



BRIDGING THE BEDFORD GAP

Felicity Stocker, Satwinder Kaur, James Patrick, Kamila Naseova, Simran Khinder, Kay Sookun, Oakley Court staff and patients, QI Coach: Anna Smith, QI Sponsor: Paul Rix



Life QI Code: 106961 **Aim:** *To increase the awareness of service users on Willow ward of what is available upon discharge from Recovery college and People participation by 20% by April 2018*

- ### Tests of Change
- *Delivering Recovery College workshops on the ward*
 - *Recovery College brochure walkthrough sessions on the ward*

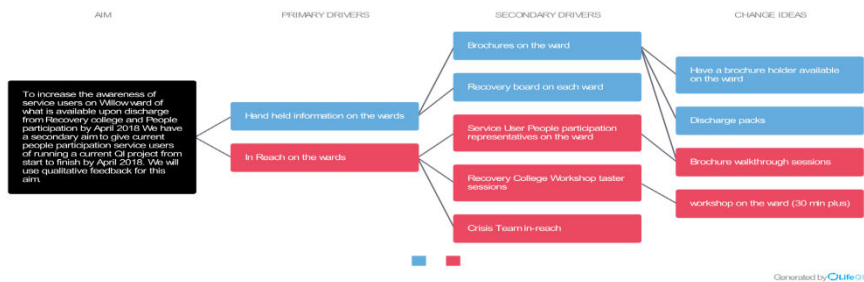
Why is this important to service users and carers?

A Group of Bedford people participation experts by experience shared that when they were inpatients they wished someone had let them know what was available through the Recovery College and People Participation. This group took the lead and set up a service user led project.

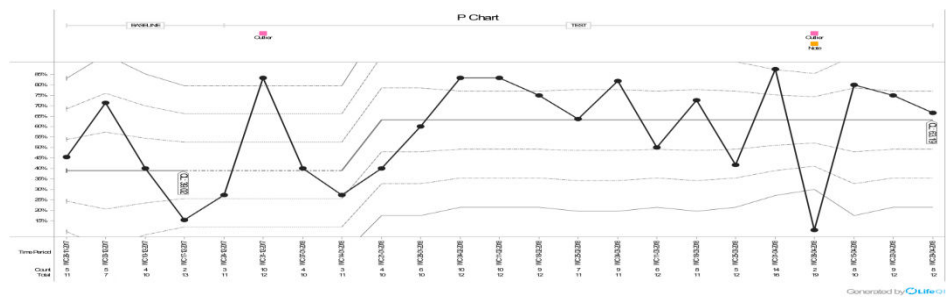
Learning

We found that service users are perfectly placed to lead on quality improvement projects that benefit from their experience and expertise, on what positively contributes to the recovery of other service users. The Project achieved its aim with a 24% increase in awareness of what is available.

Driver diagram



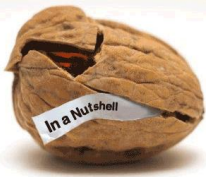
Data



Learning and what next?

This project had two aims, the aim of achieving the project objective and also of testing the involvement of service users as project leads in a quality improvement project.

The project team recommends the following; 1. That service users continue to lead quality improvement projects and 2. That management will need to decide who can continue the change ideas tested in this project.



Tell us your story in a nutshell

Since the beginning of the project we have faced several challenges, such as getting initial approval for the project and communication between team members. Travel in Bedfordshire to and from the inpatient ward takes time both by car and public transport. Also, patients are admitted and discharged, so the continuity is not as good as we would like.

On the other hand, we have certainly seen some achievements. We have had excellent feedback from the ward patients following the Tea Party Poetry sessions, and also buy-in from ward staff. Satwinder Kaur, the facilitator said "It has been a long journey from losing my identity to mental illness to finding my voice through my passion of Tea Party Poetry. Service users look forward to future sessions".

In the light of all this, we can now say that being familiarized with the ELFT QI methodology has enabled us to learn about how to communicate within the team and with the outside world (Ward staff etc.) to meet new people and to overcome anxiety. We have also been supported by our QI coach, Anna Smith. She is creative and encourages us to test our ideas. We are certainly feeling much more confident now.

