

Integrating Co-Production into Whole Systems Quality

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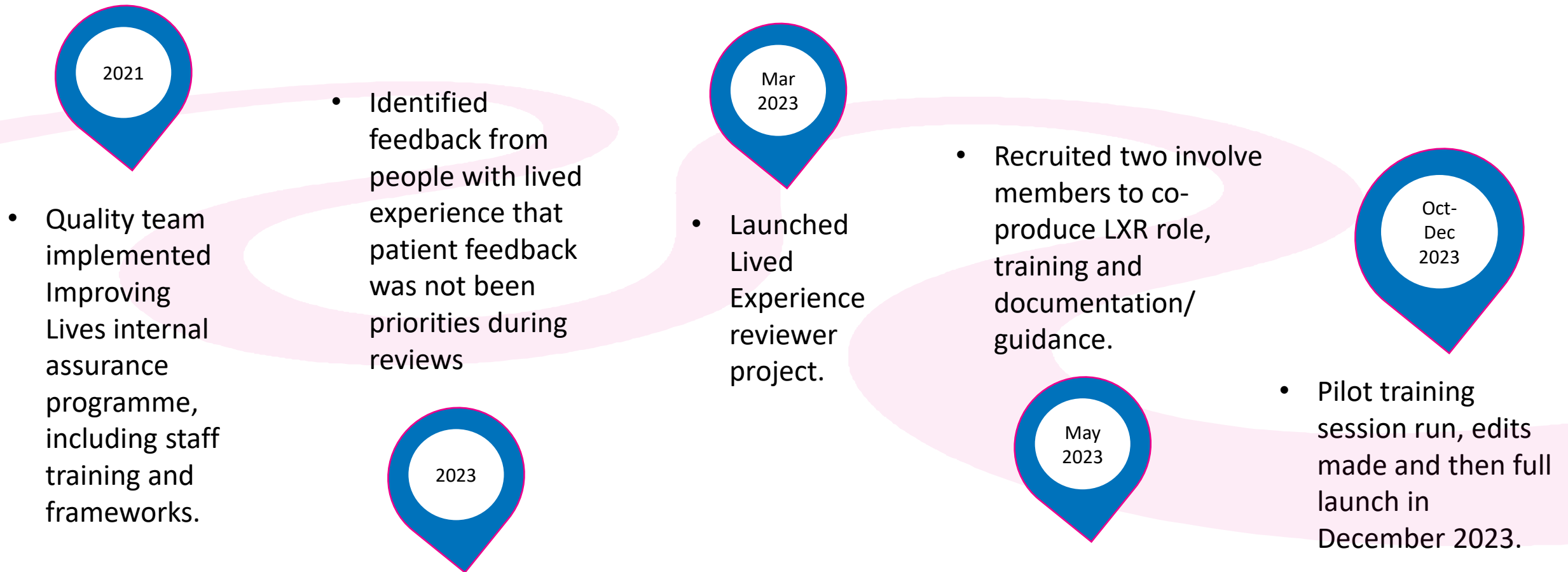


Our Journey

Oxleas have been on a journey to increase involvement across the trust, we have been implementing opportunities for those with Lived Experience within our clinical settings however there have been limited chances for involvement within corporate services. The Quality team strive to make a change and offer more opportunities to make a difference in Oxleas without having to work on the ward as this can be daunting and potentially re-traumatising for people with lived experience.

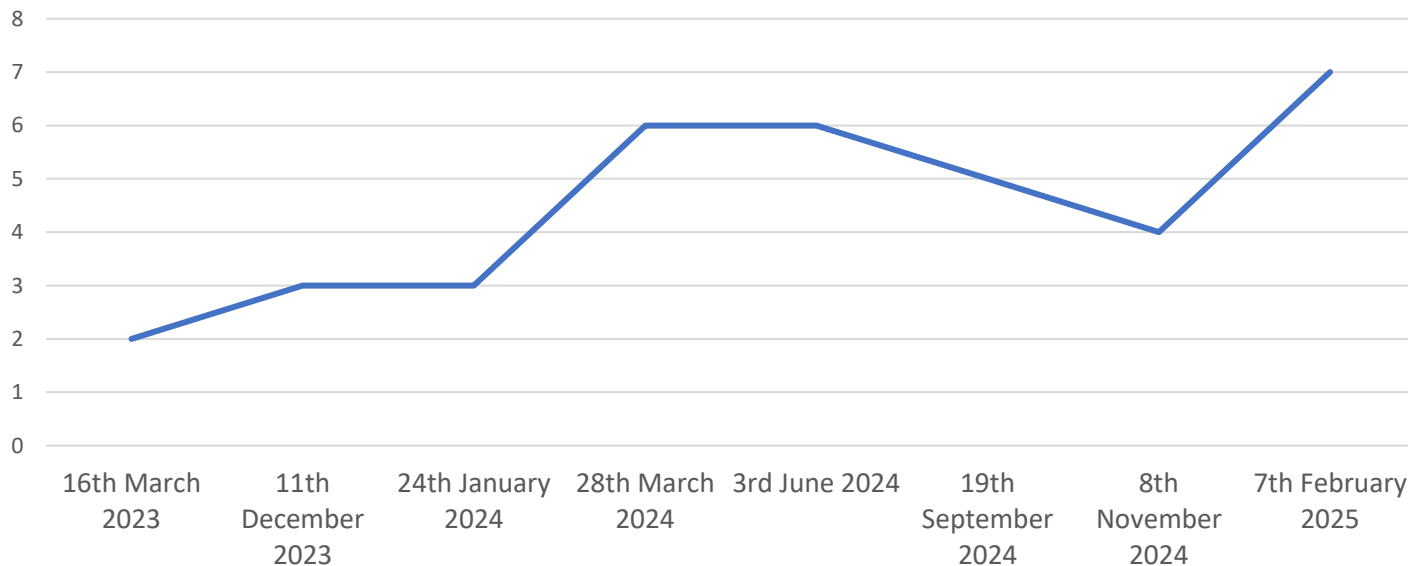
The team launched the Lived Experience Reviewers project to improve involvement in assessing our services and guiding improvement initiatives. You will see the benefits and how you could implement and feedback from some of the individuals who co-produced these projects, sharing their experience.

Lived Experience Reviewers Project



Lived Experience Reviewers Project

Number of attendees per Lived Experience Reviewer Training



Feedback from LXR

“I believe the LXR benefits reviews as it gives a perspective from someone that has a lot of experience using the services ”

“Being part of the improving lives program has given me a different outlook and understanding of Oxleas and the NHS. I might add a far more positive one. I feel overwhelmed by the support and work that goes into a patients care, and I am extremely proud to be a part of Oxleas.”

“I’m pleased to say being part of the IL programme has given me a positive perception of Oxleas thus far. The nursing teams, patients and carers have provided good and encouraging feedback. There is of course a shortage of nursing staff, but they describe being happy in their work. Most problems identified are resolvable.”

“We have the lived experience which often means that we have empathy and can relate to what patients and carers are saying. It’s not a ‘tick box’ exercise for us.”

Lived Experience Reviewers Project

Feedback from teams being reviewed

“We thought it was useful to have the perspective of someone with Lived Experience as ultimately they are the recipients of our care.”

“The team feel the findings of the review made more credible by LXR's being involved in the assurance process”

“LXR's give the true service user perspective which we can be blinded to as healthcare professionals”

Feedback from Quality Management Team

“It's a positive and inclusive way of working and it gives us a different perspective in relation to the quality of services we provide. A person with Lived Experience would see things through a different lens and may influence areas we have not yet identified. “

“I was slightly nervous at first but since having them as part of the review team, I have really appreciated their input and fresh eyes as experts by experience.”

“I'm pleased with it, it's easy to follow and there is sufficient guidance on the process.”

“Having a person with lived experience on the review team has been incredibly beneficial as they have been able to offer unique perspective from a different part of the system - that staff alone would not perceive. I feel that their contributions have resulted in more in-depth reviews that are in turn, more beneficial to the service in terms of understanding service user experience and need.”

“It's a good experience to hear a different perspective on the day, makes you think”

Lived Experience Reviewers Project

Co-production has been at the core of this project; conception arose following feedback from Involvement Members around an interest in visiting services. The training for LXR's was co-designed with the Quality team and those with Lived Experience, the training continues to be co-facilitated, and the Lived Experience Reviewer role is embedded within the programme.

This project was displayed at the Institute for Healthcare Improvement (IHI) conference in Utrecht, project speaker session on 22nd May 2025.

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Importance of integrating co-production into whole systems quality



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Across the healthcare sector, evidence of patient involvement leading to positive outcomes is ever-growing however little movement seems to have been made.

In Oxleas we have been working to increase involvement across all aspects of our Trust, not only in patient facing services but also within Corporate services.

In 2021, Oxleas' Quality Management Team (QMT) implemented the Improving Lives Internal assurance programme,

which included training staff to use frameworks and tools to support the assessment of services and prepare clinical teams for CQC inspections.

In 2023, the Quality team identified that feedback from patients and families was not being prioritised for collection during reviews. Following discussion with the Involvement Team and reviewing current involvement opportunities, Quality Team recognised how lived experience can improve outcomes and user satisfaction across services. We decided to develop and introduce the concept of "Lived Experience Reviewers" into quality systems. This method was not based on principles or research but has been based on feedback and population need. This is an innovative approach to enabling those with lived experience to have a say in how our services are running.

Project plan

In March 2023, the QMT launched the lived experience reviewer project, working with the involve team to develop an opportunity for involve members to join the project team. In May 2023, two involve members were recruited to the project and development of the LXR role began, each of these involve members completed the staff version of the training in March 2023. The Lived Experience Reviewer (LXR) initiative aimed to create a role which focuses on collecting patient and carer feedback, utilising their personal and professional experience.

A training workshop, based on the CQC framework and the current staff training, was co-produced to provide specific information and tools for those with lived experience, e.g. 15 steps template. Content was developed with focus on areas that the LXRs will explore. 4 focus groups were held over a 2-week period with 15 involve members to develop questions to be used during visits to gather experiences of those using the service.

The project team worked in collaboration with other teams to create guidance documents to ensure process are embedded and followed, for the safety and wellbeing of the LXR and teams being visited. A role description was also developed to ensure LXRs are aware of what is involved and expected.

In October 2023, a pilot training session was completed with 4 attendees, a POSA cycle was then carried out to further improve the workshop based on feedback received. In January 2024, the training was launched and continues to be co-facilitated. Feedback is collected and acted upon, and learning shared within Oxleas and across South London Partnership.

Number of attendees per Lived Experience Reviewer Training



The project faced multiple barriers, due to the innovative nature of this role there were no similar roles to base it on. Worked with HR teams to break down barriers of positive DBS for those with lived experience of using Forensic and Offender Healthcare (F&OH) services by completing risk assessments.

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Key achievements from this initiative

- Since December 2023, 7 sessions were held, training 34 trained Lived Experience Reviewers, resulting in 36 in total.
- 41.7% of which have completed reviews following training
- Since March 2024, 17 of 21 (81%) reviews have had a Lived Experience Reviewer on the review team.
- Ongoing work with F&OH Directorate to increase LXR involvement while facing challenges with access and requirement of DBS checks.

Outcome

Feedback to date shows the implementation of the role has been a success, with an average positive impact rating from services visited of 8/10. The LXRs themselves report to feel supported throughout the training process, visits and post-visit. Quality team have given an average impact rating of 9/10, stating that the LXR role supports the programme in an innovative way and brings new perspectives to assurance visits.

Learning

For LXRs to be involved in all reviews - I know this is a process and work is being done to achieve this, including harder to reach services such as Forensic and Offender Healthcare.



Feedback from teams being reviewed

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Any Questions?

Thank you so much for joining today and listening to our presentation showcasing how we have improved our co-production and integrated this into quality systems.

Any questions?

If you have further questions, please contact me:

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