



QPS TALKTIME



A community of quality and patient safety improvers

1 March, 2022

Partnering with Patients: HSE National Patient and Service Users Forum

Welcome

- **Sound:** Computer or dial in:

- Telephone no:
 - Irish: 01-5260058
 - UK: +44-20-7660-8149
- Event number: 2732 692 3361#

- **Chat box function**

- Comments/Ideas
- Keep the questions coming!

- **Recording**

- **Engage with the team**

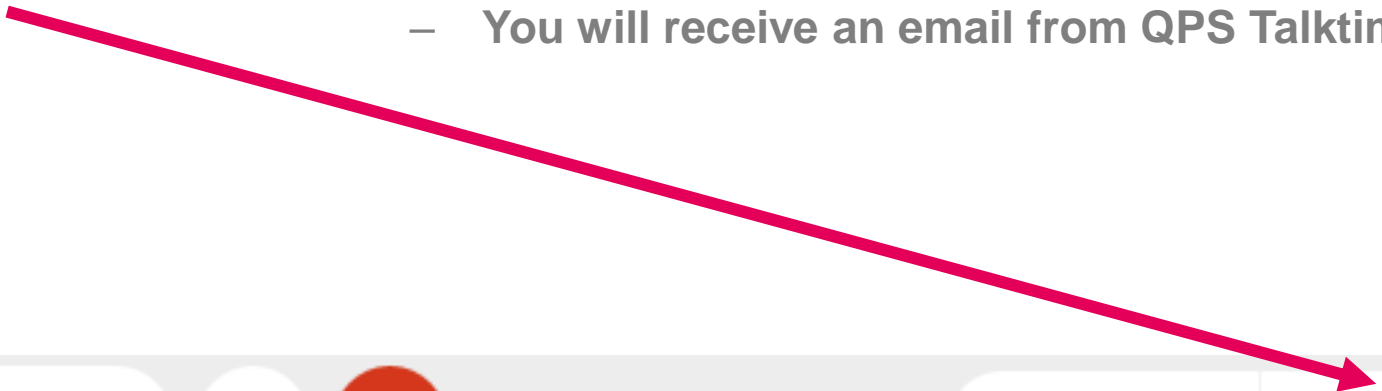
- Twitter: @22Q11_Ireland @johnfitzsimons9 @QPSTalktime /@NationalQPS/ #QIreland #patientsafety

- **Feedback**

- Short feedback form after the session, please help us to improve our QPS Talktime Webinars
- A window will pop up before logging out

- **Confirmation of attendance**

- You will receive an email from QPS Talktime



Mute Stop video Share ... Participants Chat

To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...

hello my name is...


Last Time: we spoke about Our Healthcare Service including everyone with members of Patients for Patient Safety Ireland

You told us the point of patient partnership is

- *“Vital to improve quality and safety...”*
- *“A key factor to engage in co-production from the outset and ensure services are meeting patient needs and using resources sensibly...”*
- *“Building mutual trust and full collaboration in decision making....”*
- *“To improve understanding, communication, reflection - building trust - enabling shared learning...”*
- *“to ensure we meet service users' expectations by delivering safe effective, accountable care - patient is the centre of decision making”*

Now, today we invite you to:

Finish this statement:

“The reason we partner with patients is...”

Speakers today



Anne Lawlor, a long-term member of the HSE National Patient and Service Users Forum and was recently elected as chairperson. She is also a co-founder and chairperson of 22q11 Ireland and serves as a Board Member with Rare Disease Ireland (RDI)



Mila Whelan has been working in patient engagement since 2015.. Mila facilitates the work of the National Patient and Service User Forum, Patient Representative Panel and Patients for Patient Safety Ireland.



Nicola Williams has wide-ranging experience in patient and service user feedback, advocacy and partnering with patients and families. She facilitates the activities of the National Patient and Service Users Forum.



Dr John Fitzsimons, Clinical Director, HSE National Quality and Patient Safety Directorate and Consultant Paediatrician, Children's Health Ireland at Temple Street.

In conversation with



“22q11.2DS is a common, complex, multi-system disorder that is encountered by numerous disciplines including clinical genetics, paediatrics, psychiatry and primary care. The management of individuals with this disorder is optimised through an integrated and co-ordinated multi-disciplinary approach where the needs of affected individuals can be identified at an early stage.” *IMT article 2009 Dr. Sarah Prasad, Dr. Kieran Murphy*

22q11.2 DS
1 in 2 – 4000

Cardiology
Immunology
Audiology
Neurology
Urology
Cleft Palate
Speech &
Language
ENT
Scoliosis

Cognition
Behaviour
Learning

Anxiety
ADHD
ASD

Schizophrenia
Psychosis

Mila Whelan

Patient and Service User Experience

National Patient and Service User Forum

- Established in 2015 following consultation on eligibility for medical cards
- Membership – 32 patient advocacy/support organisations, patients, service users and carers
- Independent chair, co-chair and terms of reference
- Key objective – *“to collaborate in partnership with the HSE at national level on matters that have individual and systemic significance for patients, service users, their families, carers and advocacy groups”*

Examples of work

- Consultation on Medical Card eligibility and application form
- Review of hospital car parking charges
- Consultation on the Strategy for the Design of Integrated Outpatient Services 2016-2020
- Consultation on the HSE Corporate Plan 2021-2024
- National Patient Safety Strategy – consultation and membership of steering group
- Contact Management Programme – focus groups and membership of working groups
- Trust and Confidence programme – membership of steering group, consultation and focus groups

Key success factors: What we have learned

- It is not a once off event, it is a continuous two way process – start from the beginning
- Meaningful involvement requires “closing of the feedback loop”
- Language is important: moving away from “representatives” to “partners”
- The importance of “we”, “we said – we did” and “our health service”
- Be prepared to recognise lived experience and share power
- Patient partnership is about building relationships and trust

Nicola Williams

Patient and Family Engagement

The Importance of Plain English and Clear Communication

- How and when we communicate with people is key to successful partnership
- Flyer/information leaflet in plain English helps to attract patient partners
- Important to explain the goal of involvement and time commitment



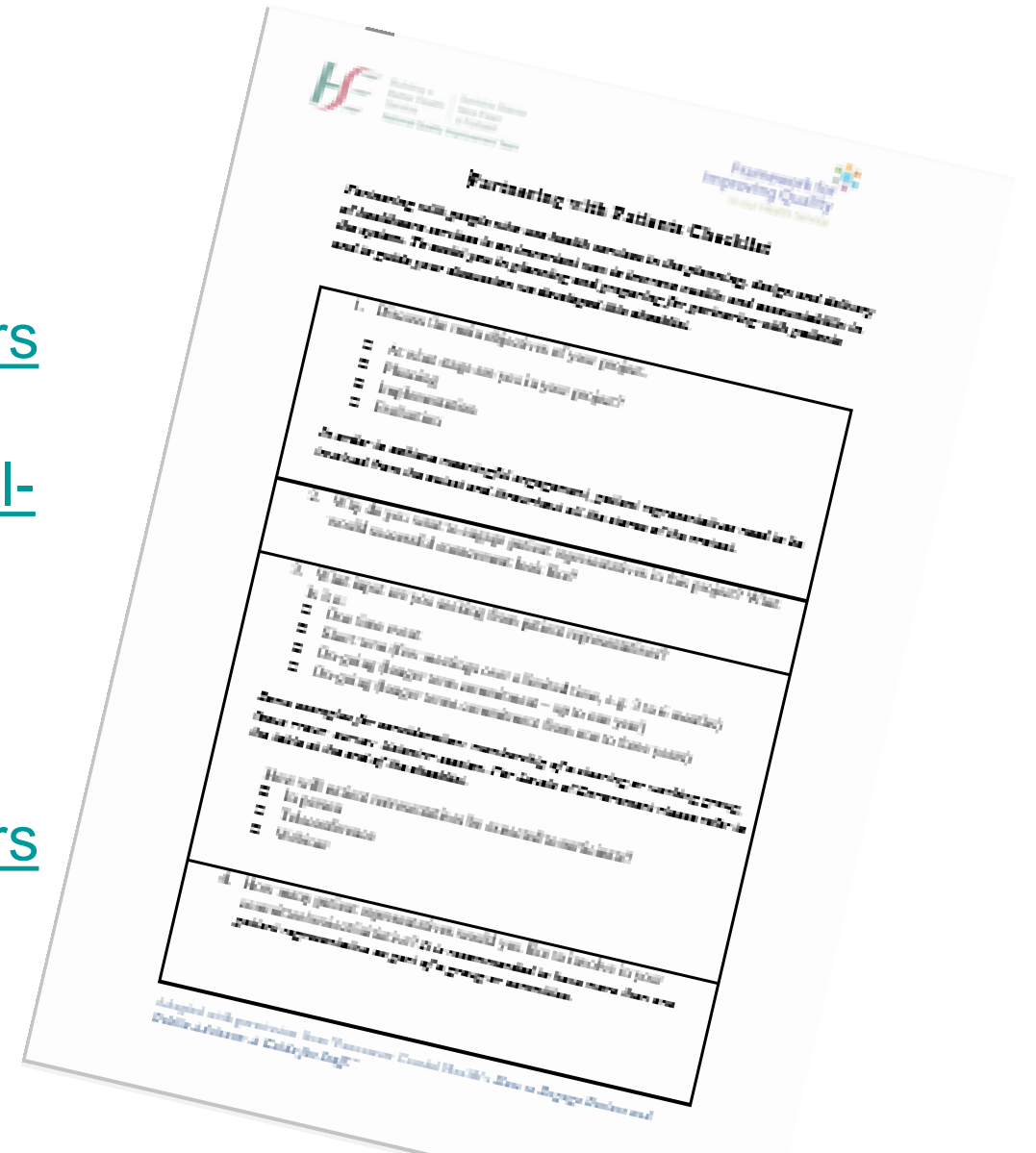
For Information and Resources

- About the National Patient Forum

<https://www.hse.ie/eng/about/who/qid/person-family-engagement/national-patient-forum/service-user-involvement-in-clinical-care.html>

- Resources

<https://www.hse.ie/eng/about/who/qid/person-family-engagement/resourcesqid/>



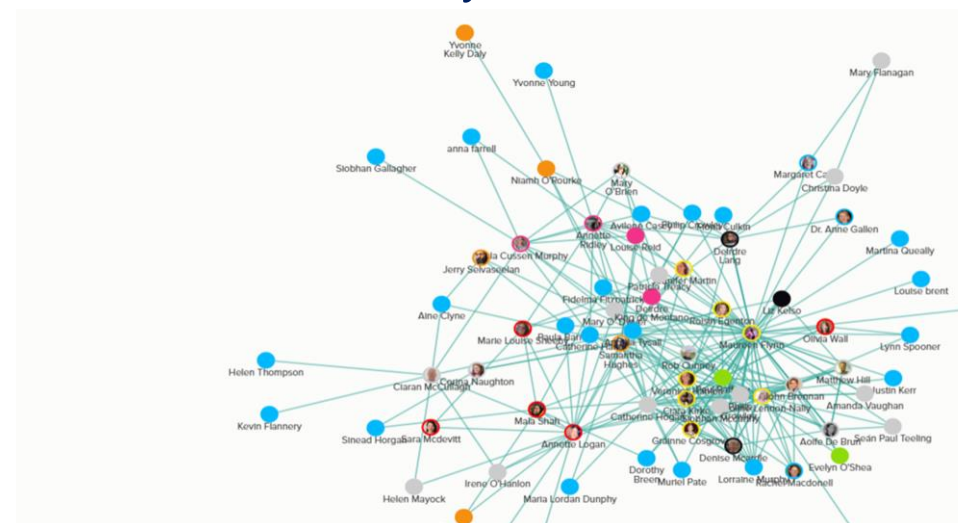


HEARING YOUR THOUGHTS AND COMMENTS

The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

- How to join the map?
 - Visit the HSE website (see link in the chat)
 - Get sent your unique link to the map
 - Enter information about you, your professional characteristics and your interests
 - Log your connections
- How to use the map?
 - Filter the map by role, organisation, interests
 - View individual profiles
 - Connect and collaborate with others



Apply to become a member of Q Community



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

Caroline.Lennonnally@hse.ie

Upcoming Webinars: Dates for your diary

Dates	Topics	Speakers
22 March	Liberating Structures	Dr Rob Cunney, Medical Microbiologist and QI and Clinical Safety Lead, Children's Health Ireland at Temple Street.

Follow us on Twitter  @QPSTalktime

Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS Talktime page:

<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>

Let us know how we did today

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

Contact: Noemi.Palacios@hse.ie to be included on our mailing list to receive QPS Talktime invitations



*Thank
you*