



# REVITALISING THE LUTON QI FORUM

## THE LUTON QI FORUM, PARTICIPATION LEAD AND THE LUTON WORKING TOGETHER GROUP



**NHS**  
East London  
NHS Foundation Trust

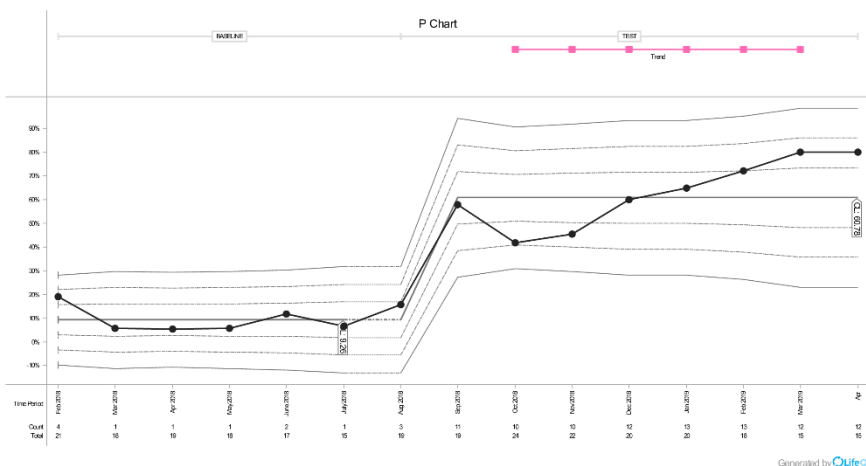
### Changing the Culture of QI in Luton to One of True Partnership Working!

#### Aim

*To increase the number of service users and carers involved with QI locally as well as increase attendance from service users and Carers at the Luton QI forum.*

#### How did you involve service users and carers in this work?

*Through shared working between the existing staff driven QI forum and the Service user and Carer led Luton working together group.  
The forum approached the Luton WTG to ask for help!  
Throughout this process service users and carers led the changes alongside the staff members.*



#### Changes:

*The journey has taken us from having a forum led and attended by staff, particularly senior local management to one that is a collaborative forum where staff and people with lived experience work together and pool their collective skills and experience.  
The forum is now a great resource for local projects and improvement works, project teams now attend to discuss ideas, challenges and progress but also have the ability to do so directly with people that use the service. Incidentally in improving participation at the forum we experienced a dramatic increase in the number of service users and carers involved in projects. We went from 9% involvement to 80%. At the start of this process only 1 out of 10 projects had service user input, now 8 out of 10 have this!*

#### Learning and what next?

*We learnt that sometimes the best solution is right under your nose. We tried to solve an issue by adding more processes to it, when in reality the issue was a divide and we were making it greater. In the end the solution came when we removed the excess processes and just focussed on human interaction. We learnt that QI can actually be used the fix QI! It is not only a tool for sweeping strategic change or to manage risk but can be used effectively to change the dynamic of a meeting and reinvigorate our forum.*