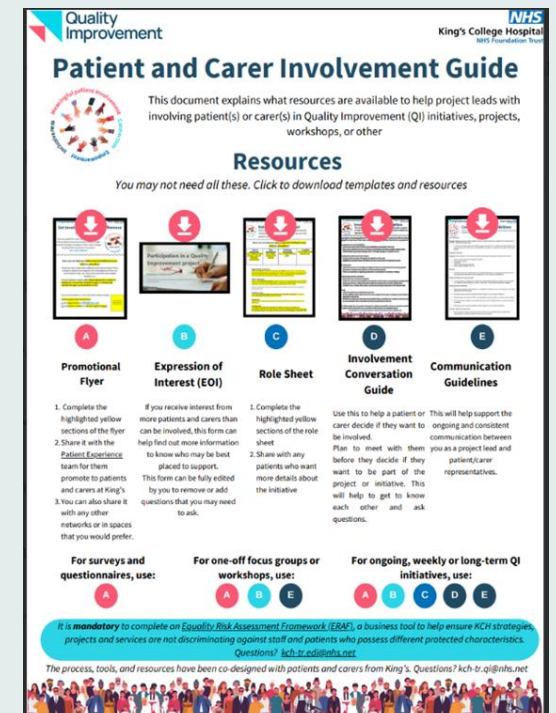


King's Patient and Carer Partnership Framework for Quality Improvement

James Norris, *King's Patient and Carer*
Karen Taylor, *King's Head of Patient Services, Experience and Involvement*



Core Team



Fidelia Nimmons

- An educationalist and patient governor at King's.



Helen Cherry

- Former nurse with community health experience in the UK and overseas.
- She brings lived experience as a deaf person, patient, and carer.



Trish Murphy

- Retired NHS dietitian.
- Her family has a 50-year connection with King's.



Richard Palmer

- Retired biomedical scientist and company director
- Patient and former parent carer at King's



James Norris

- + 40 years' in media production.
- King's patient with a long-term health condition.
- Uses his NHS and media experience to improve patient experiences.
- Full-time carer for a family member.



Bernadette Thompson
Former Executive Director of
Equality Diversity and
Inclusion - SPONSOR



Andrea Cortes



Cheryl Levy



Katie Angus

Continuous Improvement and Innovation Team



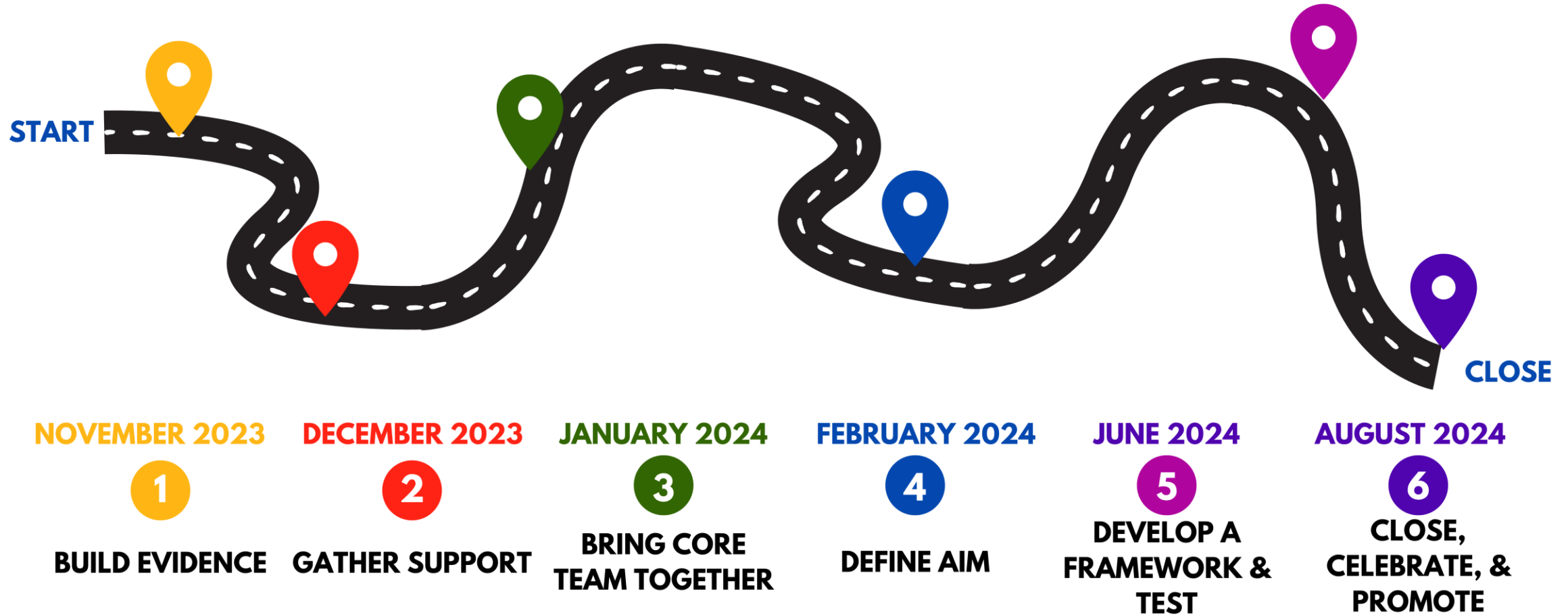
What is 'Meaningful Involvement'?

Definition from King's: Supporting patients and carers to get involved in QI initiatives in ways that suit them best.

Minimum expectations: Co-design, consultation, informing, support mechanisms, recognition, and feedback on impact.

Quote: "They should see the impact of their involvement and what has happened as a result."

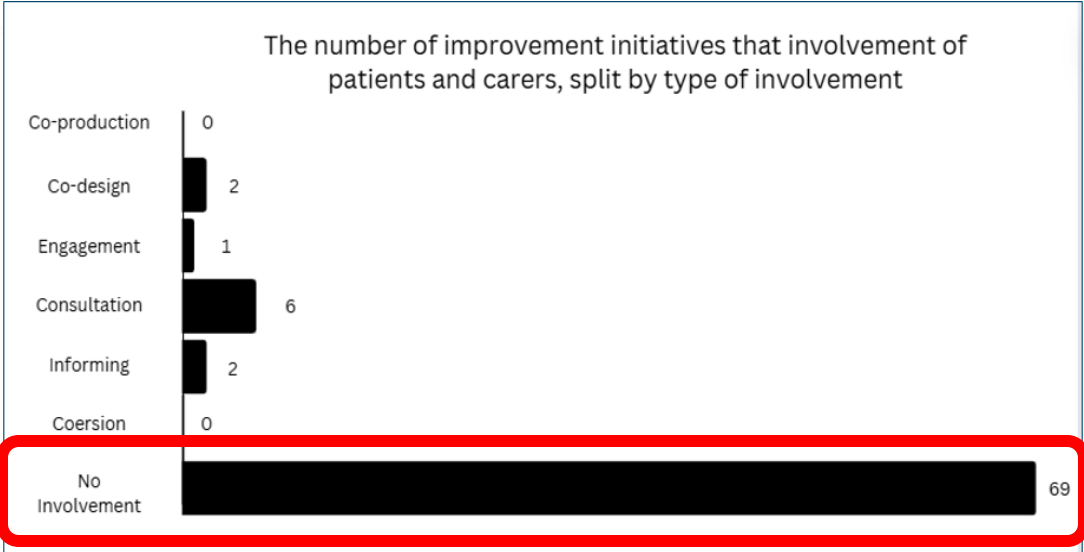
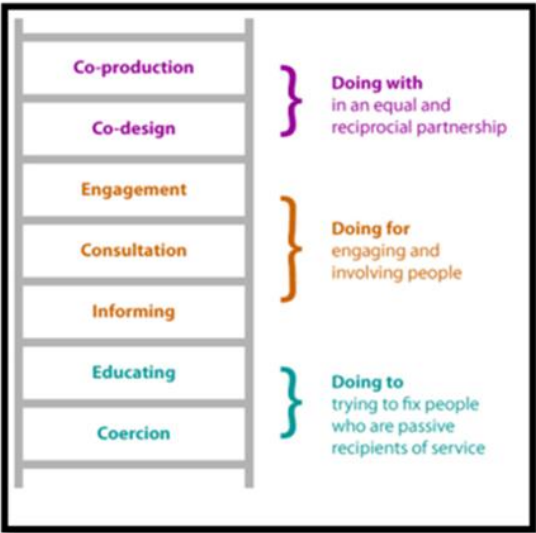
Our journey toward Meaningful Involvement



Why?

Increase **involvement** of patients and carers in quality improvement work at King's.

Feb 2024



Above Ladder of Participation, adapted from Central and North London NHS Foundation Trust, Involvement in Improvement Booklet
Original Source: Arnstein, S Citizen Involvement 1969

Theory of Change report
KING'S
IMPROVEMENT
SCIENCE



Developed Patient and Carer Involvement Guide

Quality Improvement **NHS King's College Hospital NHS Foundation Trust**

Patient and Carer Involvement Guide

This document explains what resources are available to help project leads with involving patient(s) or carer(s) in Quality Improvement (QI) initiatives, projects, workshops, or other

Resources

You may not need all these. Click to download templates and resources



A
Promotional Flyer

1. Complete the highlighted yellow sections of the flyer
2. Share it with the [Patient Experience](#) team for them to promote to patients and carers at King's
3. You can also share it with any other networks or in spaces that you would prefer.



B
Expression of Interest (EOI)

If you receive interest from more patients and carers than can be involved, this form can help find out more information to know who may be best placed to support. This form can be fully edited by you to remove or add questions that you may need to ask.



C
Role Sheet

1. Complete the highlighted yellow sections of the role sheet
2. Share with any patients who want more details about the initiative



D
Involvement Conversation Guide

Use this to help a patient or carer decide if they want to be involved. Plan to meet with them before they decide if they want to be part of the project or initiative. This will help to get to know each other and ask questions.



E
Communication Guidelines

This will help support the ongoing and consistent communication between you as a project lead and patient/carers representatives.

For surveys and questionnaires, use: **A**

For one-off focus groups or workshops, use: **A B C**

For ongoing, weekly or long-term QI initiatives, use: **A B C D E**

It is **mandatory** to complete an [Equality Risk Assessment Framework \(ERAF\)](#), a business tool to help ensure KCH strategies, projects and services are not discriminating against staff and patients who possess different protected characteristics. Questions? kch-tr.edi@nhs.net

The process, tools, and resources have been co-designed with patients and carers from King's. Questions? kch-tr.qi@nhs.net

Aim:

Ensure effective communication between project lead and patients throughout the QI initiative

Includes:

- ✓ Promotional Flyer
- ✓ Expression of Interest
- ✓ Role Sheet
- ✓ Initial Involvement Conversation Guide
- ✓ Ongoing Communication Guide

Patient and Carer Involvement Guide



Get involved and Make a Difference

Help us, Help You

Are you a patient or carer involved in services at Princess Royal University Hospital, King's College hospital, Orpington hospital or other King's College Hospital NHS Foundation Trust sites?

Your voice matters!





Participation in a Quality Improvement project

Expression of Interest Form

Thank you for your interest in taking part in a Quality Improvement project at King's College Hospital NHS Foundation Trust.

[Start now](#)



Involvement Conversation

This document intends to help staff who are meeting with a patient or carer interested in being involved in an improvement initiative (to help them decide).

Please begin by expressing gratitude for their interest in contributing to improvement efforts at King's. Highlight the importance of their input in shaping the project and kindly allow time for any questions.

Assessing Interest and Availability:

- Inquire about their level of interest and availability to participate in the work
- Discuss any potential concerns or barriers to participation and where possible, address them collaboratively (e.g. joining meetings online or having meetings in accessible rooms)

Providing Information about the Project:

- Provide a brief overview of the goals and objectives of the work
- Highlight the potential impact of patient and carer involvement in shaping the project

Work Structure:

- Explain the structure of meetings, including the topics to be discussed, the format (e.g., group discussions, brainstorming sessions), and the expected duration
- Clarify any expectations regarding preparation or participation in between meetings

Clarifying Expectations and Roles:

- Discuss the time commitment required
- Outline the roles and responsibilities of participants in the project, e.g. including providing feedback, sharing experiences, collaborating with healthcare professionals and other stakeholders
- Consider if you or others will be able to provide any training to help them build relevant skills

Closing:

- Thank the patient for considering involvement
- Provide additional information about how to formally join the project, including contact details or registration instructions
- Ask them to contact you when they have decided if they would like to be involved in the work (unless you have decided in the conversation that they would/would not like to)

Note: Please adapt the conversation framework to address any specific concerns or questions raised by the patient and any information you would like to discuss that is not addressed above.
For questions or comments please contact the QI team at kch-tr.qi@nhs.net





Role Information Sheet

Here you can find out more about the improvement initiative we are doing, and the type of role we'd like patients and carers to take.

How can we improve **[add project/workshop/survey title]** by **[deadline]**?

Type of opportunity (e.g. ongoing project support or one-off workshop involvement)	Time commitment (e.g. weekly meeting for 6 months)	Expenses (if possible) (e.g. Travel expenses paid)	Location (e.g. online or which hospital site)
Opportunity Summary: Outline briefly why you are recruiting people and what their role will be. This may include information about the type of involvement, the number of people that you are recruiting, and what sorts of activities they may participate in. If this is a project, provide information on its aims, especially how it will impact on patient outcomes, and timeframe.			
Skills Summary: Outline briefly what kinds of skills a patient or carer may be expected to bring or to develop in this role. For example, editing documents, presenting, providing feedback, writing, public speaking. If there are specific qualifications needed please mention these.			
Quality Improvement training will be available to all patients and carers who participate in improvement work.			
Length of role: Outline how long the initiative will last and how much time it will take. For example, when meetings are held, when and for how long.			
Expenses: If you are able to reimburse reasonable travel expenses for travel and subsistence, add details here.			
Anything Else? If you feel there is additional information for a patient or carer to know about your improvement initiative to help them decide if it's for them, please add this here. Please keep any information succinct, fully spell any acronyms and avoid using jargon or specialist terms.			





Communication Guidelines

The aim of this document is to help support the ongoing and consistent communication between project lead and patient/carer representatives.



First Catch Up

Purpose: agreeing catch up rhythm, dates and time for project duration (e.g. weekly 30 min catch up for 6 months). Initiated by project lead

- A reminder of project scope and limitations e.g. we are here to fix or change something specific, who else the patient can reach out to for confidential conversation, complaints, and support with process and QI

Ongoing Catch Ups

Purpose: Ensure effective communication between project lead and patient(s) throughout the project

- Catch up should discuss how patient is feeling
- How project is going
- Support
- About improvements happening
- About project's direction, aim, etc.

General

- Honesty is best policy: patients want to understand what teams are up against as well as the end-user experience, being open about challenges can build trust and understanding.

Preferred methods of communication

- It can be helpful to understand the patient/carer representatives preferred method of communication i.e. WhatsApp, texting, telephone, email or voice notes. This will help to keep them engaged

During periods of inactivity

- If there are long gaps in the project e.g. no meetings for 6 weeks or more, communicate it and explain patient/carer's reasoning.
- Roadmap journey visuals are helpful and clear imagery to use to explain milestones
- Sending project documents in PDF (more accessible for screen readers) in advance of any meeting.
- Know what device a patient or carer will be joining on and be mindful of that e.g. sharing documents on screens
- Roadmap journey visuals are helpful and clear imagery to use to explain milestones.

Changes within the project team

- Ensure that any changes to the project team should be communicated directly to patient/carer representatives, using their preferred method of communication.

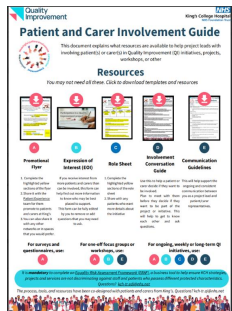


Spreading and Sharing

- Patient and Public Involvement events
- King's Improvement Showcases
- Institute for Healthcare Improvement
IHI/BMJ International Forum, Utrecht



*Resources Available to All
(download and customise)*



Next steps



- **Refresh the guide**, aligned with the King's Patient Involvement Toolkit.
- **Align with King's Hub Portal** to access existing patient/carers representatives.

