# AMHE Learning Set 10

# Welcome!

Tuesday 12 December 2023
11:00 – 15:00

# Agenda

| Time | Item | Speakers |
|---|---|---|
| 11:00-11:05 | Welcome and introductions | Emily Cannon, Head of QI, NCCMH |
| 11:05-11:25 | How have you engaged with your local populations? | All |
| 11:25 – 12:15 | Co-production session | Meera, Carer and Patient Representative and Ros Warby, QI Coach, NCCMH |
| 12:15 – 12:55 | The MAUREEN project | Dale Taylor-Gentles, Head of Community Mobilisation, MAUREEN project - The Love Tank CIC |
| 12:55 – 13:40 | Lunch | |
| 13:40 – 13:50 | AMHE evaluation | Leen Farouki, Research Assistant, NCCMH |
| 13:50 – 14:30 | Data and information to measure the impact of your AMHE project | Renata Souza, QI Coach, NCCMH |
| 14:30 – 14:50 | Summary of your AMHE journey | Emily Cannon, Head of QI, NCCMH |
| 14:50 – 15:00 | Feedback, next steps and close | Adele de Bono, QI Coach, NCCMH |

# How have you engaged with your local populations?

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## Sustaining Co-production

**Meera & Mark, Lived Experience Advisors to the AMHE Collaborative**

**Ros Warby, QI Coach on the AMHE Collaborative**

Sorry I cannot be with you, I am hopefully sat in the heat somewhere.

Have a great Christmas and best wishes for 2024 everyone!

# Introduction to today's session

- At the last session we launched our co-production guide
- We used the guide to look at case studies

**We are going to cover in this session:**

- What we mean about sustaining co-production
- The ladder of participation and where your projects are now at
- Planning for what you could to move further along it
- Gap analysis
- Work to take away

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# A definition of sustainable co-production

Sustainable co-production is co-production that will last into the future. It is based on long-term, enduring relationships, in which power continues to be shared equally.

Co-production for sustainability can be achieved by considering these six points:

- Researching solutions- how do we work to find solutions to problems

- Empowering voices- how do we continue to empower the voice of lived experience

- Reframing power- how do we ensure that power continues to be understood

- Broker power- how do we ensure power continues to be shared with those with lived experience

- Navigating through differences- how do we continue to embrace differences of opinion and continue to move the work forward
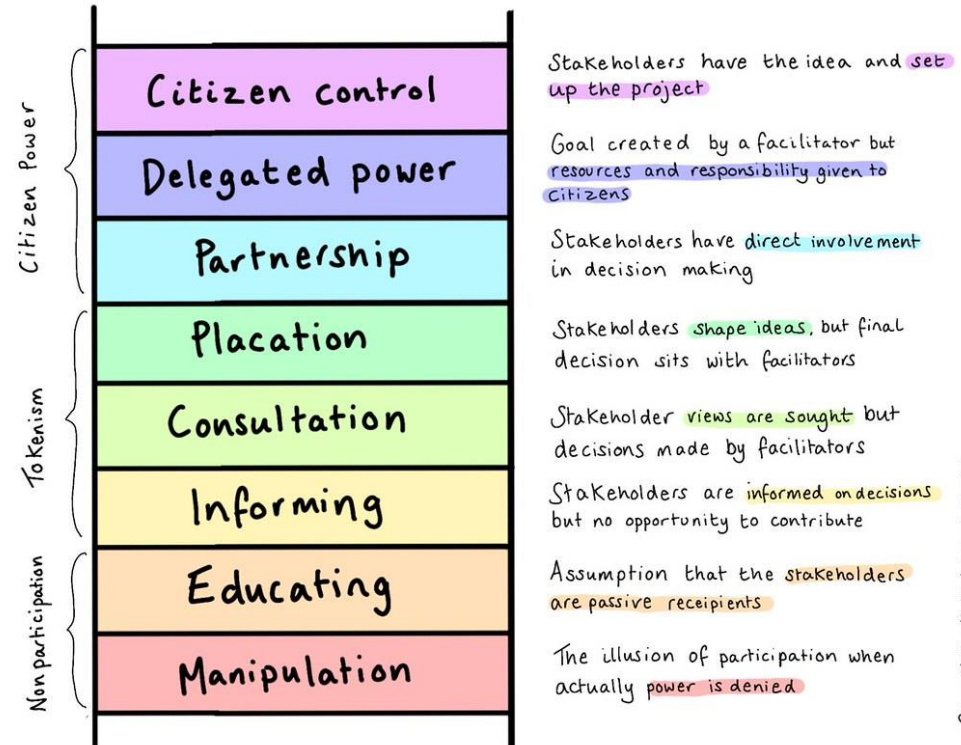
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# The ladder of participation

- Where does your project sit on the ladder at the moment?

Please stand at the ladder of participation across the back of the room to show where your project currently is.



Ladder of Participation (Arnstein, 1969)

| | | |
|---|---|---|
| Citizen Power | Citizen control | Stakeholders have the idea and set up the project |
| | Delegated power | Goal created by a facilitator but resources and responsibility given to citizens |
| | Partnership | Stakeholders have direct involvement in decision making |
| Tokenism | Placation | Stakeholders shape ideas, but final decision sits with facilitators |
| | Consultation | Stakeholder views are sought but decisions made by facilitators |
| | Informing | Stakeholders are informed on decisions but no opportunity to contribute |
| Non participation | Educating | Assumption that the stakeholders are passive receipients |
| | Manipulation | The illusion of participation when actually power is denied |

@creative.clinical.psychologist

Drawn by Juliet Young

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# Moving up and down the ladder.

- What are the top 3 things you can you do to move up the ladder?

- What are the 3 things that could pull you down the ladder?

Discuss with others on your table

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# Where is your work at now, where do you want to be in the future

Gap analysis



10-minute individual reflection on:

- Where is your project currently at? (Current state)

- What are the steps to bridge the gaps between were you are now it and where you want to be in the future? (Action plan and roadmap)

- What does the future version of your project look like? (Desired state)

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# Work to take away to complete

Now you have a chance to reflect on where you are on the ladder of participation, the three things that you are going to do to move along it and the gap analysis, use the worksheet provided to plan and record this.

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# Sustainable co-production tips

- Communicate clearly any changes to your projects and the expected timeline

- Involve community members/ lived experience participants in future planning and decision making

- Have a mutual agreement in place with participants about how their involvement will or won't change

- If the frequency or nature of engagement will change, try to do this gradually rather than suddenly. Think about mental health considerations

- Hold transition or closedown events (not just for the internal team)

- Involve participants in any work around transition to a new project phase or 'business as usual'

- Don't forget evaluation- be sure to involve participants in the design and delivery of any evaluation or learnings for improvement

- Don't forget dissemination and follow through- Did you ask participants for their input? Share the outputs. Ensure consistency of medium and format (community event start-up -> community event round-up, poster call-out -> 'you said we did' poster follow up)

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# HAPPY HOLIDAYS AND BEST WISHES FOR 2024!
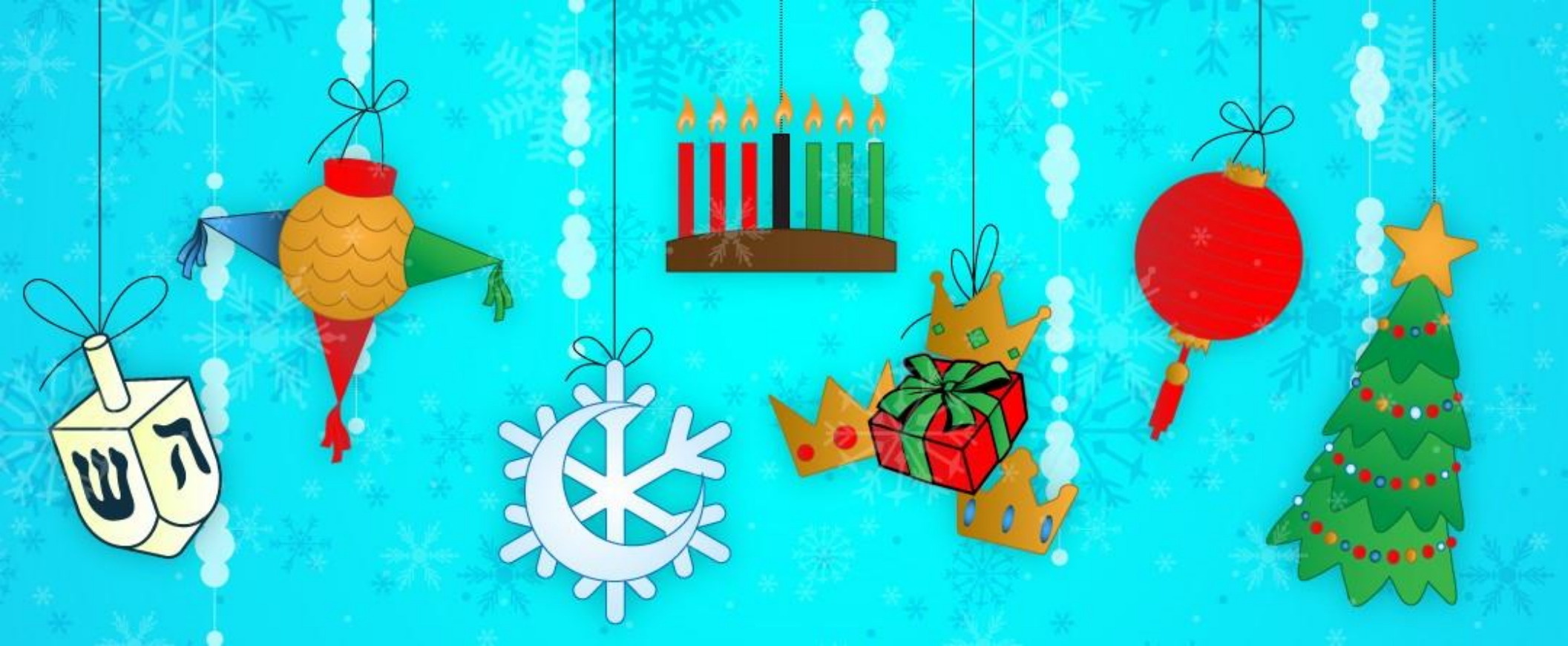


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# The MAUREEN project

**Dale Taylor-Gentles, Head of Community Mobilisation, MAUREEN project - The Love Tank CIC**

# The MAUREEN project

Improving access to sexual health for migrant gay, bisexual and other men who have sex with men (MSM) and racialised minority MSM

the love tank

**Saturday South Asian Queer Men's Brunch**

An afternoon of brunch and banter, come and tell us what our communities need to thrive & survive in a safe space

To reserve a place:
bit.ly/3Oi7Cdm

Happening Saturday August 6 at the Glasshouse

**Black Queer Men's Dinner**

Tell us what you need to help you thrive and survive over a free meal, drinks and great company in a safe space with other black queer men

the love tank

Tuesday October 17 in Peckham SE15

**Pique Nique das Bi Closera**

Uma tarde de bate-papo e Pimm's gelado para homens queer brasileiros conversarem sobre o que precisam para crescer e se estabelecer em Londres!

Confirme sua presença aqui:
bit.ly/3yFiP21

Sábado 30 de Julho de 2022 às 13h
Clapham Common

**Eastern European Queer Dinner**

An interactive evening of drinks, food, and networking for eastern european queer men where you tell us what you need to thrive and survive in London

the love tank

Happening Thursday 20th October from 6:30pm

To reserve a place: bit.ly/3rs0DFU

**L de... Latinxs en Londres**

Una tarde de botanas y buena compañía, platiquemos en un espacio confidencial y seguro para hombres queer lo que nuestra comunidad necesita para vivir mejor.

Confirma tu presencia aquí:
bit.ly/3cspqFZ

Jueves 15 Septiembre 2022 a las 18:30
En Bethnal Green Road

THINGS I LEARNED WALKING REALNESS
queerhealth.info/lists

A series from thelovetank
Safer chillouts
LITTLE BACK POCKET GUIDE TO
© 2023 v1

SATURDAY 17TH JUNE '23 AT RICH MIX
THE QUEERS &NOTFROMHERES SOCIAL CLUB

FREE ADMISSION
SUN 24 SEP
ROOT OF OUR ROOTS INTERACTIVE PANEL 12.30PM AT COMMON PRESS
fringe!
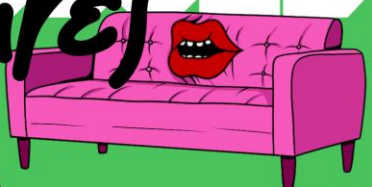
THELOVETANK PRESENTS: A LIVESTREAM!
QUEER & HALAL
EXPERIENCES FROM QUEER MUSLIM MEN LIVING IN LONDON
BIT.LY/3O6Eo4U
WITH ASAD ZAFAR    HARRIS AHMED    QAISAR SIDDIQUI    AND FURGIE!
WEDNESDAY MAY 31ST AT 7PM

2ND TUESDAY MONOLOGUES
Black futures
Tuesday October 11, @ 7pm
THE GLASSHOUSE 118 BETHNAL GREEN ROAD, LONDON E2 6DG
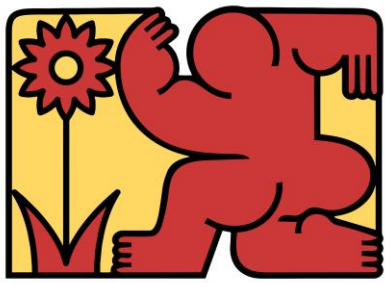
AN AUNT NELL PRODUCTION
the love tank    AN
QUEER ROOTS AND ROUTES

# AMHE evaluation

**Leen Farouki, Research Assistant
National Collaborating Centre for Mental
Health**

# AMHE Evaluation Updates

## Evaluation 'Snapshot' Reports

| Report | Period covered | Status |
|---|---|---|
| **Evaluation Snapshot 1** | July 2021 – November 2022 | Published - February 2023 |
| **Evaluation Snapshot 2** | December 2022 – May 2023 | Completed (editorial review pending) |
| **Evaluation Snapshot 3** | June 2023- Jan 2024 | Data collection phase (publication date TBC) |

- Snapshots 1 & 2 use descriptive, quantitative methods (NoMAD, MUSIQ tool, Survey)

- Snapshot 3 will additionally include qualitative methods (content analysis, focus groups/interviews)

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# Qualitative research in Snapshot 3

**Methods for Snapshot 3 will include:**

- **A content analysis of AMHE Teams' Driver Diagrams**
  - ➤ 13 driver diagrams for 13 populations
  - ➤ Primary drivers: 5(3 teams), 4 (5 teams), 3 (4 teams), 2(1 team)
  - ➤ Average 3-4 secondary drivers per primary driver
  - ➤ + Change ideas
- **Analysis of focus group transcript data (+ potentially interviews)**
  - ➤ Focus group planning, development and facilitation with AMHE Lived Experience advisers
  - ➤ Analysis will be conducted using NVivo software

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# Goals by March 2024 Learning Set

- Publish Snapshot 2 report

- Present Snapshot 3 preliminary results

- Update on qualitative methods progress

NCCMH

# Our quality improvement approach

## Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act | Plan

Study | Do

# What is data?

| | |
|---|---|
| Numbers | Information gathered from interviews/ focus groups |
| Stories | Observations |
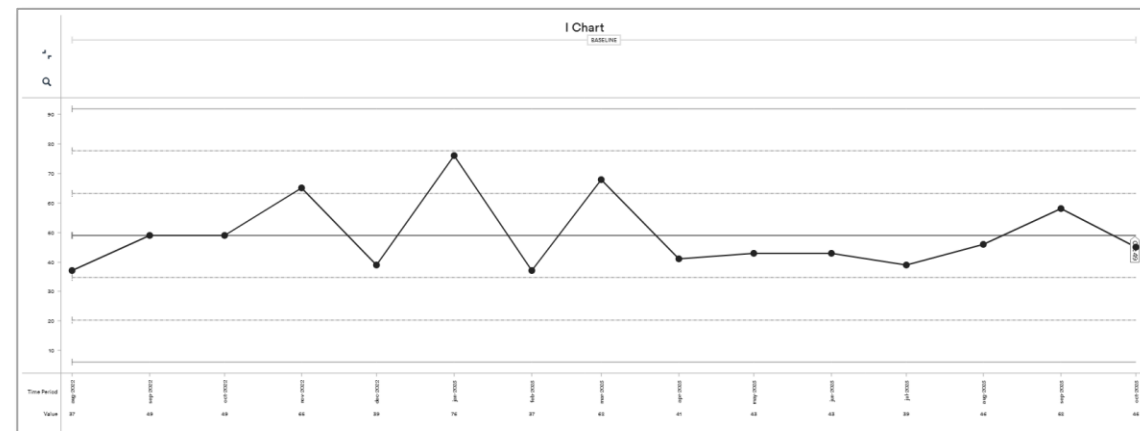




**Beating isolation through physical activity**
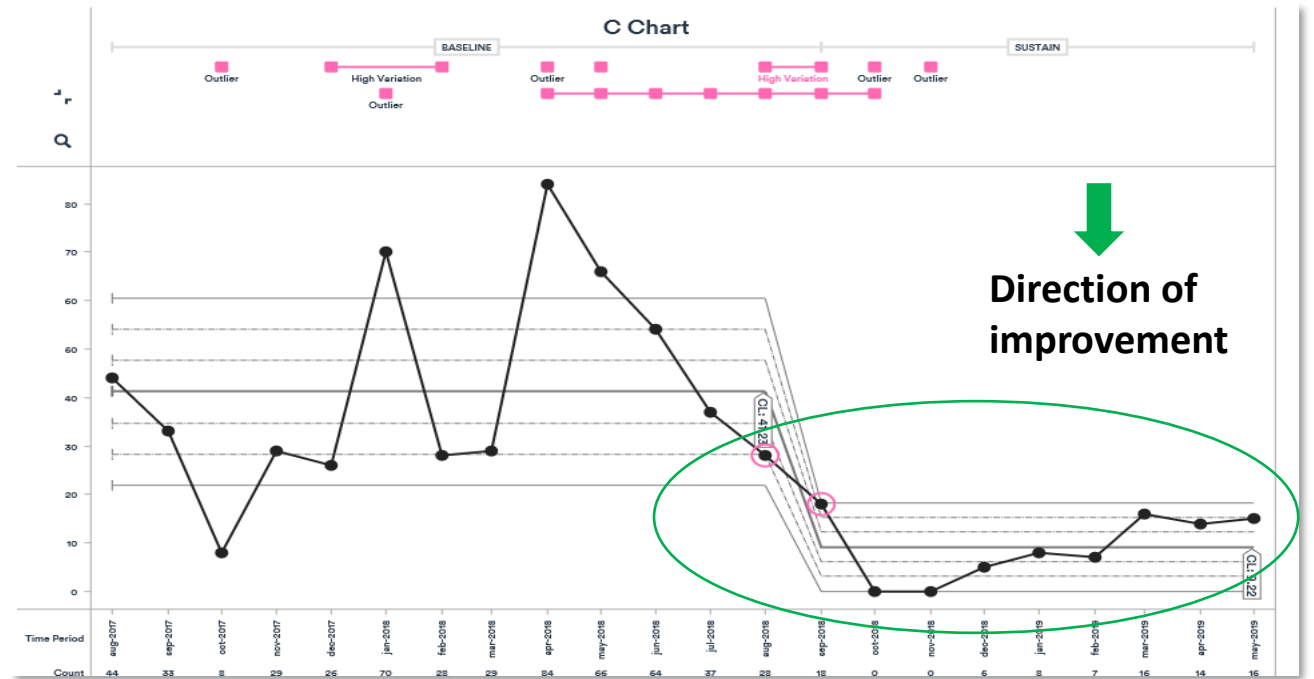Single Homeless Project supports London's homeless community to make social connections and get active

# Measurement in quality improvement

- We measure over time, rather than before and after

- This helps you understand in real time, if the changes you are making are leading to improvement



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# Measuring the impact of your project

What's the aim of your project?

⬇

What do you need to know to understand if improvement if taking place?

100% of available clinic appointments [for people seeking sanctuary] are utilised.

To increase the diversity of ethnic groups of Muslim women accessing Sakinah project groups.

To increase access to the Open Mental Health support offer and reduce isolation in rural communities in Somerset.

To increase referrals of women into veterans' services from 5% to 11% and increase the number of women veterans who remain engaged with mental health services by March 2024.

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# Improving access, experience and outcomes for refugees in Norfolk

**Percentage of clinic appointments delivered**



Direction of improvement
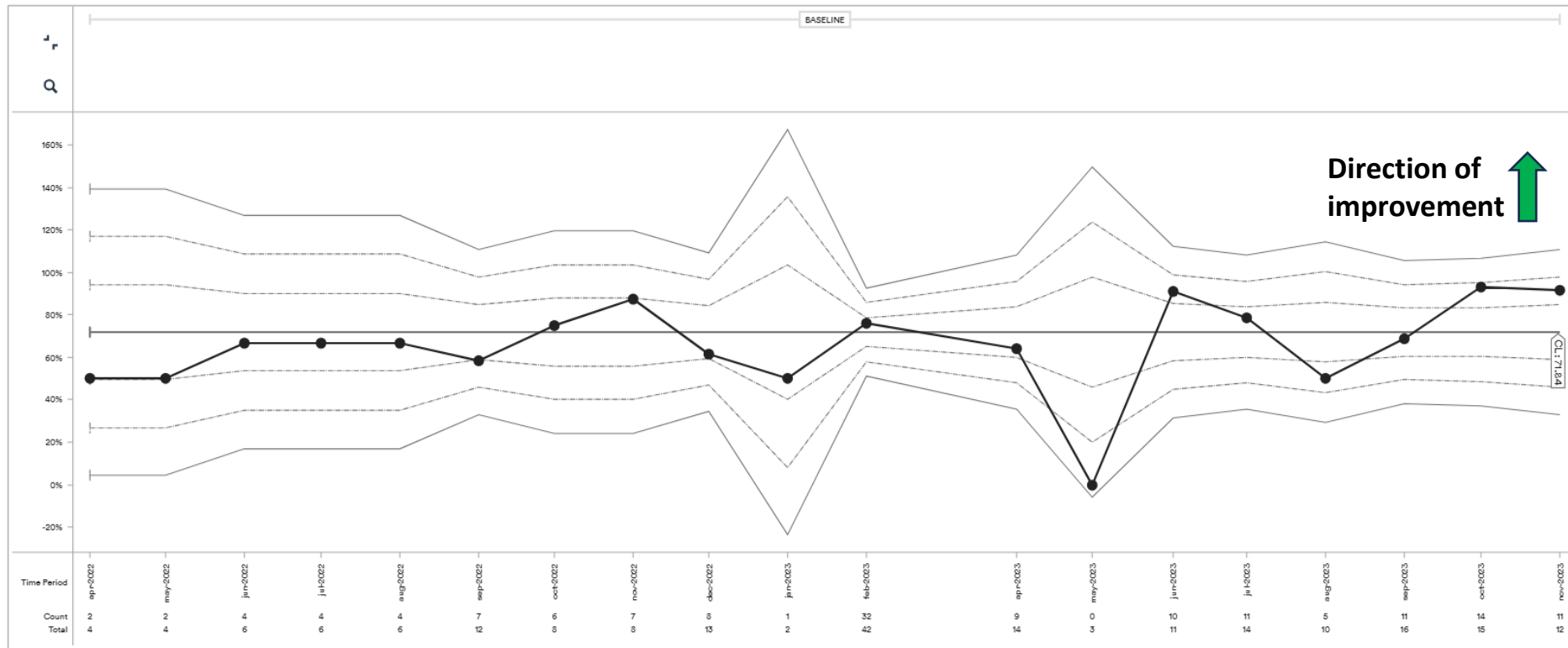
Also looking at:

- Number of referrals per month

- Appointments not attended (DNAs)

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# Things to consider

- Use existing data and minimise capturing new/extra data

- Attach data collection to existing processes

- Don't get caught up in developing new/complex measures

Think about where data is already captured and available:

- Clinical recording systems e.g. Datix or RiO

- Dashboards

- Managers' records, reports, etc.

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## 15 minutes

**Thinking about your project aim:**

- What data do you need to show improvement?

- Is the data already available?

- How can you access the data? Who can help?

## 15 minutes

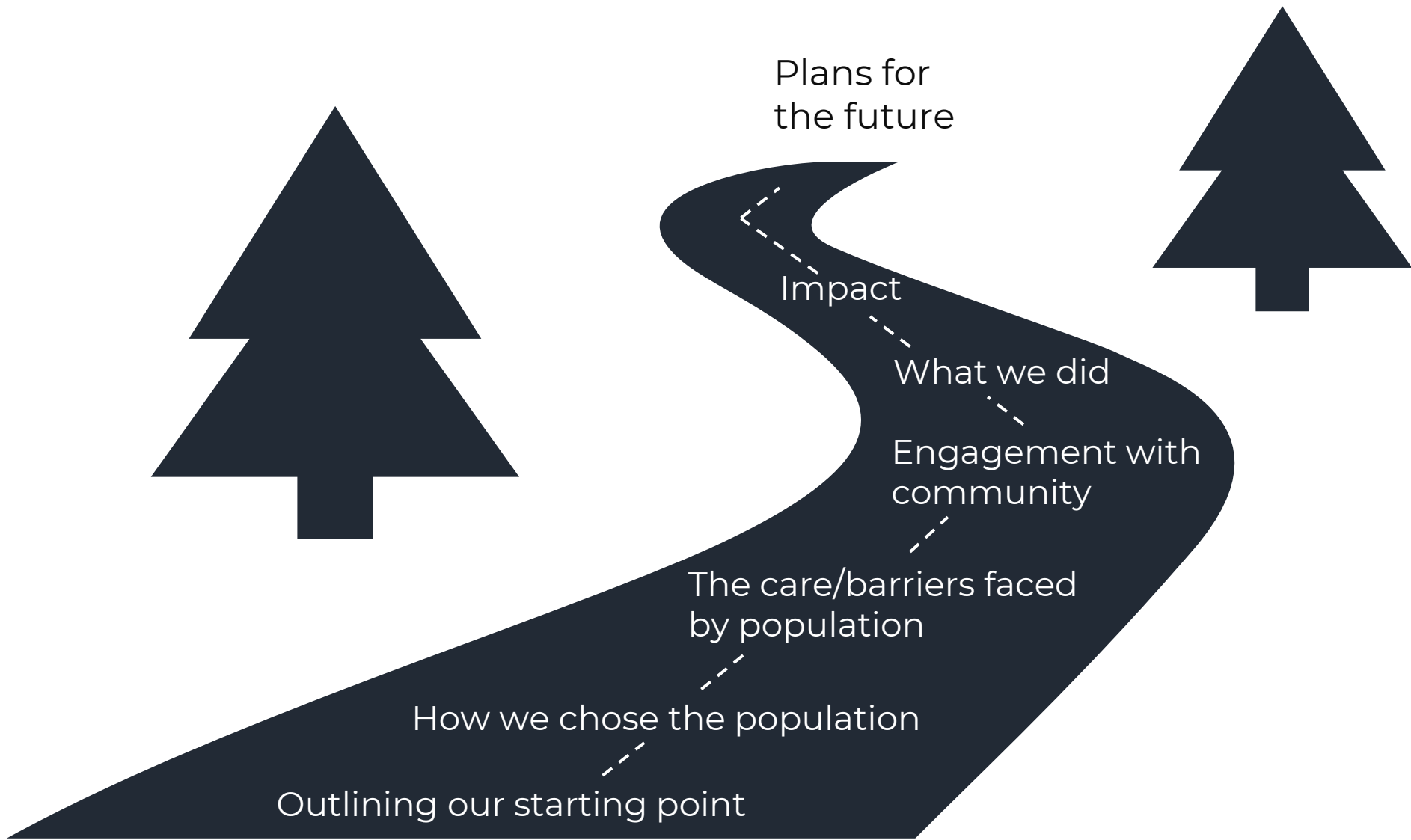**Collecting stories...**

- Change ideas you've been testing

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# We value your feedback!

- We value your feedback as this helps us to continue to improve these events and ensure topics covered are meaningful and relevant to you.

- Please use the QR displayed here, or the paper copies on your tables.

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