

The crucial role of coproduction in Quality Improvement in psychiatric services: for psychiatrists and postgraduate trainees

Wednesday 27 April 2022
10:00-13:30

Speaker Biographies

Welcome & Introduction

Dr Amar Shah, *RCPsych QI Faculty Chair, Consultant psychiatrist, Chief Quality Officer at East London NHS Foundation Trust (ELFT)*

Dr Amar Shah is Consultant forensic psychiatrist & Chief Quality Officer at East London NHS Foundation Trust (ELFT). He leads at executive and Board level at ELFT on quality, performance, strategy, planning and business intelligence. Amar has led the approach to quality at ELFT for the past 10 years, and has embedded a large-scale quality improvement infrastructure and quality management system, with demonstrable results across key areas of organisational performance.

He is the national improvement lead for mental health at the Royal College of Psychiatrists, leading a number of large-scale improvement collaboratives on the topics of suicide prevention, restrictive practice and sexual safety. Amar is also chair of the quality improvement faculty at the Royal College of Psychiatrists.

Amar is an improvement advisor and faculty member for the Institute for Healthcare Improvement, teaching and guiding improvers and healthcare systems across the world. He is honorary visiting professor at City University (London) and the University of Leicester.

Amar has completed an executive MBA in healthcare management, a masters in mental health law and a postgraduate certificate in medical education. Amar is a regular national and international keynote speaker at healthcare improvement conferences and has published over 40 peer-review articles in the field of quality management.

Empowering Action

Satwinder Kaur, *RCPsych Patient Representative, QI Coach for ELFT*

Learning from the evidence-based practice of coproduction and Quality Improvement. The Lived Experience QI coach perspective.

Satwinder is a Patient Representative Worker on the QI committee of the RCPsych's Centre for QI. She is currently practising as Lived Experience QI Coach at East London Foundation Trust. As an Expert by Experience, she has co-designed and practised coproduction to improve mental health services at ELFT since 2016:

- Staff trainer Recovery focussed care-plan approach (dialogue +)
- Coproduction training co-creator and co-facilitator for ELFT staff.
- Lead assessor on service user-led accreditations for ELFT.
- Mental health nursing educator at the University of Bedfordshire.
- Co-designer and co-trainer for Introduction to QI for services users and carers.

National Expert by Experience roles:

- Patient Partner for NHS England National Safety in Mental healthcare programme.
- RCPsych Patient Representative member for the National Collaborating Centre for Mental Healthcare Equality Advisory Group.
- Lay committee member for NICE Guidelines for Cardiovascular disease.

2018 Innovation in Mental Health National Award:

- First service user-led Quality Improvement project – Bridging the Bedford Gap.

Kindness with a Strategy

Amy Chidley, *RCPsych Patient Representative, QI Advisor for Birmingham & Solihull Mental Health NHS Foundation Trust (BSMHFT)*

A shared goal for coproduction in QI. Uncovering the intrinsically human nature of the whole QI process. Can data have a heart? A Patient Rep. brings perspectives with statistics.

Amy is a Patient Representative Worker alongside Satwinder on the QI committee of the RCPsych's Centre for QI. She also works for the NHS in the following roles:

- Perinatal Lived Experience Representative at Birmingham & Solihull Mental Health Foundation Trust (BSMHFT).
- Peer Leader member of NHS England & Improvement National Perinatal Coproduction Group.
- National 'Psychological Practice in Physical Health Care' Expert Advisory Group member.

At the local level she provides peer support via Warwickshire-based perinatal mental health charity, By Your Side, which informs her contribution to policy-making. She is, in effect, a 'connector' between national, regional and local levels and across different sectors of healthcare improvement.

Amy describes QI as 'kindness with a strategy'. QI's model for change facilitates corporate passion for healthcare improvement through methodical processes and values the contribution of all, whether patients, carers or medical personnel. This inclusive 'can-do' approach is highly motivating for Amy.

As an Expert by Experience (EBE), she has also been featured in BSMHFT's QI written and filmed publicity materials. This has recently led to collaborating with the Institute for Healthcare Improvements in the USA to champion the work of EBEs in QI coproduction.

Why you should involve service users and carers in your QI projects

Janet Seale, *RCPsych Carer Representative, QI Programme Board Carer Rep. for Central and North West London NHS Foundation Trust (CNWLFT)*

Outcomes of Carer involvement in QI coproduction.

Janet is a Carer Representative Worker on the QI committee of the RCPsych's Centre for QI.

I have been a carer for a close relative, who has had; severe, psychotic, complex and chronic mental illness for many years and as such I have an extensive and in depth background of lived experience of mental health services both in community and in inpatients settings.

A civil servant by background I am actively involved with many types of involvement/ co-production work, in frequent contact with other carers/patients from diverse backgrounds: well aware of current issues and problems.

Working together to make a difference

Dr Bini Thomas, *RCPsych QI committee member & Consultant Psychiatrist for North East London NHS Foundation Trust (NELFT)*

Rizwana Dudhia, *Learning Disability Pharmacist for NELFT*

Coproduction with people with learning disabilities: psychiatry and pharmacology colleagues share their insight.

Bini is a Consultant Psychiatrist for people with Intellectual Disabilities in North East London NHS Foundation Trust (NELFT) and is the Associate Medical Director for Adult mental health and Intellectual disabilities. She is also an elected member of the faculty of Intellectual Disabilities at the Royal College of Psychiatrists and has a special interest in service development and improving health outcomes in people with Intellectual Disabilities.

Rizwana is an Advanced Clinical Pharmacist for people with Learning Disabilities and Autism (LDA) at NELFT. She has developed the LDA medicines services across the trust by leading and implementing the STOMP project across all 4 boroughs plus the inpatient ward. She has also helped developed a programme that led to the implementation of a pathway designed to support the Covid-19 vaccinations for people with learning disabilities who found it difficult to access mainstream services. She continues to lead a North East London-wide strategy on service development and transformation work to optimise medicines for patients with LDA.