

Make change happen



Involving people
who use our services
in your quality
improvement project



Working together to make change happen

It is vitally important we include people who use our services in our quality improvement (QI) projects.

Patients, clients, service users and carers/family members should be involved from the very beginning – helping to make sure that a redesigned service is fit for purpose. People who use our services might have a view or an observation that we might not have considered.

Quality improvement aims to make things better for everyone – from patients and carers to our own healthcare colleagues and partners.

Do we have to involve patients, clients and service users in every project?

Yes, you do. It's essential as these are the people who are using our services. We can learn from their experiences, understand what matters to them and work together to make improvements.

We need to make sure our service users and their carers have a say in how we do things. But more than that, it is about working together so we can offer a better service for all.

Why is this important?

- Patients, clients, service users and carers/family members can help us enhance our QI projects.
- We can measure improvements for patients, clients, service users, carers/family members as well as for our own teams and colleagues.
- People who use our services have valid points to make and have ideas on how we can improve.
- We need to have with a service, which meets their needs.
- Patients, clients, service users and carers/family members might suggest things we haven't considered.

When do we involve people?

From the very start of your project.



Where do I start?

You don't necessarily have to get a large group together and have weekly meetings. You could chat virtually with people who use your service, if this is easier. You could ask what they thought of your service and how it could have been better. It doesn't have to be complicated and it doesn't have to take a lot of time.



Who do I involve?

People who use your service or are affected by it.

Contact our Patient and Carer Partnership Team to help you.

How do I involve patients, clients and service users and carers/family members?

Ask the people who use your service for ideas, what needs improving, what we could do better.

Or, you could do a survey, set up a focus group, or arrange regular meetings, if you think this is the best approach for your project. Meetings can be held virtually.



If you need further support

Contact the Quality Improvement Team if you would like more help with your project or contact the Patient and Carer Partnership Team if you need help getting people involved. It already has a list of patient representatives, volunteers and trust members who might like to help with your project. The team can also offer advice on public participation, including volunteer expenses.

Contact the QI team by emailing: kentchft.qi@nhs.net

Contact the Patient and Carer Partnership Team by emailing: kentchft.engagement@nhs.net

We worked with those who use our services to write and design this leaflet.

One said:

“Sometimes, in their efforts to deliver improvements managers and staff focus on the big things when sometimes it’s the small things that can make a difference for patients or their carers.

“For example, signs giving clear directions to consulting rooms, provision of reading material or water in waiting rooms, having redundant or out-of-date information displayed on noticeboards or on websites.

“These are things that can be overlooked by busy staff, but by engaging patients, can be rectified or put in place. They can improve the quality of the patient experience cheaply and with minimal effort.”