**Want to help improve patient access and experience in [name of service / org]?**

**Join our project team!**

*Insert information about payment here e.g. people with lived experience will be paid XX in line with our organisation’s policy]*

What is this work about?

Our service is taking part in a national Quality Improvement Collaborative to:

* Make access to our service quicker and easier.
* Improve communication with patients while they wait for support.
* Improve patient experience.

|  |
| --- |
| We are looking for: * People who have used our service.
* People who have supported/cared for someone who has used our service.
 |

People with lived experience and staff will work together as equal members of the project team.

Our project team will be made up of people who have used our services as well as staff members. Over the next 18 months (until July 2024), we will work to better understand the demand on our services and test new ways of working to improve people’s experience of getting help.

Why do we need you?

Your input is key to making this project successful. We need you to help us understand what works, doesn’t work, and what needs changing. We would like to find new ways of doing things to make things better for everyone.

What will the work involve?

Project meeting details:

* Meetings will be online, in person or a mix of both.
* You can attend all or some of the meetings.
* Meetings take place [insert frequency].

You and the team will be invited to events in London and meet other teams that are participating in the collaborative to share and learn together.

We will discuss with you how best to involve you in the work. Please let us know if you need support or any reasonable adjustments to help you participate.

|  |
| --- |
| What are the benefits of participating?* Help [insert service name] improve how patients access their service.
* Be part of a learning community – sharing and learning with other teams participating in this collaborative.
* Gain new skills – for example, quality improvement, support and developing a project.
* Learn how a mental health service works ‘behind the scenes’.
 |

If you would like to be involved, and want to find out more, please contact:

**[Insert name and job title]**

**[Insert email address / phone number]**

To find out more about the Demand, Capacity and Flow Collaborative visit the [website](https://www.rcpsych.ac.uk/improving-care/nccmh/quality-improvement-programmes/DCF).