

SERVICE USER PARTICIPATION IN QI PROJECT



Provide job descriptions and payment

Have boards in communal areas for patients to write their ideas

Daily community meetings - talking about the project

Talk with patients about what restrictive practice means to them

Service users complete their own safety cross in communal areas

Discuss on point of admission

Ensure staff are fully aware of benefits of service user involvement

Carry out actions from meetings - service users will see change

Element of surprise - spontaneous QI meetings

Include MDT members in meetings and ensure they attend
(Doctors attending increases patient attendance)

Transparent meetings and ensure all information is available

Ensure understanding of the QI project and purpose of meetings

Create a safe space for service users to express their feelings and ideas