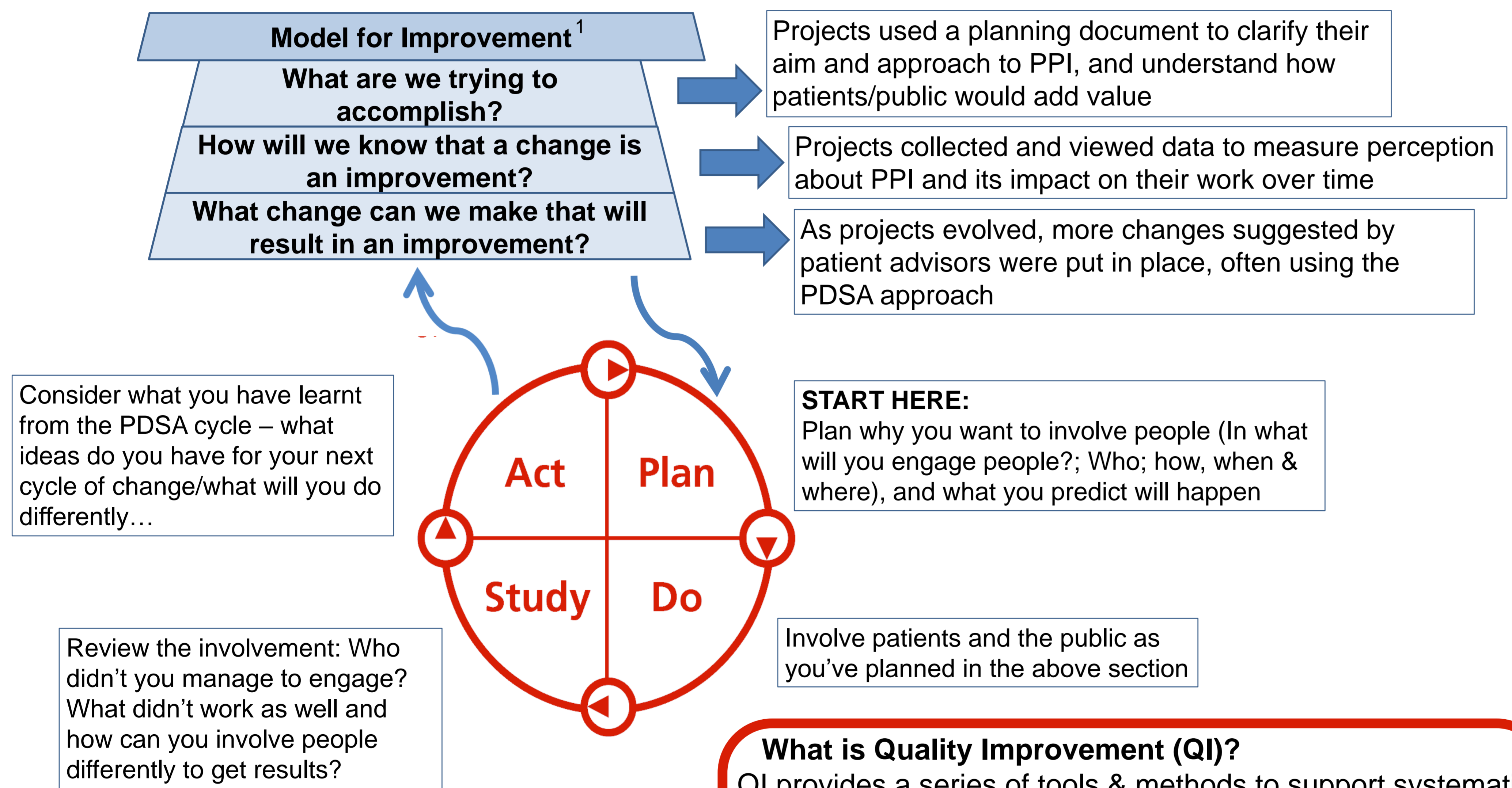


# Improving patient and public involvement: Can evidence based quality improvement tools help?

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**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?**



**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 to design it.
- **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 rates.

**What is Quality Improvement (QI)?**  
QI provides a series of tools & methods to support systematic improvement. Interventions are tried and tested on a small-scale, 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.

<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.