

Free Members' Webinar: **Coproduction in Quality Improvement**

Thursday 22 September 2022, 4-5pm



WHAT BRINGS ME HERE TODAY?

Satwinder Kaur

MENTAL ILLNESS

Mirror, Mirror on the wall, I do not see me at all

Enter: Darkness, there is fear and dread.

Notice there are heavy dark clouds always on my head.

Trauma, tragedy chased, tired, I ran out of time.

Anger, guilt, shame, I did not commit a crime

Laying my body perfectly still, ready to be confined

Ideas, intelligence, imagination have all died.

Listening to evil echoes whispering, demoralizing lies.

Lyrics lost, heart strings broken, twisted tunes do not stop

Noise, disrupts, destroys and eventually devours my will.

End: Exhausted, I drown to the bottom of the sea.

Searching , for me, their Sunken treasure they did find.

Survival is knowing that I have loved ones to call mine



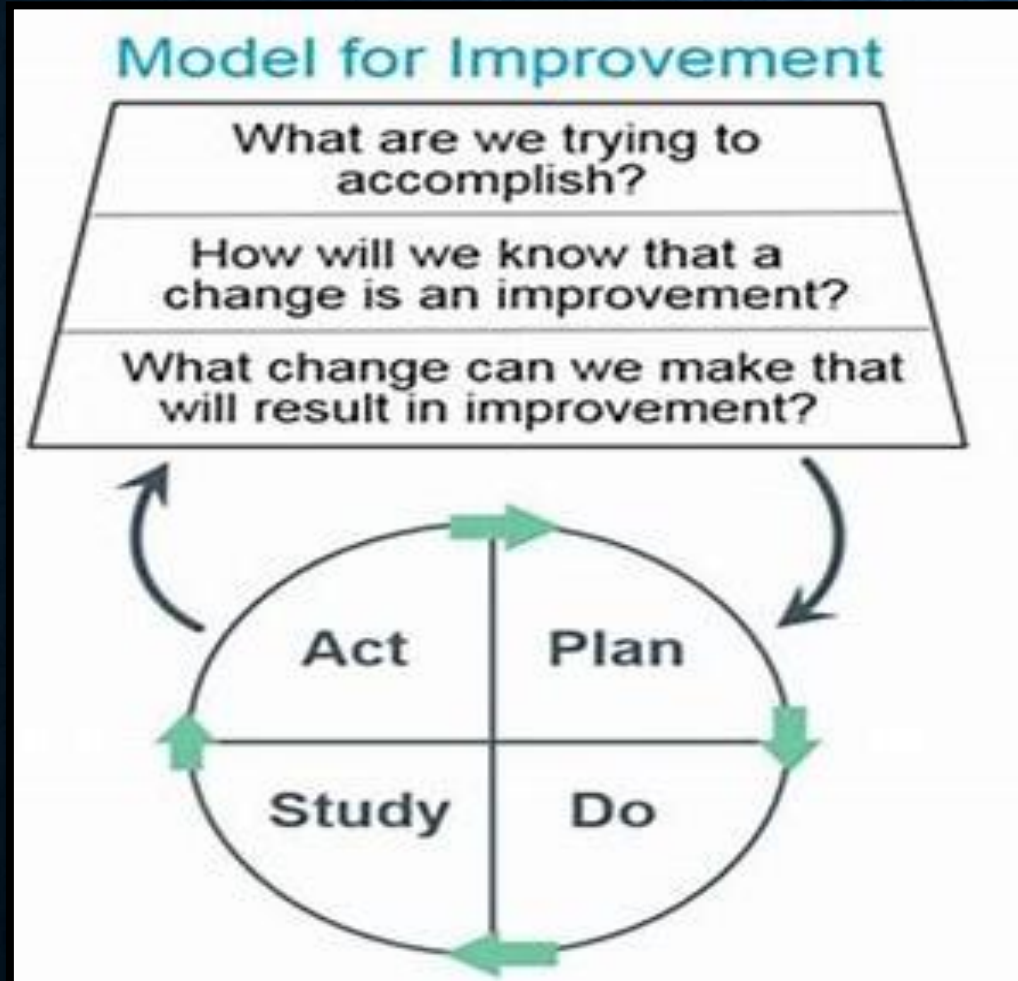
A LEARNING JOURNEY TOGETHER CO-PRODUCTION AND QUALITY IMPROVEMENT

Satwinder Kaur: Lived Experience QI Coach

East London Foundation Trust

Patient Representative Royal College of Psychiatrists QI Committee

IHI QI MODEL FOR IMPROVEMENT



Quality Improvement involves a systematic and coordinated approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement.

Values and Behavior (My Thoughts)

Communication is shared Language to understand

Open and honest, truth is easy to remember.

People humanity that is what life is about.

Respect means feeling valued, We all have different skills.

Ownership Is knowing when to take part.

Dignity is yours and mine, just remember to be kind.

Unity is coming together, to grow all our minds.

Compassion: Is smiling and offering your time.



Trust is feeling safe with others in an unknown space.

Integrity is knowing that how you treat others is fair

Offer to help, not everyone knows when it is ok to ask.

Names spoken correctly, Please correct me if I am wrong.

NHS CO-PRODUCTION MODEL

A Co-production Model  

Five values and seven steps to make this happen in reality

What is 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 and 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, and to maintain a person-centred perspective. Co-production is part of a range of approaches that includes citizen involvement, participation, engagement and consultation. It is a cornerstone of self-care, of person-centred care and of health-coaching approaches.

Values and behaviours
For co-production to become part of the way we work, we will create a culture where the following values and behaviours are the norm:

- Ownership, understanding and support of co-production by all
- A culture of openness and honesty
- A commitment to sharing power and decisions with citizens
- Clear communication in plain English
- A culture in which people are valued and respected

How to do it?
Seven practical steps to make co-production happen in reality:

1. Get agreement from senior leaders to champion co-production
2. Use open & fair approaches to recruit a range of people who use health and care services, carers and communities, taking positive steps to include under-represented groups
3. Put systems in place that reward and recognise the contributions people make
4. Identify areas of work where co-production can have a genuine impact, and involve citizens in the very earliest stages of project design
5. Build co-production into your work programmes until it becomes 'how you work'
6. Train and develop staff and citizens, so that everyone understands what co-production is and how to make it happen
7. Regularly review and report back on progress. Aim to move from "You said, we did," to "We said, we did"

EVIDENCE: EAST LONDON FOUNDATION TRUST

“We Reviewed 500 Projects on our database

Projects with service user involvement

4X more Likely to succeed”

EMPOWERED

“I have Been Here Before.”

Keats Ward: Reducing Bed Occupancy:

“I am fortunate, I had a family that supported me emotionally, financially and I had a safe place to call home”

Reducing Waiting Times from referral to 1st Psychology appointment:

“ I was referred twice by my consultant Psychiatrists. Mapping the process
Reception Standards at Florence Ball House.

“ I dreaded going for appointments, reception staff and the environment made me feel cold and isolated”

Bridging The Bedford Gap

1st Patient/ carer led QI Project



Reducing Overspending On Oakley Court

“Making Patients and carers part of the team creates a culture of accountability”!



She Smiled and said, “those are My Eyes watching You”

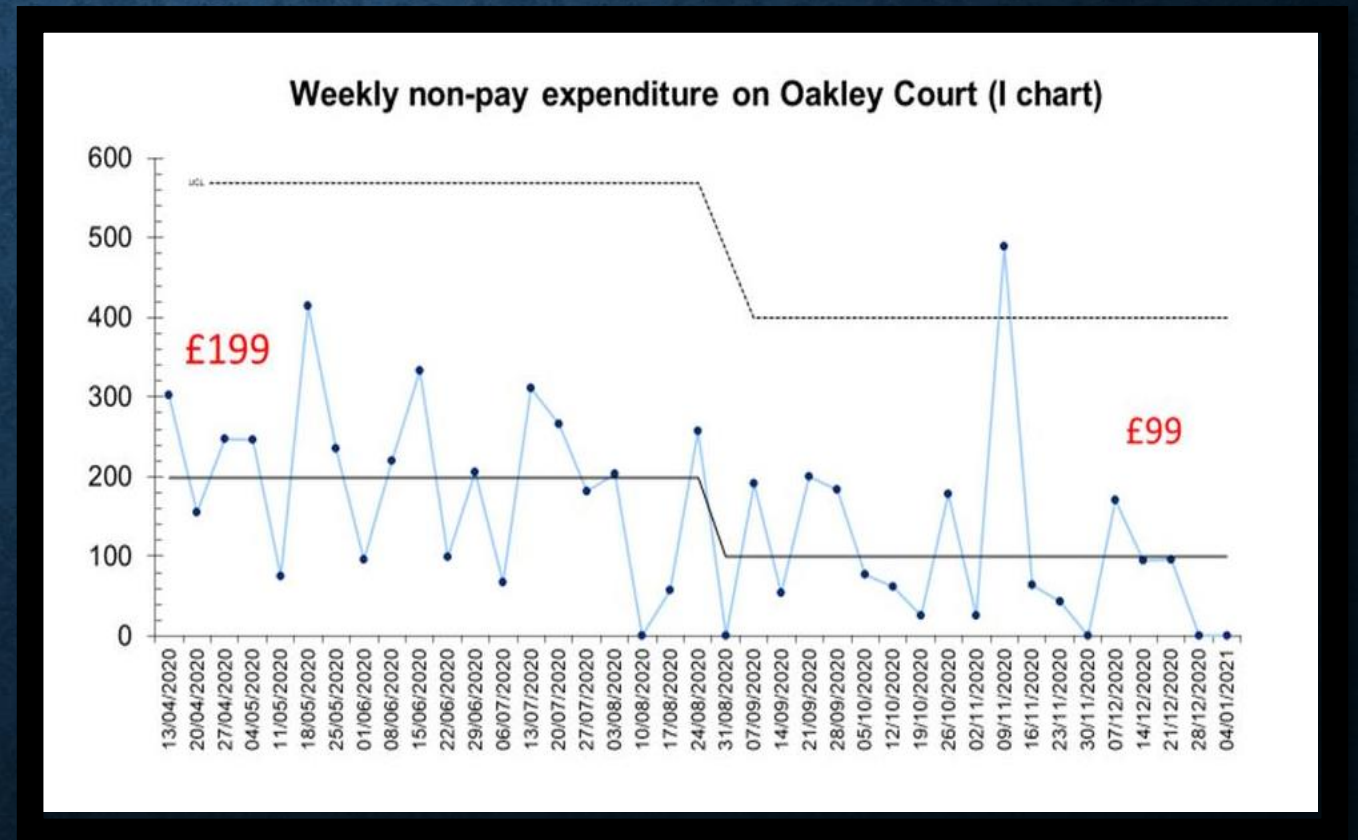
(Inpatient artist)

Let's see what you need to order?
**Please Check
Stockroom**

A pair of black-rimmed glasses with clear lenses, set against a blue background.

Item in stock No place order
Item in stock Yes please take
Items last or low in stock please report to admin

Our NHS cost effective ordering made simple



BEDFORDSHIRE ADULT AUTISM SERVICE

Joy at work

Staff wellbeing.

Compassionate manager

Weekly coffee catch -ups
and supervisions .

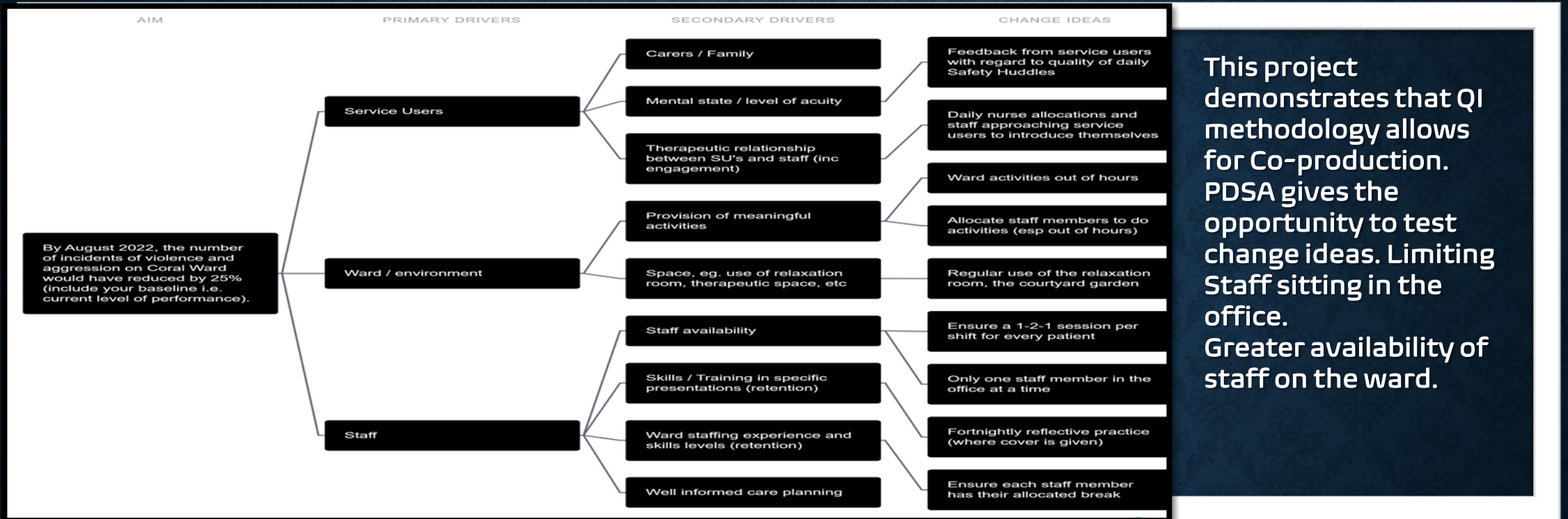
I am honoured to listen to people's life stories... I complete assessments and short-term interventions focused on how someone manages to do activities important to their responsibilities, wellbeing, personal goals, and identity." (Erica Morrison Senior Occupational Therapist)

Patients and carers are fully involved

"This QI project, highlights that there are insurmountable limitations in capacity, and that with further resources, the autism service could function in an even more efficient way. Working as a team, with those working at the Autism service, and with Satwinder as coach, has enabled me to discover more about how QI functions to improve services too." Mack Mclean carer team member)

Equity

" I'm the operational lead for the Autism Service and have been the lead for the QI project, coordinating & placing particular responsibilities with individual colleagues. In order to engage service users effectively, meet with Pat & Mack on MS Teams separately to the main group meetings, as Pat does not cope well with being on screen."



Reducing Violence and Aggression through Service User Engagement on Coral Ward

Multiple methods to Involve patients and Carers:

People Participation: Ex In-patients., Inpatient Community Meetings, QI team Meetings

START WHERE YOU ARE,

USE WHAT YOU HAVE,

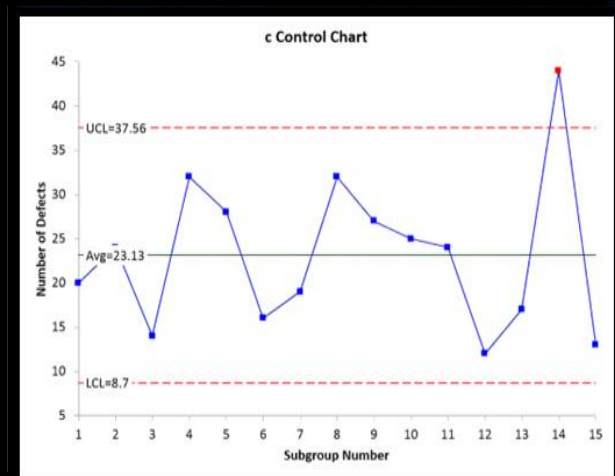
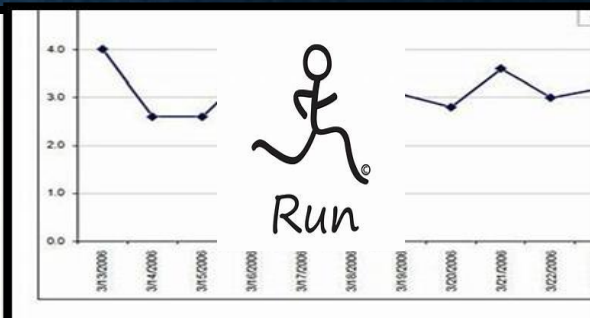
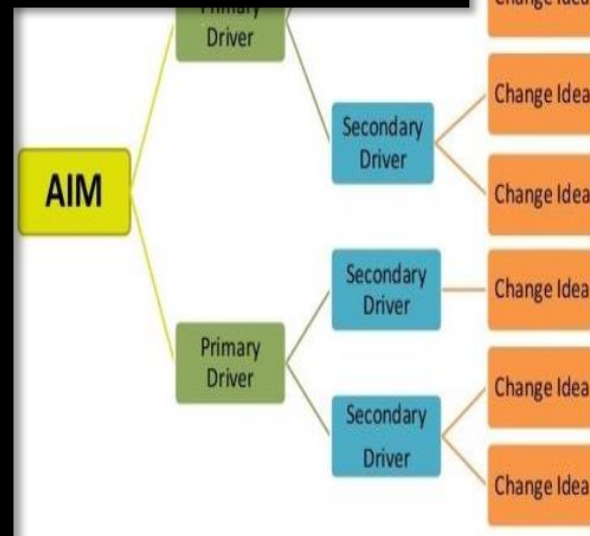
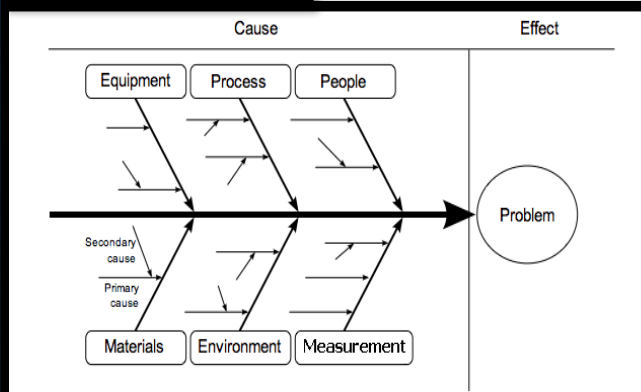
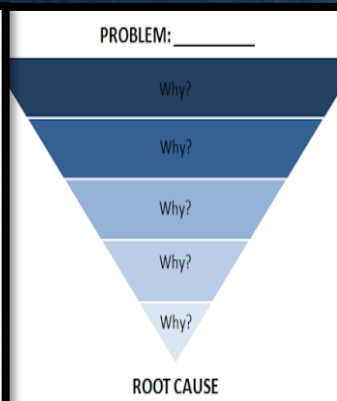
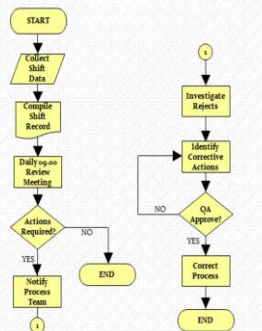
DO WHAT YOU CAN

QI TOOLS AND METHODOLOGY

“AS A QI COACH”



Process Mapping





HAVE FUN!