

And then
the dog ate
my dentures

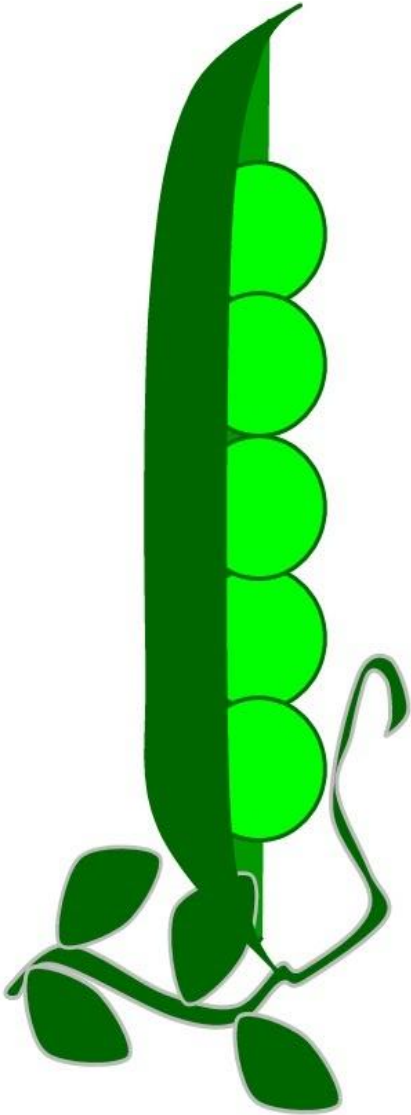


HSE PATIENT & PUBLIC CONFERENCE 2023



The tale of five peas

CarolMunt



People

Passion

Purpose

Place

Payment





It requires major culture change for patient's 'lived experience' being given equal weight alongside the expertise of clinicians.





Royal
Berkshire
Hospital

Reading Station 197
Royal Berkshire Hospital

Reading Station

Lower Earley Woodley

Royal
Cree

Patient Partners then Patient Leadership

Are you a patient, carer or just interested in our work?
Would you like to work with us to improve our patient care and experiences?
Would you like to work with us to influence healthcare in your local area?



Carol Munt, patient partner and advocate with the NHS in the UK invites those tasked with public and patient involvement to get into the right mindset by completing a simple exercise.

“Imagine a room full of doctors and nurses and managers. This is one type of expertise. Now imagine each doctor, nurse and manager nominates a family member, friend or neighbour to deputise for them. This is another type of expertise – different yes, but no less valuable.”

Taken from presentation at The King's Fund then adopted as course content by the Open University

Co-production as one of several ways to work with people and communities

Graphic from:
Working in Partnership with People and Communities. Statutory Guidance for Integrated Care Boards, NHS Trusts, NHS Foundation Trusts and NHS England, July 2022



A blended approach to working partnership with people and communities. Being clear as to the rational and deciding that with people with lived experience

Co-production -
improving care
together



**LEADING
TOGETHER
PROGRAMME**

Patients, professionals and the public
working together to improve care



Hard copy

‘Dementia guide for carers’ – West Berks

then e book


‘Dementia guide for carers and care providers’ - National



Health Makers



healthmakers@berkshire.nhs.uk



*It is amazing
how much you
can accomplish
when it doesn't matter
who gets the credit.*

Author Unknown

Royal National Orthopaedic Hospital



Patients will always be able to find their way from the RNOH patient carpark to the Children's and Young Persons Outpatient Department





What matters to you? #WMTY

*Ask What Matters.
Listen to What Matters.
Do What Matters.*

6th June 2023 WMTY International
Day [What Matters To You? -
\(wmtty.world\)](https://wmtty.world)

Introduction to WMTY: Jason Leitch
Ted talk [8mins]



Co-production | We are together

The team were curious & asked what mattered to people using MSK services & those providing services.....



“nurturing a culture of co-production; involving the right people in conversations, and; amplifying the voices of people with lived experience. It includes actionable ideas that leaders can use to support sustained partnership as we pivot away from crisis command-and-control, to co-produce our ‘new normal’ together. This way of working should be built in as a design principle for all our work”

Member of the MSK Lived Experience Group, NHSEI

Always Events®

NHS England, Picker Institute Europe and the Institute for Healthcare Improvement (IHI) piloted and tested the Always Events® framework

Created guidelines and a toolkit for implementing Always Events within the NHS in England.

Now 140+ sites – in a range of settings. Now beginning in Primary and social care and across integrated care system footprint

IHI encourages us to think of it as an Always experience not just a one off Always Event

It's a promise to partner with people using services so things that are important happen consistently and always.

Criteria



Co-production - Improving care together

Always Events[®]

Always Events[®] are defined as “those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.”

- Always Events is a trade marked product owned by the Institute of Healthcare Improvement. It was originally developed by the Picker Institute Inc in the USA

Doing To
Doing For
Doing With  **Always Events**

What is meant by the term co-production?

"Co-production is a way of working that **involves people** who use health and care services, carers and communities **in equal partnership**; and which engages groups of people at the **earliest stages of service design, development & evaluation**.

Co-production acknowledges that **people with 'lived experience'** of a particular condition are **often best placed to advise** on what support and services will make a positive difference to their lives. Done well, **co-production helps to ground discussions in reality**, & to maintain a person-centred perspective. Co-production is part of a range of approaches that includes citizen involvement, participation, engagement & consultation."

Values and behaviours

For co-production to become part of the way we work, we will create a culture where the following values and behaviours are the norm:

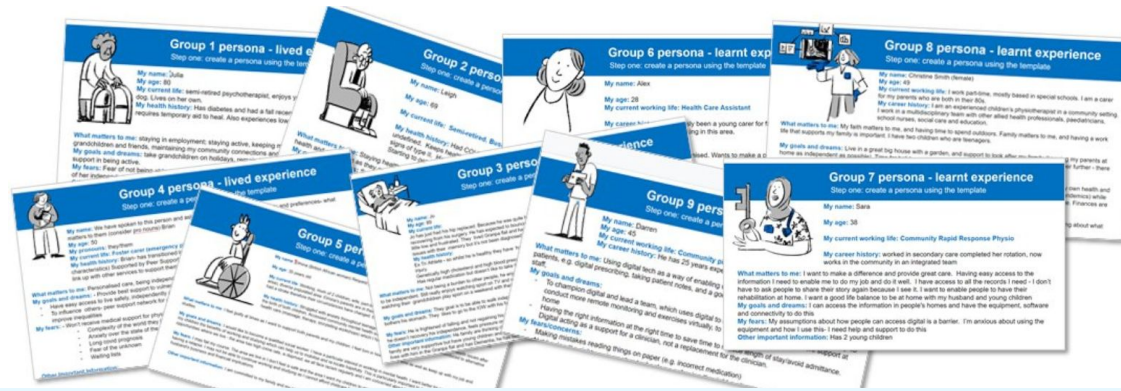


Creating a culture of co-production – top tips

- **Consider employing people with lived experience** to enable others to co-produce and create a network of networks, including by providing peer support. Don't rely on a small number of people; build sustainability
- Systematic capability building for people with lived experience and staff – **learn together**
- **Invest in communities** to assess needs and talk to people on behalf of the system, places and neighbourhoods, e.g. via networks of community champions
- **Don't assume** you know what people will say
- Be “**comfortable with the uncomfortable**” by not knowing the outcome at the start of the journey
- **Keep communicating & going** - co-producing and working differently isn't always easy but it's worth it! It may take time but it's time well spent. It's always better when **we improve together.**
- **Celebrate your success & share it with others** 😊

Creating a culture of co-production – top tips

- **Embrace** partnership and collaboration - Visibly support and sponsor co-production through culture, behaviour and relationships, including **senior leadership** role modelling and sponsorship.
- Identify where in the system there is a strong culture of co-production, and **nurture, share and spread** this way of working
- Support the **adoption of co-production approaches** such as Always Events®, Experience Based Co-Design
- **Encourage** open and honest conversations with all involved
- Support organisations and an infrastructure that enables the voice of people and communities to be heard - **Be curious** and eager to **listen to experiences of care, whether “lived” or “learnt”**, about **what matters to people** and what their change ideas are
- **Invest in people** who use care and support, including unpaid carers, to ensure they have the **knowledge, skills and confidence** to contribute ‘on a level playing field’ and **reimburse** people for their time



#hellomynames Helen Lee @helenlee321_lee · Oct 13
 Fab 2 be on the #DigitalCHS workshop this am listening to what matters to people using & providing community services & developing the vision 4 2031 2gether. Thanks 2 every1 for joining & a special thanks to the lived experience partners who co-facilitated the groups #cooperation



NHS The future of digitally enabled community health services



Digital Community Health Services

Further information

- The resources are available to download on the FutureNHS Platform
- [Co-production NEW resources April 2022](#)
- Membership via this [link](#)

- Please contact us at: England.EOCCoproduction@nhs.net



Welcome to the Co-production and Always Events workspace

Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation. Co-production acknowledges that people with 'lived experience' of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives. Done well, co-production helps to ground discussions in reality, and to maintain a person-centred perspective.

Always Event 'Drop in' Session - This is a chance to connect with your peers, learn from each other, and share your own journey with your Always Events.

 Always Events Drop in session
Tue
11 October 2022 at 10:00



Our Co-production Programme

Introducing our new co-production resources

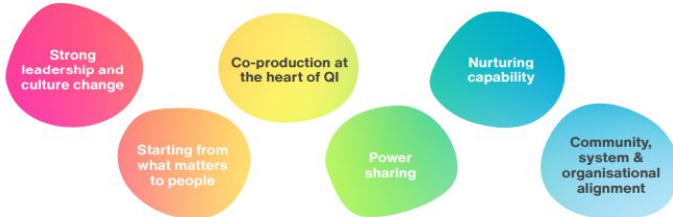
The resources are being shared to help people who want to co-produce improvements in health and care services. Including:-

- A co-production introduction
- Supporting literature review
- Resources guide
- QI Venn diagram
- QI Postcards
- A suite of films and animations



Deep dive reflections – learning themes from the site visits

This includes a combination of what we observed, our interpretation of what we heard, and the evidence from the literature.



The many **P**s of public and patient involvement.....

PUBLIC and **PATIENT** involvement requires **PEOPLE**
with a **PASSION** and a **PURPOSE** with a **PLACE** to
meet and a **PAYMENT** for their involvement.

It requires a willingness to pursue **POLICY CHANGE**
with **PERSEVERANCE** and **PERSISTENCE** while
mindful of the need for **PRACTICAL APPLICATION**
and in **PARTNERSHIP** with the health system.

