Development of the Early Intervention in Psychosis Network (EIPN)

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CCQI Key facts

• Began in the late 90s and has about 22 projects
• Work with nearly all UK mental health trusts
• Some international members
• In 2015 we visited 620 mental health services to help support quality improvement
• Review networks receive no funding and are reliant on subscription fees
• Our mission is to work with clinicians and service users to help raise the standard of care that people with emotional or mental health needs receive.
How does the CCQI support services?

- Setting standards and measuring services against them through self and peer review
- Individualised reports
- Benchmarking
- Quality improvement advice
- It’s all about peer support and learning from each other, including those who use the service
How is EIPN different from the self-assessment?

• The self-assessment is expected of all services, EIPN is voluntary

• EIPN incorporates of all the self-assessment items (without asking you to collect the data twice)

• The self-assessment gives a good snap shot but EIPN allows for deeper reflection and discussion with supported and individualised action planning

• EIPN and the self-assessment data can be used together
Anonymous feedback from service users, carers, partner agencies, frontline staff and managers, looking at:

• Service user experience – engagement, involvement, respect, dignity, compassion, quality of information
• Staff experience - staffing, training, support and staff wellbeing
• Service level issues – working arrangements, pathways, communication between services
EIPN peer review

• A one day visit where a specially trained team visit your service

• The focus is on helping the service reflect on how it is doing. Review team and host team work together in a supportive way to plan further improvements and action

• The review team comprises service users, a mixture of different clinicians and a quality improvement professional from the CCQI

• Where needed, the EIPN team can offer bespoke quality improvement support after the review visit
When you sign up to EIPN you get

Year 1
- Self review
- Focussed peer review visit based on your quality improvement needs
- Individualised report

Year 2
- After that you can go for accreditation or have a kind of ‘mock’ review
- Once accredited this lasts for 3 years, subject to an interim review

Throughout
Events, special interest days, peer review training and visits, CPD points, online discussion and resource library, advice from the project team and service users.
Do the review networks make a difference?

• They use clinical audit methodology, which has an evidence base.
• Peer review networks are increasingly recognised as an excellent way to review services and share ideas (Francis report)
• Members tend to meet more standards over time, e.g. ECTAS: from 50% in 1998 to 75% in 2004
• Many ‘deferred’ teams go on to become accredited
• Our membership constantly grows
• We are here to stay to can have a long term, sustained impact
• The networks place service user experience at the heart of quality improvement activity which we know is key to improving services.
The voice that matters most..

• To become accredited or receive a positive report, the service **must receive positive feedback from those who use the service.**

• User involvement can have a profound impact on a service

• The service users and carers we work with also report a positive experience:

  “My involvement at the CCQI has had a huge impact on me....Everyone has been fantastic to work with and I really enjoy being made to feel a valued part of the team”

  “I know my views are directly shaping services – this is brilliant.”
Feedback from clinical teams:

“It has been great to have an independent, respected body come in and tell us that we are doing a good job. This has really boosted morale, especially the front line staff”

“The review process looked at many different aspects of our work and helped us focus on what we need to change. We now have a realistic action plan in place... The reviewers understood where we were coming from”

“Our commissioners were really pleased we got accredited.”

“We were able to use the process to show that we need more resources. This has directly led to changes.”
• We will take lessons learnt from the pilot phase to further improve EIPN
• Work with the CQC so that your EIPN reports can be used to reduce the burden of inspection
• Recruit more members
• Run more special interest days
• Hear from you about how EIPN can further support your services
Get in touch!

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