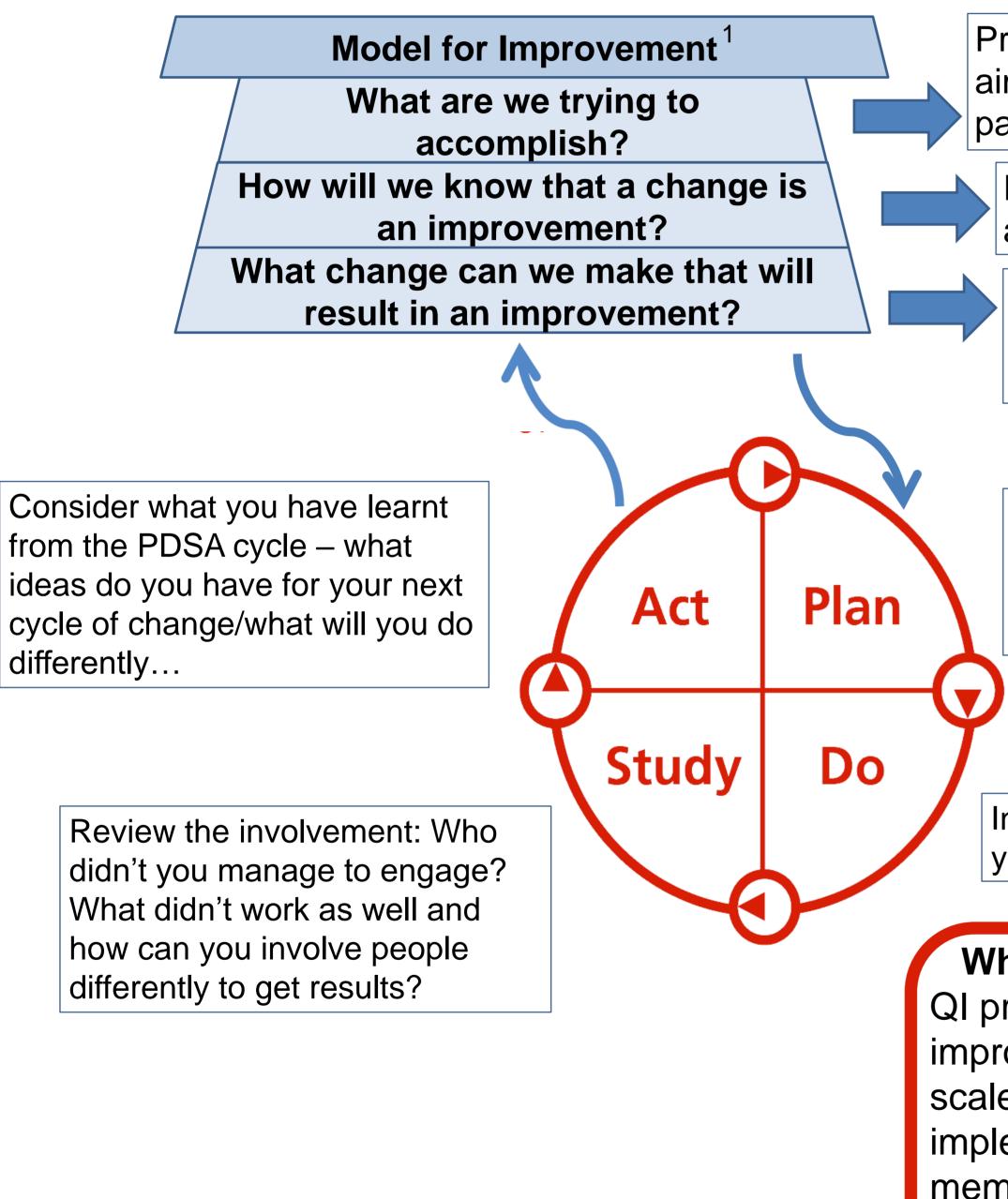
# **NIHR CLAHRC** for Northwest London Improving patient and public involvement: Can evidence based quality **improvement tools help?** Meerat Kaur<sup>1</sup>, Julie Reed<sup>2</sup>, Rachel Matthews<sup>3</sup>

Associate Lead<sup>1</sup> for Patient and Public Involvement, Head of Research Strategy,<sup>2</sup> Programme Lead for Patient and Public Involvement<sup>3</sup>: For further information contact <u>m.kaur@imperial.ac.uk</u>

# The challenge: We observed inconsistent uptake of Patient and Public Involvement (PPI) in our teams, and varying levels of value being placed on this activity by healthcare professionals. Can using Quality Improvement tools help?



<sup>1</sup> For more information about the Model for Improvement, see Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to* Enhancing Organizational Performance (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.

Imperial College London

Projects used a planning document to clarify their aim and approach to PPI, and understand how patients/public would add value

Projects collected and viewed data to measure perception about PPI and its impact on their work over time

As projects evolved, more changes suggested by patient advisors were put in place, often using the PDSA approach

### **START HERE:**

Plan why you want to involve people (In what will you engage people?; Who; how, when & where), and what you predict will happen

Involve patients and the public as you've planned in the above section

### What is Quality Improvement (QI)?

QI provides a series of tools & methods to support systematic improvement. Interventions are tried and tested on a smallscale, using plan-do-study-act (PDSA) cycles before being implemented widely. PDSA cycles engage different team members in planning and contributing ideas, provide regular feedback on how changes progress and allow teams to respond to unforeseen events or consequences.

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### Attaching PPI to improvement, teaches us the following: Learning from doing

A team aiming to improve the

prevention of further strokes realised they had overlooked families & carers in their training sessions, and

included them in the next cycle

### PDSA principles can help you get results

To improve prescribing of medications to the elderly, patient advisors suggested the creation of a "medications passport", using PDSAs

## • Try new things

To manage diabetic foot problems, patient advisors led on the

development of a self-assessment

tool aimed at places of worship.

### Collect the evidence & report the impact of PPI

Patient-led focus groups informed information about antibiotic

prescribing & graphs on compliance

Chelsea and Westminster Hospital NHS NHS Foundation Trust

