B9: Developing authentic partnering with patients for quality and safety





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









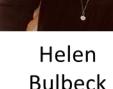




Developing Authentic Partnering with Patients for **Quality & Safety**











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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

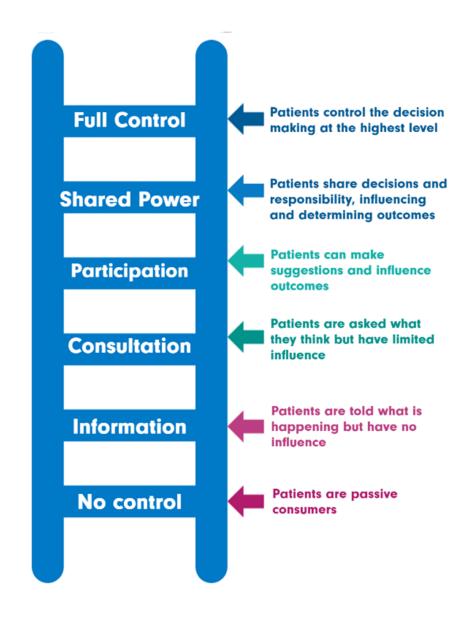
We will all have a clear idea of something we can go and act on in our own area to accelerate our work on keeping patients at the heart of healthcare

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

Utilising everyone's assets



Where are you currently in your work?



Go to - www.menti.com and use the code 87 81 78

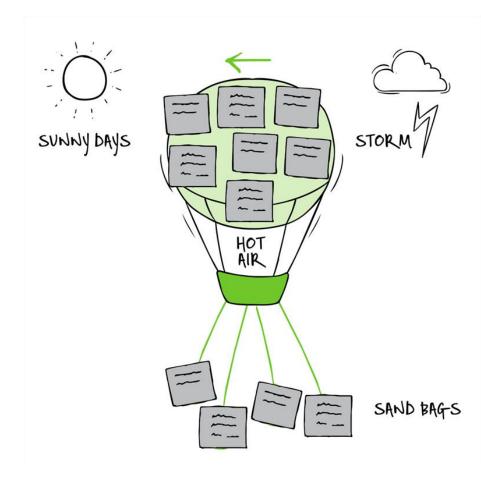
- Patients control the decision making at the highest level
- Patients share decisions and responsibility, influencing and determining outcomes
- Patients can make suggestions and influence outcomes
- Patients are asked what they think but have limited influence
- Patients are told what is happening but have no influence
- Patients are passive consumers

Where on the ladder of participation are you currently?

Mentimeter



Working with patients – what's holding you back?



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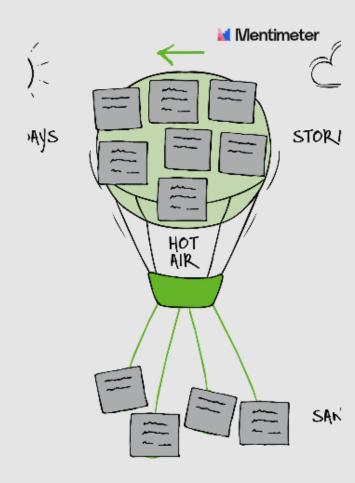
Looking back – fire and hot-air: what helps us go higher? What are the things that push us forward?

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





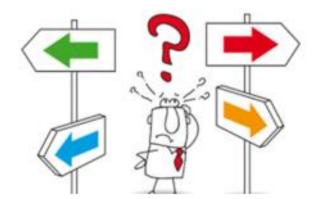


Why Quality and Patient Safety Partners?

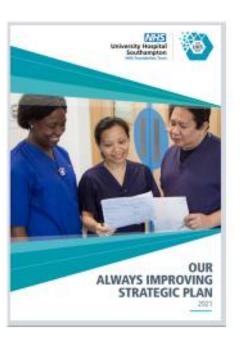












Our UHS Journey to working with Quality and Patient Safety Partners



Quality and Patient Safety Partners Induction & Training

Building Relationships Understanding the UHS way

Developing skills to be effective partners

Co-creating measures of success & planning the work

Our Quality & Patient Safety Partners



Workstreams so far . . .







SHARED DECISION MAKING



WAYFINDING (ESTATES)



CLINICAL ACCREDITATION SCHEME



PSIRF IMPLEMENTATION & OVERSIGHT



PATIENT SAFETY STEERING GROUP



SERIOUS INCIDENT SCRUTINY GROUP



BRAIN GYM



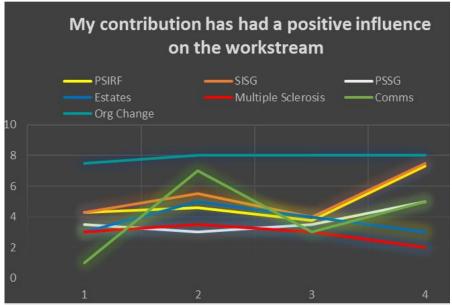
Outcomes so far (NB early days!)

"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

Take

Take time to focus on building relationships and reducing hierarchy before starting work

Give

Give everyone training in patient safety science and investigation techniques, and do this in tandem with staff

Allow

Allow staff leading on the project to have dedicated time and admin support

Ensure

Ensure organisational commitment and board support

Provide

Provide mentoring and buddy support to QPSP

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

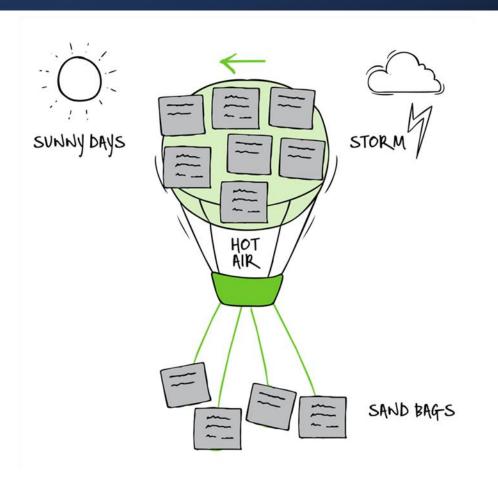
- What does he need to be different?
- What does he want for people like him?
- What does a good result look like?
- What are the reasons to do something? And to not?
- Who can we work with?



Over to you

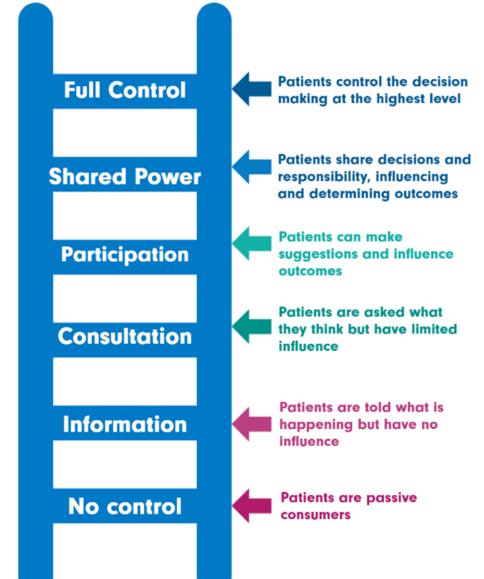
Discuss on your table/with those next to you:

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



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Ladder of Coproduction









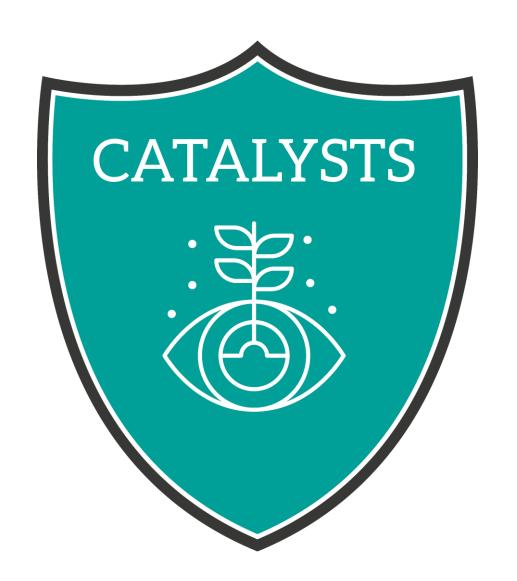


Value all participants and build on their strengths and skills









People can be change makers, and organisations can enable this







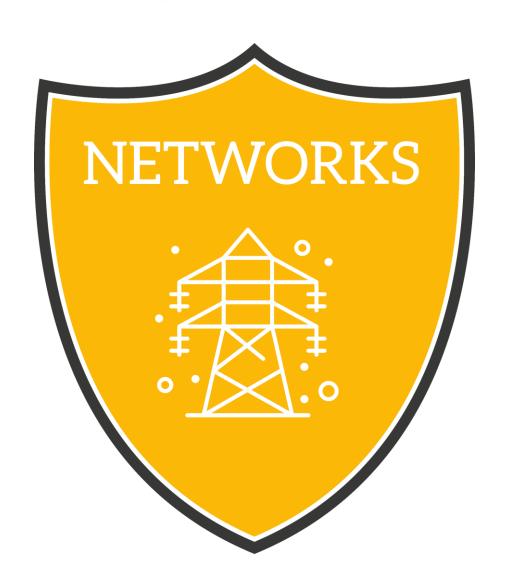


Do what matters for all people involved







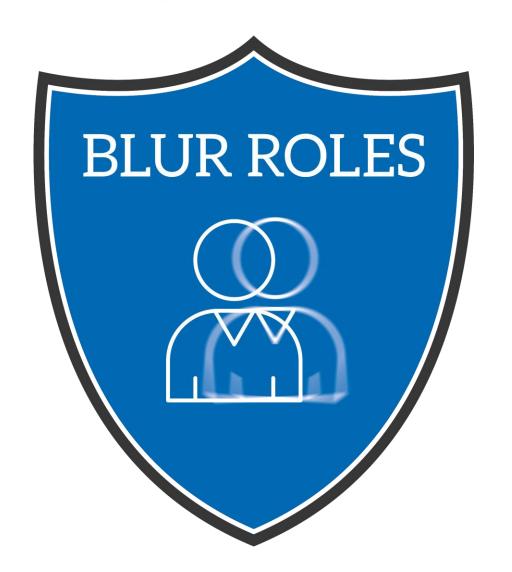


Develop networks of mutual support









Viewing everybody as active equal partners











CATALYSTS



MUTUALITY



NETWORKS



BLUR ROLES















ולו וויז

Audit



Evaluation



Improvement









Rational advocacy - research ethics - Beyond - Composition of the Comp -- conference presentations Community - Joint posts Italining and partnerships - Academy - Strategy Militing And Partnerships - Academy - Strategy Militing And Partnerships - Learn, Improve Redadtrocas Partnerships Organisation Codelinered Halling and Danne Academy Strategy Milling and Danne Academy Strategy Milling and Danne and Innovate

Wisecrowds

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



Name:

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

Key message – it takes time!

Pre 2015

annual conference

Public and patients participated in research and attended our

2015

Feedback from patients was that our conference was not patient friendly, in language used and atmosphere, they were invited to help make it better.

Started to think how to

- include patients in our conference
- Two patient representatives had active roles at our conference

2019

- Side-by-Side launches as network, with more members
- Conference had dedicated workshop on patient participation
- A patient became a founding member of the OI leader programme

2018

- Improvement project led by a patient
- Fully involved in the planning of our conference, with a focus on PPI
- Side-by-Side group shortlisted for Clinical Research Network Awards
- Side-by-Side expanded and supported more Academy activity
- Weekly volunteer joined the team. who had participated in research

2017

- · Established a PPI group for Research and Improvement, named 'Side-by-Side'
- Shaped the Side-by-Side charter and vision
- First Trust to achieve Patient Included accreditation for our conference

2020

- · COVID-19- Side-by-Side connected virtually and shared experiences through newsletters
- Our first virtual conference was held, with patients as presenters.
- Co-designed a training module for patients who are involved Quality Improvement

2021

- Supported the **Vaccine Centres**
- Blogs from Sideby-Side, on their experiences during COVID-19

2022

- Our conference was opened and chaired by Side-by-Side
- Our conference had a workshop on co-production
- Co-designed a patients in recruitment and interviews
- Patients were part of 50% of the QI practitioner
- Co-produced a reimbursement and payment guide for PPI for the trust

- Co-designing and co-delivering virtual and in-person Academy training programmes
- Patient panel to review and advise on improvement reports
- Co-producing a co-production programme and toolkit
- Side-by-Side participate in all Academy recruitment

Keep in touch

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