

# QUALITY IMPROVEMENT(QI) NETWORK - 20 JULY 2023 UPDATE

ISSUE 4



Our 6th Quality Improvement Network on 20 July focussed on "involving the people who matter in QI". Partners from across our Integrated Care Systems delivered this session with the aim of strengthening understanding to further build capacity and capability to practice Quality Improvement (QI). The format of the Network aims to take attendees on a journey where they connect, learn, share & improve.

## Involving the people who matter in QI

Over 60 members joined the Network on their chosen topic 'involving the people who matter in QI'. The session kicked off with members breaking out into smaller groups to start to '**connect**' and '**learn**' together.

Ruth Bednall of University Hospital North Midlands NHS (UHM) then led delegates in a teach session (**Learn**), highlighting the value that all stakeholders have in the QI process. We were reminded that these are any individual or group that has interest in or could be impacted by a change in a service or organisation. They can be internal (employees) or external (customers).

A top tip is to ensure that 'stakeholders' are defined at the start of a QI initiative to enable effective involvement, engagement and active participation throughout.

Small group discussion took place, where delegates had the opportunity to **connect** and **share** their top tips and ideas on how we can **improve** the way we 'involve the people who matter in QI' and how doing this can positively impact on the success and sustainability of a quality improvement.

Our session emphasised the importance of whole stakeholder engagement and was a teaser to our next event where we will be taking a deeper dive into involving our service users and carers and the role that Co-Production plays in QI. In true co-production style this next event will be co-produced/planned and delivered with our 'expert by experience'.

## Your feedback told us that you enjoyed.....

connect with colleagues  
everything about qi today  
lived experience inclusivity enjoyed the discussion  
different perspectives service user experience  
interesting presentations breakout with facilitator  
sharing experienced inval inclu  
having breakout rooms top tips for qi meeting  
diversity of attendees good engaging speakers  
networking communication learn  
break out rooms  
break out room variety  
other opinions examples top tip  
willingness of people good use of time  
effective explanations smaller groups  
excellent delivery loved hearing experience  
ladder of engagement opportunity to network  
enjoyed finance part

## Benefits to our members - tools, resources & training

Our July Network provides members with access to:

- [video recording](#) from the teach session
- [presentation](#) slide set
- Your '[top tips for involving the people who matter in QI](#)'
- Links to our system Continuous Quality Improvement web spaces
  - [Shropshire, Telford and Wrekin ICS](#)
  - [Staffordshire & Stoke on Trent ICS](#)

All system QI project, training and resource enquiries via our web spaces above and/or via email

## Our Next Network Event - 19th October 2023 @ 10.30am to 12noon

An online Zoom event,- all Network members will automatically receive a diary invitation

# Stakeholder engagement in Quality Improvement

## - Top Tips

### Allow time to identify who to involve - who are your stakeholders?

Remember - a stakeholder is an individual or group that has interest in or could be impacted by a change in a service or organisation. They can be internal (employees) or external (customers).

Projects are more likely to succeed and be sustained with the right people actively engaged and involved. Involving life experience, lived experience and learnt experience improves the focus and broadens the thinking

### Engage with all from the start.....

You are much more likely to overcome fear or resistance to change if you take those likely to be impacted by a change along with you to help shape the improvement together

Give time and space to communicate

### Be flexible

Make your project accessible for all

- If a person expresses a wish to be involved - what approach is preferred (f2f, virtual, in writing)?
- Ensure reasonable adjustments are implemented
- Be prepared to adapt as you go

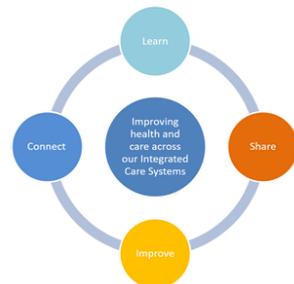
### Are all stakeholders showing 'team readiness'?

- Are teams open to improvement ideas?
- Is this the right time .... are there other challenges that need over-coming first?
- Invest time in ensuring all stakeholders have had the opportunity to develop a baseline knowledge of Quality Improvement approaches through some foundation training

### Feedback - you said/we did ...

Communicate to all stakeholders throughout and at agreed intervals after completion. This encourages engagement and helps to ensure improvements are sustained. Closing the feedback loop demonstrates the value and impact of stakeholder participation.

- Where did we start?
- What did we do?
- Who helped us to get there?
- What are the outcome measures to show that a change is an improvement?
- How will we know an improvement is sustained?



A resource developed and produced by the 'Quality Improvement Network'

