

# Increasing Meaningful Involvement of patients and carers in QI

## 01 GAP

Before February 2024  
14% of QI initiatives involved patients and/or carers

Unknown level of meaningful involvement and experiences

Feedback during Theory of Change project

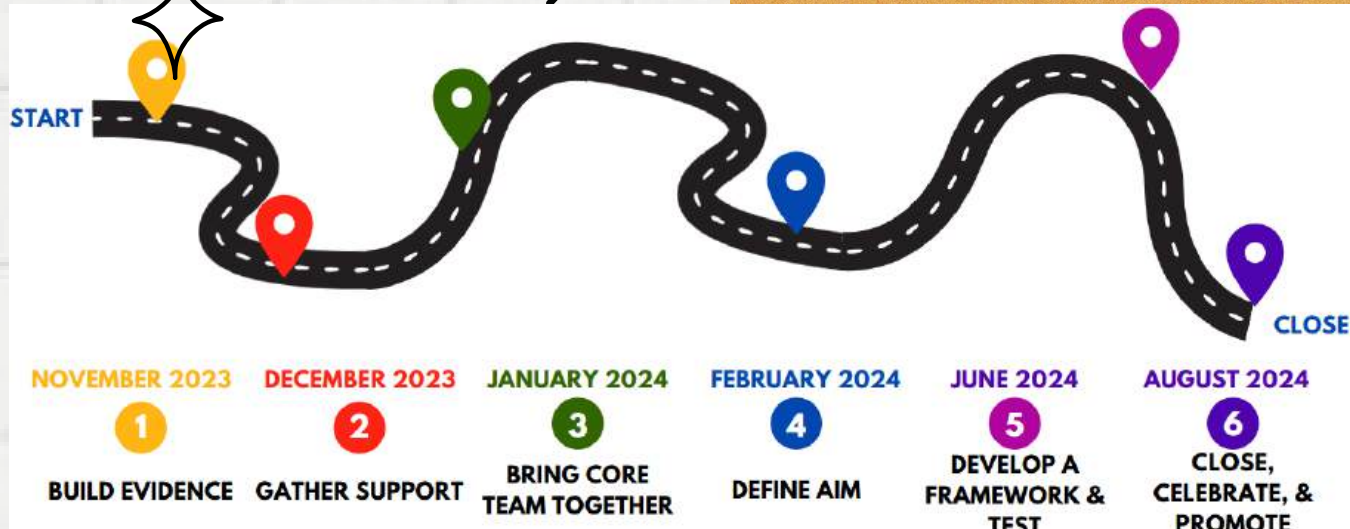
"QUALITY IMPROVEMENT SHOULD BE DONE WITH PATIENTS, SHOULDN'T BE DONE WITHOUT PATIENTS"



"...PEOPLE ARE AFRAID OF INVOLVING PATIENTS, BECAUSE THEY DON'T KNOW HOW FAR THEY CAN INVOLVE THEM"

"IF YOU HAVEN'T GOT PATIENTS IN THE WHOLE JOURNEY TO IMPROVE, IT'S JUST NOT QUALITY IMPROVEMENT"

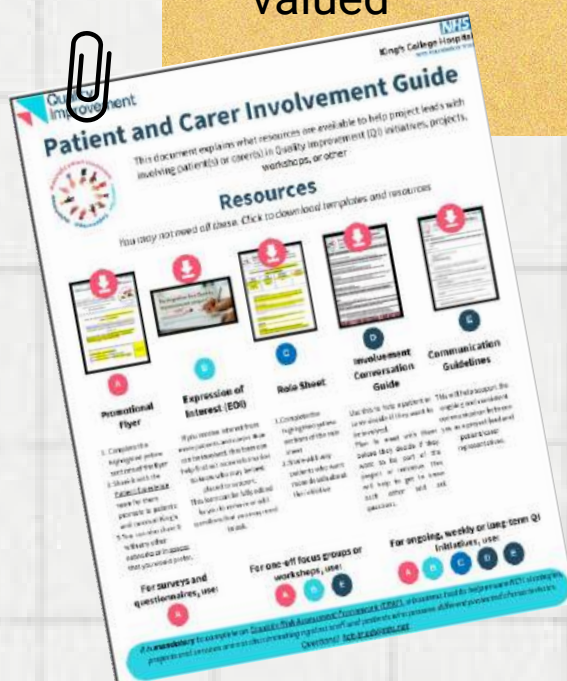
## 02 JOURNEY



## 03 RESULTS

August 2024

- 50% fully agreed the involvement was meaningful & valuable
- 10% increase in projects with patient/carer involvement
- Almost 500% rise in the number of patients/carers involved
- 86% of patients and staff felt fully supported, respected, & valued



PROJECT DETAILS



## 04 LESSONS LEARNED

WHEN RECRUITING PATIENTS AND CARERS, ENSURE THERE IS A GOOD REPRESENTATION INCLUDING THOSE WITH NON-NHS EXPERIENCE OTHER THAN BEING PATIENTS/CARERS

TRUST IS MOST IMPORTANT FOR ANY GROUP COLLABORATION SUCCESS.

SMALL GROUPS OF EXPERIENCED AND MOTIVATED PATIENT/CARERS CAN PRODUCE SIGNIFICANT AND CREDIBLE INPUTS FOR PATIENTS INTO KINGS.