



# Patient Insight and Involvement at UCLP

Fiona McKenzie, Patient Insight and Involvement, UCL Partners

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# Vision

How does  
UCLP add  
value?

How are  
we  
different?

- Global leadership
- Embedding insight from and about patients, carers and the public into the development of health research, services and education
- Continuous improvement and innovation
- Real co-design, particularly with vulnerable communities
- Better collaboration and coordination across and between
- Systematic and robust methodologies
- Culture of involvement and engagement – the way we do things around here
- Weaving together of three strands – education, service delivery and research

Best can  
be enemy  
of good

# Commitment to our population

UCLPartners is committed to using a partnership approach to continuously improve patient-centred health services and research

- We commit to:
  - listening to our population
  - involve and engage our population throughout our work and events, from start to end, in the planning and development, delivery, and evaluation
  - work to find the best practical ways to involve and engage, whether in person or not, ensuring we involve and engage in finding out what works best
  - ask about what matters
  - ask how we could be better and work for continuous improvement
  - always think about how we could do engagement and involvement better, learning from others and striving for better partnerships
  - sharing our learning with our partners
  - work in partnership to think about how we best measure and evaluate success in this area
  - role modelling best practice at every opportunity

# Our principles

- We will involve and engage patients, carers and the public in everything we do, including, but not limited to:
  - Governance
  - Strategic development
  - Substantive research design & improvement planning
  - Across all programmes and designations
  - Events and event planning
  - Clinical care
- We will recognise the contributions patients, carers and the public make to our work, in terms of:
  - Financial reimbursement
  - Supporting skill development
  - Recognition Awards
  - Accountability and transparency around 'you said, we did'
  - Website case studies

# Our objectives

- Share best practice and learn across UCLPartners
  - Identify areas for development - weaknesses and opportunities
  - Develop alignment across programmes and designations
- Develop focus and added value for UCLPartners
- Develop principles, opportunities, vision and commitments into short, mid and long-term actions
- Provide help and assistance to programmes and designations as they work to improve their patient, carer and public involvement and engagement
- Ensure we are leading the field on particular areas:
  - Access and recruitment
  - Recognition of value of involvement and engagement
  - Wraparound support, including education and capability
  - Evaluation and measurement
- Consistently challenge the 'norm' for patient involvement

# Areas for involvement and engagement

- Governance
- Strategic development
- Research design and development
- Substantive improvement planning and work
  - Co-design and co-production
- Events
- Recruitment
- Clinical care
  - Patient activation
- Evaluation
- Measuring what matters
- Training

Throughout our work and events, from start to end, in the planning, development, delivery and evaluation of all we do

# Areas for coordinated UCLP focus

- Access
  - Recruitment – particularly in hard-to-reach communities
- Wraparound consultancy support and guidance – how to be the best at this
  - Website with ‘live’ guidance, opportunities, and help
  - Education and leadership, including:
    - Training
    - Capability
    - Patient leadership work
- Evaluation and measurement
  - How do we know we’re doing this well?
  - What does others’ research tell us?

# What?

- Community of Practice – involvement leads, experts and patient leaders
  - Helping think about innovation and what next
- Induction + ...
- Prospectus of training offers for LETB
- Help portal
  - Matchmaking between people, groups, and case studies
  - Interactive help and guidance around all aspects, including:
    - How to, evaluations, reimbursement, recognition
  - Contact email address and phone number
  - Experts contact
  - FAQ
  - What to do next
- Buddying / mentoring
- Masterclasses
  - Evaluation
  - Methodology deep-dives
  - Dealing with specific communities

How do we tie  
in patient  
experience and  
patient safety?

Coordinate and  
collaborate

Strategic and  
systematic approach

Learning from other  
sectors

# Involvement and Insight Community

## Big 3

- Access and recruitment
  - Work with London Voluntary Services Council
- Guidance and matchmaking
  - Mapping survey
  - Database development
- Evaluation and measurement
  - Current tools?

## Others?

- Insight to improvement
  - Working with Quality and Value team
- Recognising and rewarding success
- Supporting skills development



Practice  
Promote  
Learn  
Set Standards

## Principles

- Alignment and coordination
- Sharing resources
- Inclusivity
- Consistently challenging the norm

## Ways of working

- Plan for Coordinated Action
- Subgroups

# What skills are necessary to do our jobs?

## Hard skills

- Facilitation
- Analysing information
- Measurement
- Evaluation
- Quality improvement methodologies
- Involvement and engagement methodologies:
  - Quantitative engagement
  - Qualitative involvement

## Soft skills

- Communication and listening
- Focus on continuous improvement
- Focus on sharing learning
- Role modelling best practice
- Leadership
- Expectation-setting
- Asking the right questions
- Humility and respect

Involvement & engagement with 'seldom heard' communities

Wraparound guidance and support

Evaluation

Training (for researchers and clinical staff, for patients and carers, for ourselves)

- What do we need to do to get better at the above?
  - Short-term
  - Medium-term
  - Long-term
- What skills do we need to develop or enhance to do this well?
- What have we missed? What haven't we discussed that you think is important?

For more information please contact:

Fiona McKenzie

[fiona.mckenzie@uclpartners.com](mailto:fiona.mckenzie@uclpartners.com)

02076799525

3<sup>rd</sup> Floor, 170 Tottenham Court Rd, W1T 7HA

@fkmckenzie

[www.uclpartners.com](http://www.uclpartners.com)

@uclpartners