Aim
NHS Scotland Quality Strategy aims to ‘put people at the heart of our NHS’ and this will involve ‘effective collaboration between clinicians, patients and others’. Managed Clinical Networks are well placed to deliver these aims, and provide opportunities for collaborative working to enable planning and evaluation of services, and specifically promote involvement of service users.

NHS Ayrshire & Arran Respiratory MCN included clinicians, managers and other stakeholders but lacked service user involvement.

The aim of this improvement initiative was to consult with service users to understand how the Respiratory MCN could effectively involve them to ensure their views are part of a collaborative decision-making process.

Methodology

Steps of the improvement initiative

1. Develop and test information leaflet and survey (PDSA)
2. Issue survey and stamp addressed envelope for return to previously identified/interested service users (from Breatheasy Groups, self-management programmes, discussions with Alliance etc)
3. Collect and analyse responses
4. Invite those interested in being invited to a Chest Voices workshop to gain knowledge, support and confidence to participate in the MCN
5. Agree next steps for involvement following Chest Voices Workshop

Results/Measurement of Improvement

Response Rate
Surveys were sent to 53 service users, 39 were returned, giving a response rate of 55%

Importance of Involvement
Of those who replied 29, (100%) indicated that effective and high quality respiratory services are important or quite important. Twenty four respondents (83%) consider it is at least quite important to have a chance to give feedback on the Respiratory services they receive and 20 (69%) consider it important or quite important to have an opportunity to contribute to service improvement and planning.

Type of Involvement

The survey allowed service users to indicate how they might like to be involved. The diagram below illustrates responses.

Conclusions
The Respiratory MCN now has active involvement of service users via the Respiratory Patient Group.

Chest, Heart & Stroke Scotland Voices training was very helpful in developing service users’ knowledge, skills and confidence to enhance partnership working with the NHS.

The patient group has identified key topics that are being progressed in partnership with other MCN stakeholders.

In our experience, the integral involvement of patients in the MCN is having some impact. Service users feel that they are encouraged and supported to have an active role in the planning, development and evaluation of services, and healthcare professionals increasingly recognise the value of working in partnership with service users.

References