Sarah’s session: Side by Side: Co-designing a Service User QI training package

Patients and service users are often part of our teams delivering QI projects, but they noted they’d like some introductory QI training to help with confidence working with clinical teams. In collaboration with Southampton Children’s Hospital, we won a bid to co-design a module. This session describes that process from the perspective of one of our patient collaborators, gives a brief overview of the materials and training package that has been developed and a chance to trial some of them.

Nathan’s session: The benefits of involving Service Users and Carers in any service design and improvement

Southern Health has embarked on a journey of Quality Improvement - involving numerous week long workshops. What has been pivotal to all of this is the meaningful involvement of service users and carers. The contribution they make to the improvement of services and the ideas they generate and inspire is exceptional. How could we possibly design and develop a service without the input of those that use our services being in the room, offering their experiences. The impact of this is profound, not just on the service, but the staff in the room and on the individuals themselves. We would like to share Southern Health’s commitment to this, and what we have learnt so far.

Sarah Williams, Associate Director of Research and Improvement @sarahwresearch
Solent NHS Trust @solentacademy

Sarah leads the Solent Academy of Research & Improvement. The first of its kind in the NHS, it provides an integrated approach to research, clinical effectiveness, quality improvement and patient and public partnership working. Its vision is to equip staff and patients with the skills and confidence to lead improvement, demonstrate change and share learning. Sarah is particularly passionate about ensuring that the patient/family voice is at the heart of all improvement, and in supporting partnership working and community collaborations. Sarah has spoken nationally on involving patients and on bringing joy into improvement work.

Sarah has a background in public health research, having worked on international sexual and reproductive health promotion programmes. She joined the NHS 10 years ago, and works to make research and QI more accessible, and fit for purpose for use in community and mental health settings.

Nathan Clifford, Expert by Experience
Southern Health NHS FT

This is the part where I tell you who I am. I don’t even know if I’ve figured that out yet, but I can apparently tell you what I am. I’m a service user. A patient. Some people might call me a victim; others might use the word survivor.

My doctors tell me I have ‘schizoaffective’ disorder. According to my job title, I’m an ‘Expert by Experience’. I’ve been through trauma. I can experience psychosis. I’ve been detained. I get paranoid. I disassociate. I get depressed. I hear voices.

My name is Nathan Clifford. I don’t think any of these things tell you who I am; I can only speak for myself. In my blog, I share my own strategies for recovery. It might be something other people find helpful, or it might not. I’m probably not an expert.