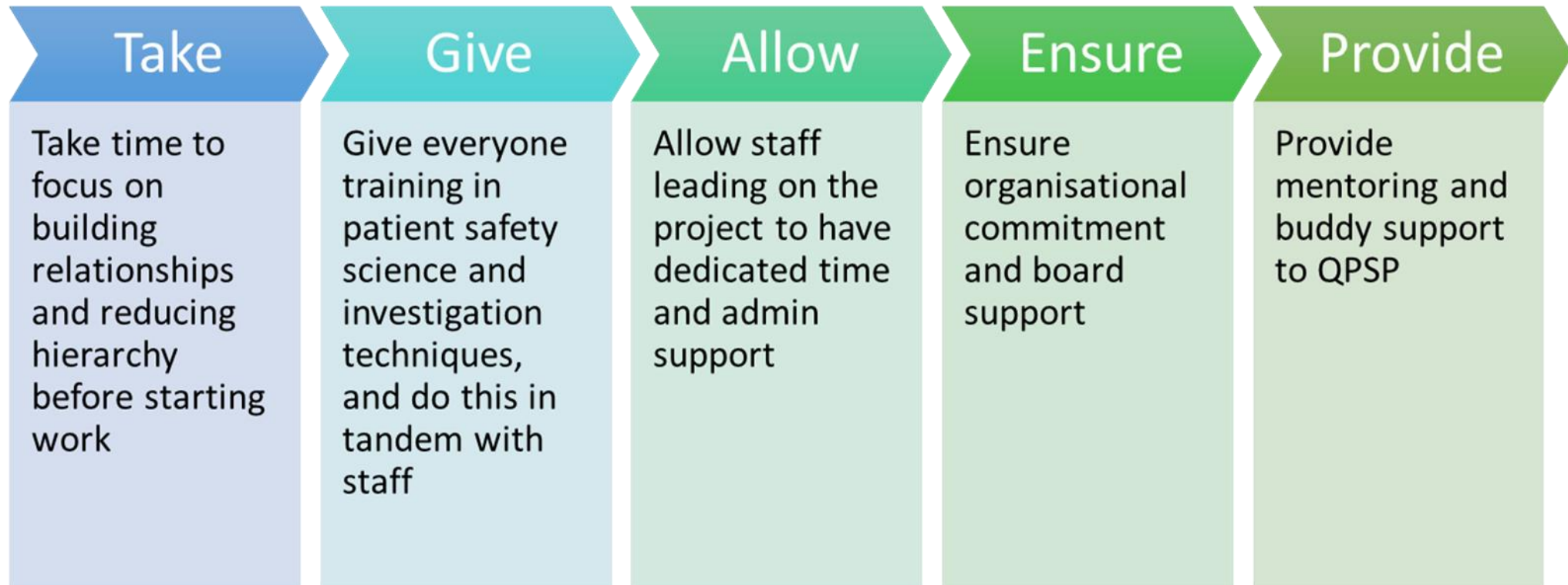
*Henrietta Hughes,  
National Patient Safety  
Commissioner*

“ It’s a great space to be in – to be honest the only one where I truly feel that patients are valued and are genuine co-producers”

*Helen Bulbeck, Patient  
Representative SDM board*



# Key Messages for creating Quality & Safety Partners



# The magic of the ordinary

How do patients become co-pilots in their care?



# Andrew

- 42 yrs, 3 teenage children, recently divorced, shared care of children, rented accommodation.
- Glioblastoma, lost driving licence and job, cannot afford child maintenance, remote from family.
- Angry, fearful, sad, guilt, proud, anxious.
- Not sleeping, reduced functioning, isolated.



# Where might you start?

## Clarify your own thinking

- What do I need to be different?
- What do I want for the people I am representing/advocating for?
- What does a good result look like?
- What are the reasons to do something? And to not?
- Who can I work with?



# How do I find the right partner?

- Find your collaborative partner(s)
- Invest in developing leadership and collaborative relationships
- Make time for learning - and share it
- Go where the energy is (under the radar)
- Embed collaborative activity (authorise it, make it legitimate)



Talk with us!





# Minimising challenges

- Build in appropriate time and funding
- Recruit carefully
- Recruit creatively
- Train - together
- Value users
- Record activities and impact



# Conflict

- What relationship do I want to have?
- What unites us? What is our common purpose?
- Where do we think differently?
- What prejudices am I holding?
- How important is the issue in the grand scheme of things?
- What are my options?
- What's my bottom line?



# Ask Andrew

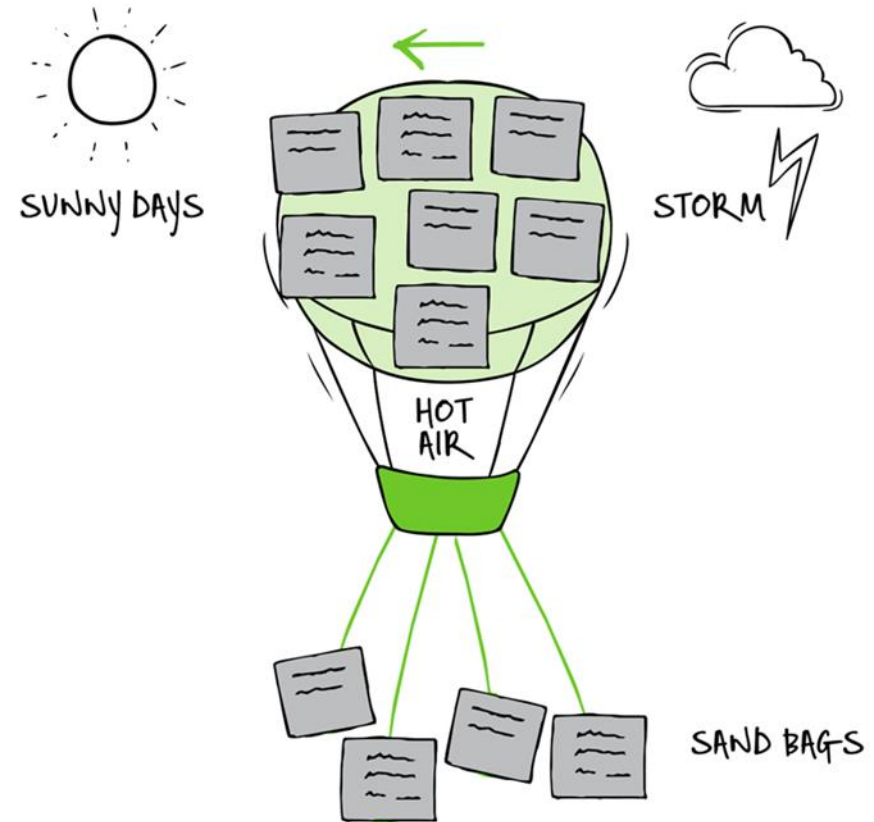
- What does he need to be different?
- What does he want for people like him?
- What does a good result look like?
- What are the reasons to do something? And to not?
- Who can we work with?



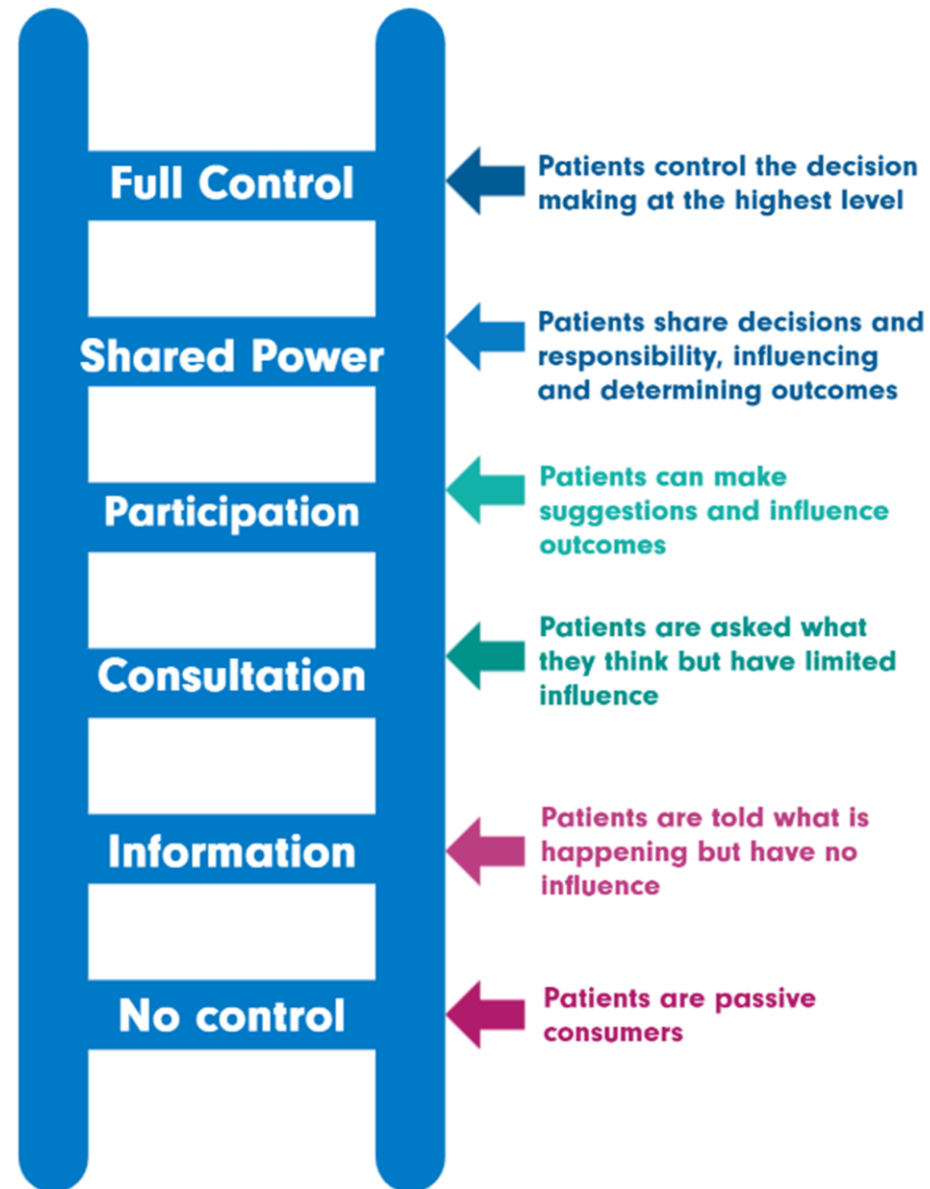
# Over to you

Discuss on your table/with those next to you:

1. Where you are on the ladder
2. What do you need to 'lift you up' to the next level?
3. What assets in others might help you?



# Ladder of Co-production





**Value all  
participants and  
build on their  
strengths and  
skills**

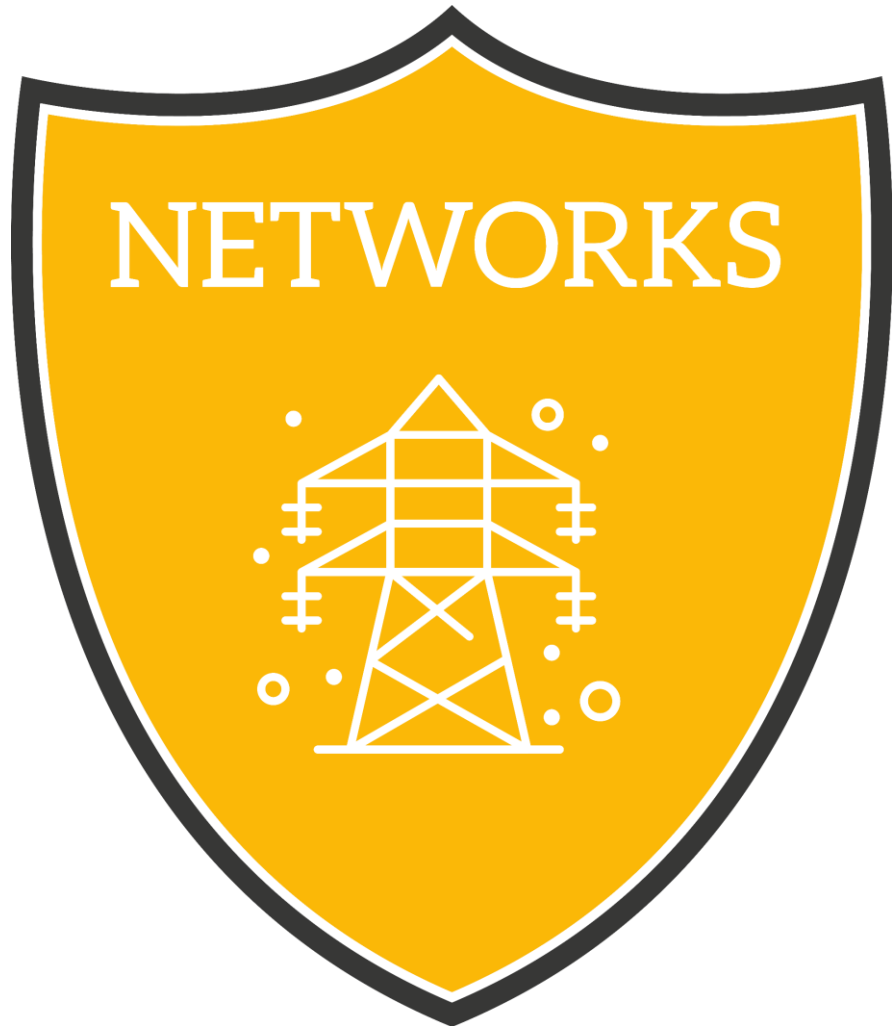


**People can be  
change makers,  
and organisations  
can enable this**

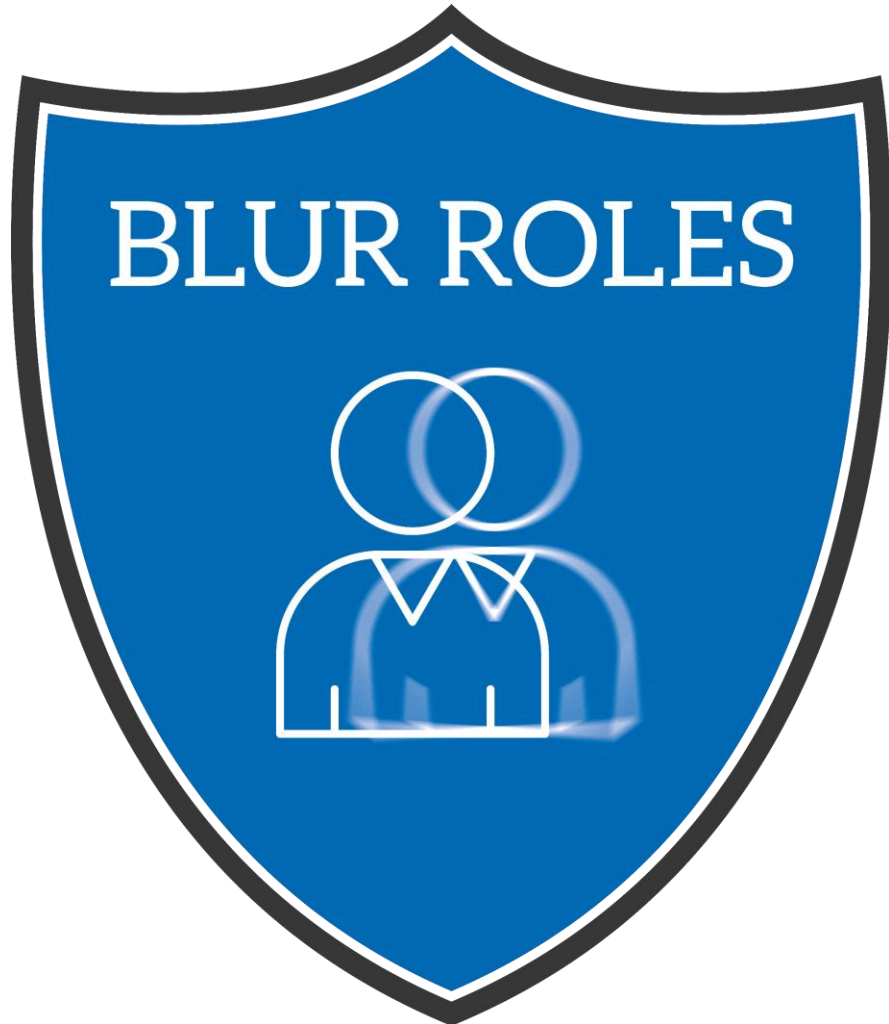




**Do what matters for  
all people involved**



**Develop networks  
of mutual support**



**Viewing  
everybody as  
active equal  
partners**

ASSETS



CATALYSTS



MUTUALITY



NETWORKS



BLUR ROLES







Audit



Evaluation



Improvement





## Instructions:

In small groups/ on your tables:

- One person who'd like some help with next steps or an issue, chooses to be 'the client'.
- The rest of the group are the 'consultants' who will advise/ give recommendations

## Steps

- The client **presents the challenge** and request for help.
- The consultants ask the client **clarifying questions**.
- The **client turns their back** to the consultants and gets ready to take notes
- The consultants collectively discuss **advice, and recommendations**, while the client has their back turned but is taking notes
- The client returns to the table, and **feeds back what they think the advice is** to the consultants. They also share what was useful and their take aways.



# Feedback from the room



# Commitment to action

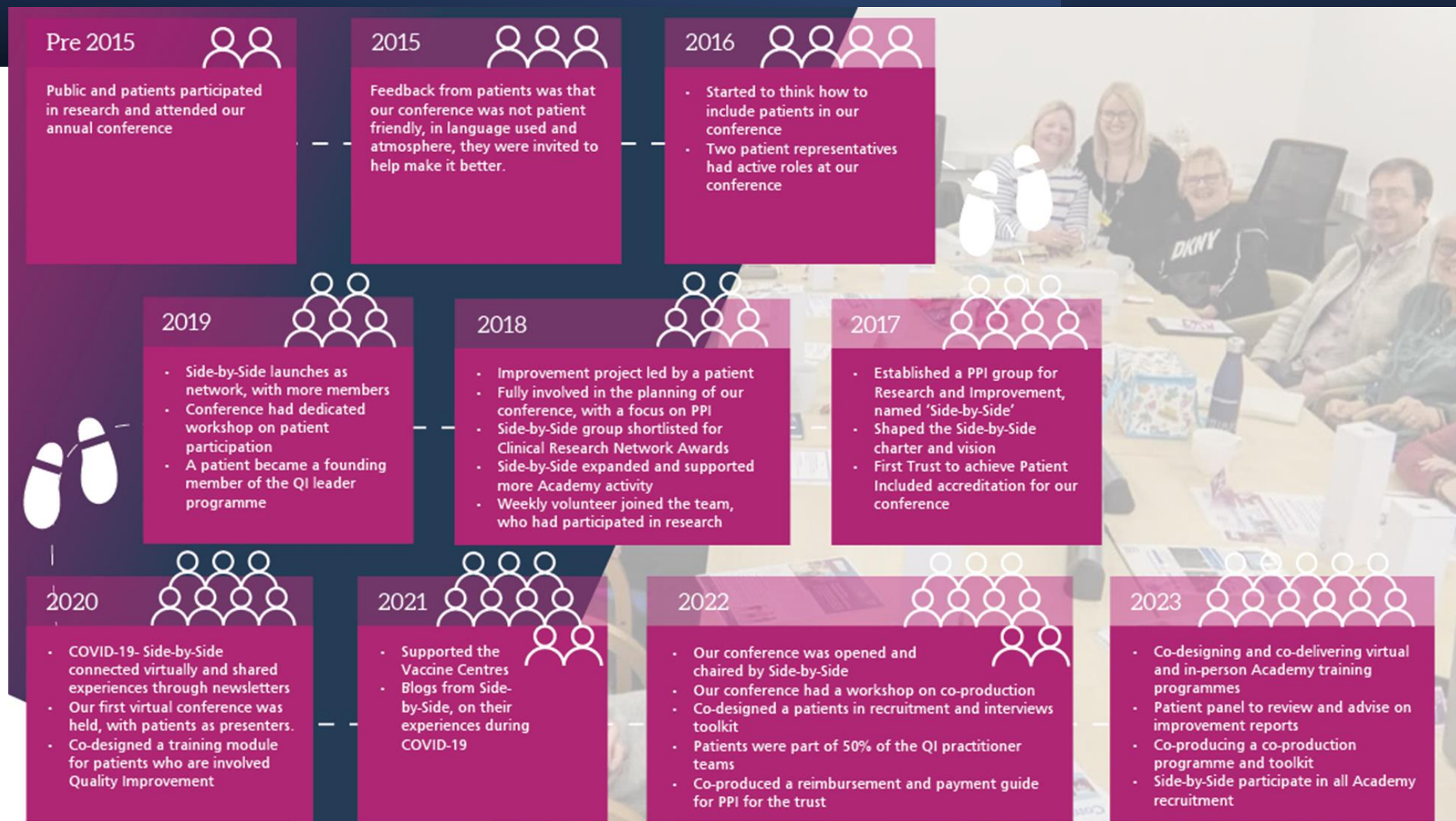
## PLEDGE CARD



**Name:**

I will work in partnership with patients and people by...

# Key message – it takes time!





# Keep in touch

- |  |                 |
|--|-----------------|
| • <a href="mailto:Carl.Adams@solent.nhs.uk">Carl.Adams@solent.nhs.uk</a>           | @CJadams80      |
| • <a href="mailto:Helen@brainstrust.org.uk">Helen@brainstrust.org.uk</a>           | @bulbeckhelen   |
| • <a href="mailto:kris@southamptonstight.org.uk">kris@southamptonstight.org.uk</a> |                 |
| • <a href="mailto:Kate.Pryde@uhs.nhs.uk">Kate.Pryde@uhs.nhs.uk</a>                 | @katepryde      |
| • <a href="mailto:Vickie.Purdie@uhs.nhs.uk">Vickie.Purdie@uhs.nhs.uk</a>           | @vickiepurdie   |
| • <a href="mailto:Christina.Rennie@uhs.nhs.uk">Christina.Rennie@uhs.nhs.uk</a>     | @howdoyoufika   |
| • <a href="mailto:Sarah.williams@solent.nhs.uk">Sarah.williams@solent.nhs.uk</a>   | @sarahwresearch |