

Improving and increasing service user and carer involvement in Quality Improvement projects

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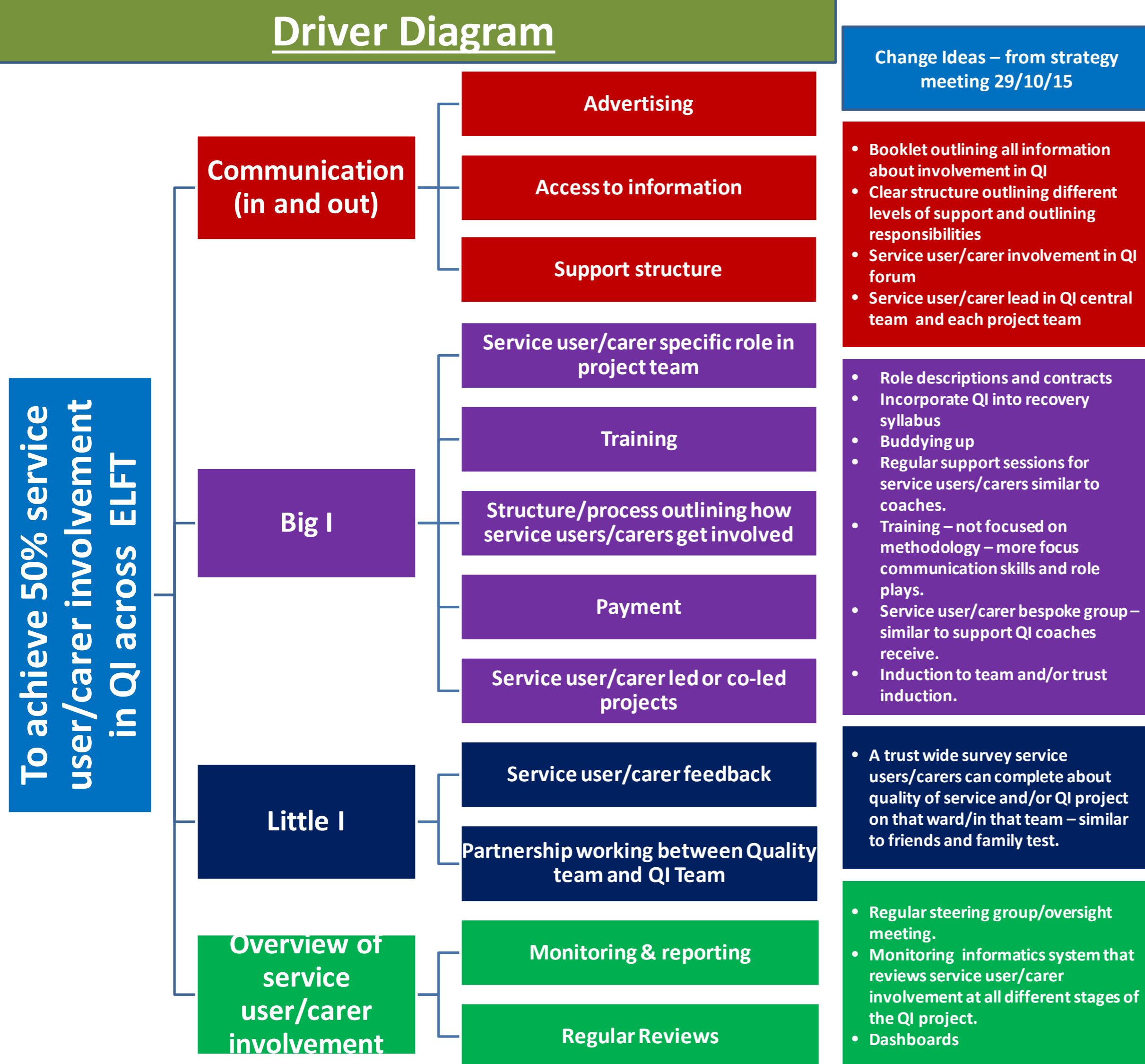
WHY INVOLVE SERVICE USERS?

The Trust is currently using QI to improve services provided and many QI projects are taking place, very nearly all have been initiated by staff. Service users and carers can provide valuable insight into what make good services so it is important to hear their perspectives. This will help staff/QI project teams to understand the experiences of patients and provide better quality services.

AIM: To achieve 60% service user/carer involvement in QI across ELFT.



Driver Diagram



What have we been doing:

- Focus group with service users/carers to create a trust-wide strategy.
- Developed Big I/Little I.
- Group/meeting who review service user/care involvement in QI every six weeks.
- Service user/carer QI training. Service users/carers have also joined Pocket QI and Improvement science in action training.
- Service user/carer QI project in Tower Hamlets.
- Payment process
- Role description, forms and contracts.

Next steps

- Collecting data over time
- Working with OTs to establish ways in which QI can help service users/carers gain new skills and help with their recovery.
- QI and recovery college modules
- Service user/carer QI forum
- Looking at different ways to measure big I and little I.

