

QUALITY IMPROVEMENT(QI) NETWORK - 19 OCTOBER 2023 UPDATE

ISSUE 5



Our 7th Quality Improvement Network on 19 October explored a 'deeper dive into Co-Production in Quality Improvement'. Partners from across our Integrated Care Systems delivered this session with the aim of strengthening understanding, breaking down the barriers and creating opportunity for us all to take personal responsibility to 'share and spread' the positive impact that engaging, involving and co-producing with those who have lived experience of our services can have. The regular format of the Network aims to take attendees on a journey where they connect, learn, share & improve together.

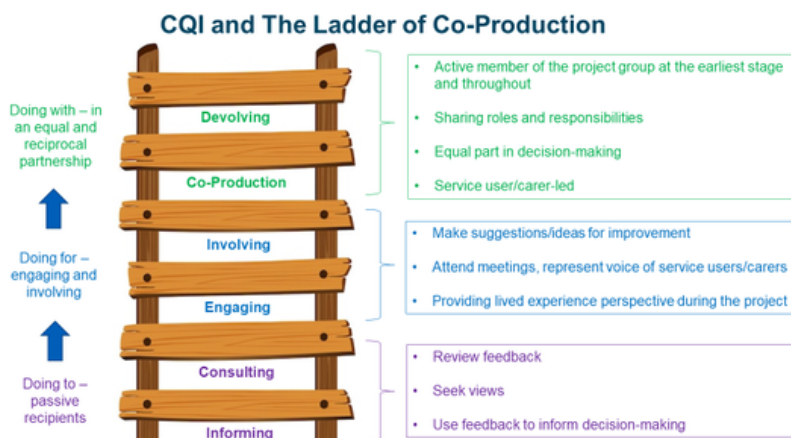
Co-Production in Quality Improvement

Record numbers joined us this time, with over 80 members joining the live event on the chosen topic of 'Co-Production in Quality Improvement'. The session had a sociable start, with members breaking out into smaller groups for an informal networking opportunity to **connect**.

Fiona Moore of Midlands Partnership University NHS Foundation Trust (MPFT) and Katie, our Expert by Experience, co-produced the content and delivery of this session, leading delegates through our **learn** section together. We explored what we mean by experience - lived, life and learnt; the definition of co-production; why Co-Production is important within Quality Improvement and the impacts it can have. The 'Learn' section closed with some myth busting from Katie's own personal experiences.

The Network gave the opportunity to **share** a brilliant example of Co-Production in Quality Improvement. A video of this story share can be viewed in our links within this update page.

Our delegates were then given some time for reflection in breakout rooms, to explore the Ladder of Co-Production, where we might all position ourselves on the ladder now and share what steps we could all pledge to take to **improve** and move and progress to the next rung on the ladder. Our members pledges have been used to develop the resource 'Pledges to improve the way we engage and involve those with lived experience in Quality Improvement'.



Benefits to members - tools and resources

Our October Network provides members with access to:

- [video recording](#) from the event
- [presentation](#) slide set
- story share [video](#) of Co-Production in Quality Improvement
- our members 'Pledges to improve the way we engage and involve those with lived experience in Quality Improvement' - see overleaf :)

Let's all climb another rung....



Support for QI projects, training opportunities and further resources can be found at:

- [Shropshire, Telford and Wrekin ICS](#)
- [Staffordshire & Stoke on Trent ICS](#)
- or by email to systemCQI@mpft.nhs.uk

Our Next Network Event - 18th January 2024 @ 1.00pm to 2.30pm

An online MS Teams event - all Network members will automatically receive a diary invitation



LISTEN

Listen, hear, engage and involve with the aim to co-produce improvements together with those who deliver services and those who have lived experience of experiencing those services

ASK

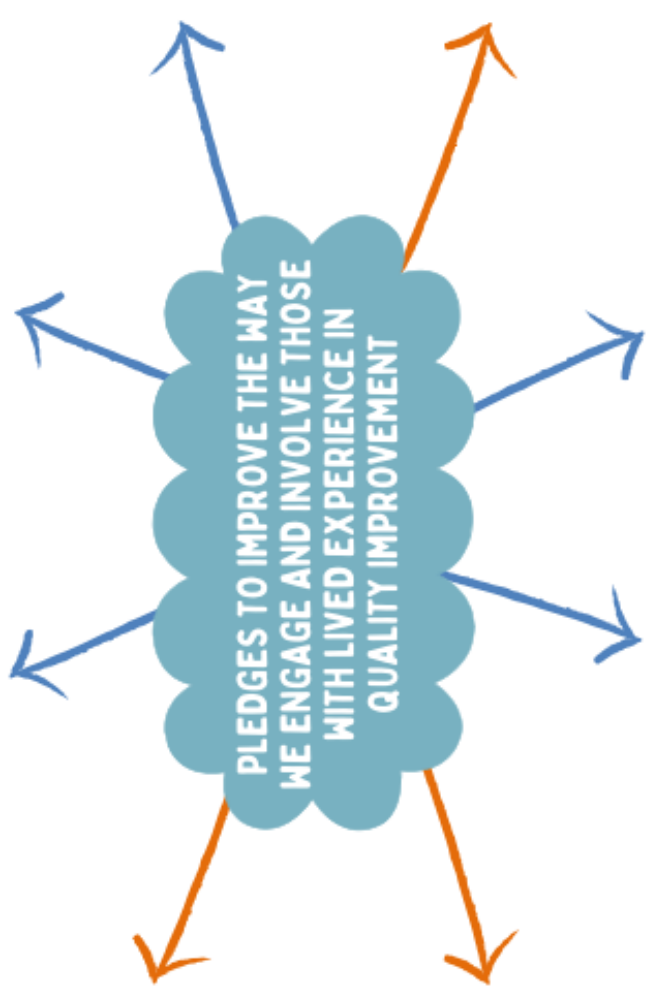
Rather than pondering if it's the right time for a person or a project to get involved just ask, have a chat, and decide together

PSYCHOLOGICAL SAFETY

Create an environment where all involved feel safe and supported
Be clear about expectations for all - be flexible and understanding
Make sure all are sharing the same values

CREATE OPPORTUNITIES

Actively engage with, listen to and work with service users and carers to build those relationships and find the lived experience voices for your service
Plan with / not for people



PLEDGES TO IMPROVE THE WAY WE ENGAGE AND INVOLVE THOSE WITH LIVED EXPERIENCE IN QUALITY IMPROVEMENT

TAKE RESPONSIBILITY

Actively engage with service users and carers to support them to suggest improvements and work with us to achieve them
Build 'lived experience' into Quality Improvement project expectations

THE FEEDBACK LOOP

Listen to the feedback
Consider what you've heard
Discuss together the options
Plan and deliver the improvement
Share the outcomes with those who contributed - close the loop!

DO YOUR RESEARCH

Can your organisation support through your 'patient experience team' ... ask around!

PROMOTE & CHALLENGE

What improvement ideas are being discussed - what is already taking place?
Promote the importance and be the person to challenge where the voice of the 'lived experience' expert is