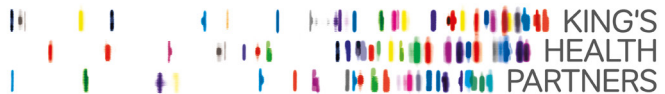


King's Improvement Science

KING'S
IMPROVEMENT
SCIENCE

Using improvement science for effective service change



About King's Improvement Science (KIS)

The KIS team are experts in the science of improving care and implementing change. We work closely with health and care teams in south-east London, to help them deliver the best possible outcomes and experiences for patients and staff.

Who are we?

KIS is an interdisciplinary team of researchers, including service user researchers, with expertise in improvement and implementation sciences, evaluation, patient and public involvement (PPI) and a core team of managers and communications professionals. We work closely with colleagues in the Health Innovation Network and NIHR Applied Research Collaboration (ARC) South London, as well as colleagues across King's College London, where we are based.

What does KIS do?

We collaborate on research projects which aim to improve health and care, generating valuable new learning and evidence. The KIS team also delivers bespoke training, support and advice, and facilitates partnership working.

How does KIS work?

KIS works primarily with teams within the King's Health Partners Trusts, as well as in collaborative projects. We partner with members of our diverse local communities to co-design our research, drawing on the insights of service users and carers, and responding to local needs and priorities.

What are we aiming to achieve?

A future where all health and care staff feel confident using research evidence, data and improvement approaches to design and deliver high-quality care for everyone in south-east London.

“ *We aim to improve the way health and care is delivered, bringing about cost-effective care and improving health and care outcomes for patients, service users and carers.* **”**

Zoë Lelliott, Director

How are we funded?

The KIS programme has been funded since 2014 by King's Health Partners, and our work is aligned to the NIHR Applied Research Collaboration (ARC) South London.

Involving patients, service users and the public

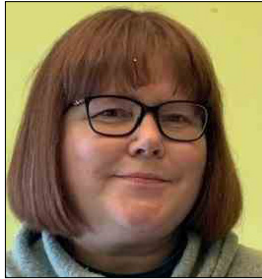
At KIS, we work closely with people who have personal experience of using health and care services in south London, or caring for someone who does.

This is a priority for KIS – by involving people who use services and including their voices, we ensure that our research is appropriate to the local situation and informed by people with first-hand knowledge and expertise of services. This ensures the relevance of our work and maximises its impact.

As a team we aspire to strengthen and improve our involvement activity by reflecting on what has worked well and how we can ensure continued diverse, inclusive and accessible involvement.

“We patient and public involvement members have been a core part of the team and our lived experiences have allowed the wider study team to gain insight into everyday experiences and challenges cardiac patients face, which would otherwise have been missing. The research objectives and outcomes show that our contributions were invaluable to guiding the research course.”

Rashmi Kumar and Joanna Burridge, patient and public involvement members



“It has been very empowering to be part of the King’s Improvement Science team who reviewed the rapid change from face-to-face appointments to online remote access due to the pandemic. Having lived experience of accessing services enabled me to emphasise the very real anxieties and problems service users and carers were experiencing due to this rapid change and new way of receiving care.”

Mel Getty, patient and public involvement member



KIS projects are informing local healthcare delivery

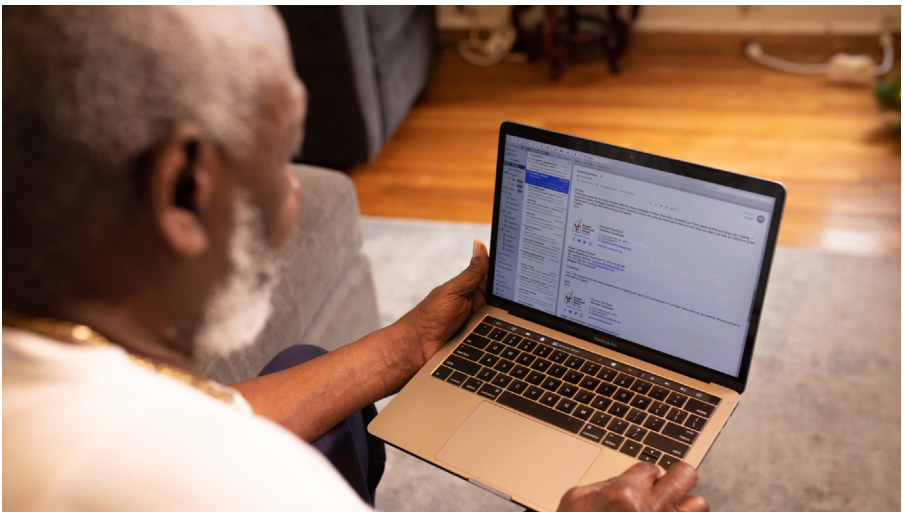
Our projects respond to the needs of local health and care services and are informed by patient and public involvement. They inform how health services are delivered locally and support healthcare staff to provide the best care. Examples include:

Evaluating NHS staff support and wellbeing programmes during Covid-19

KIS evaluated the implementation of NHS staff support and wellbeing programmes across all three King's Health Partners Trusts during Covid-19. Our findings were shared with the lead implementors at each NHS site to inform future staff support and wellbeing programmes, addressing any barriers and ensuring their sustainability.

Evaluating remote consultations in mental health

The pandemic led to a rapid shift from face-to-face consultations to telephone and video appointments in mental health care. KIS was part of a unique collaboration in south London to evaluate the impact of these changes on service users and mental healthcare staff, resulting in recommendations to inform clinical practice.



Evaluation of remote monitoring for patients with rheumatoid arthritis



KIS evaluated a new multi-Trust remote monitoring service for patients with rheumatoid arthritis designed to help better manage symptoms. We worked with the Health Innovation Network, patients and the National Rheumatoid Arthritis Society. Findings are informing ongoing service developments and implementation.

Understanding patient experiences of waiting for heart surgery

We are carrying out a project to better understand patient preferences and experiences of waiting for heart surgery across four south London hospitals. The findings will directly impact the way that cardiac surgery waiting lists are managed across these hospitals in the future, and elements will be generalisable to other hospital specialties.

Developing a Theory of Change for NHS Quality Improvement training

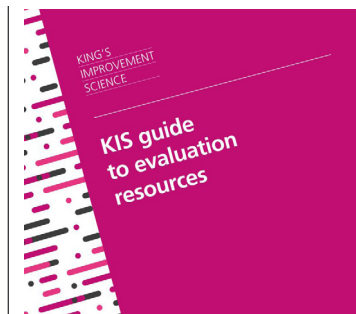
We have worked closely with the quality improvement team at King's College Hospital to develop a Theory of Change, which outlines everything that needs to be in place, including resources, training and outcomes, for the team to deliver its improvement goals. This work is informing the Trust's quality improvement strategy, and has led to more systematic involvement of patients and public in this work.

“Working with KIS has been transformative for King’s College Hospital. Their expertise and dedication helped us establish a systematic process, significantly elevating patient and carer involvement in quality improvement, resulting in clear, impactful deliverables.”

Andrea Cortés, improvement deputy director for Quality Improvement and Innovation team, King’s College Hospital

Training and sharing expertise

As well as research projects and evaluations, the KIS team delivers a range of high-quality training, including teaching patient safety and quality improvement methods, delivering webinars and giving advice on improvement and evaluations. We have also produced a range of practical resources on implementation and improvement science for people who want to improve health and care services. These are free to access at: kingsimprovementscience.org/resources





Find out more

Visit: www.kingsimprovementscience.org

Email: kis-team@kcl.ac.uk

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