

**IMPROVEMENT NAME:** Falls Prevention – Patient Engagement

**TEAM MEMBERS:** Zoe Brown

**DATE:** February 2024



## DEEP DIVE:

*What did we or are going to investigate about the problem/ improvement area?*

After conducting an audit comparing against other BLMK services and NICE guidelines, Luton Falls Service pinpointed several areas for improvement. During the execution of this improvement initiative, the team aimed to collaborate closely with patient partners. The objective was to incorporate feedback, ideas, and insights from lived experiences, ensuring that challenges and issues were effectively addressed.

In the beginning, the Falls Team Lead and Co-production Lead in Luton proactively engaged with various community groups to initiate discussions on service access, challenges, and identified gaps. This outreach effort led to the recruitment of patient representatives who became integral contributors to the ongoing work throughout the project.

## PROBLEM:

*What is/was the problem we are trying to solve?*

In projects we often overlook lived experiences and second guess what we believe service users want or need.

## GOAL:

*What did we/are we hoping to achieve?*

To include patient partners in decision making and co-design improvements from the outset of the project and throughout.



## DESIGN:

*What changes do we or did we think would make an improvement?*

We worked with patient groups to co-design:

- Patient literature (posters & leaflets)
- Patient pathways
- Strength & Balance Programme planning
- Development of Personal Journal for S&B Programme

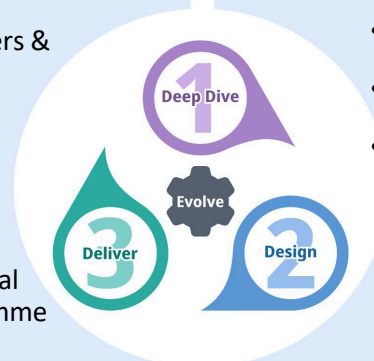


## DELIVER:

*How do we or did we expect to test the change?*

Patient partners were involved in the delivery by:

- Being on interview panels
- Road testing venues
- Virtual project meetings:
  - Process Mapping
  - Planning
  - Co-designing



## RESULTS:

*What did we achieve?*

Overall, an active patient partnership group contributes to the success and sustainability of project developments by incorporating diverse perspectives, improving patient outcomes, and fostering a more patient-centric healthcare approach. This leads to improved overall experiences for individuals accessing the services provided by the project, it promotes trust between healthcare providers and the community.

## EVOLVE:

*Next steps what further improvements are planned?*

We will continue to work with the patient reps as the project continues, ensuring that outcomes are shared with them. Discussions ongoing with a patient who has been through the strength and balance classes to support new patients that are at the beginning of their journey.

## LESSONS LEARNT:

*What did we learn?*

Involving patient reps makes patients feel valued and respected, leading to stronger relationships and a more collaborative healthcare environment. Its important to keep them involved throughout the whole project, ensuring they see the outcomes they contributed to.

Two examples of Patient engagement workshops that have taken place:

- Process Mapping
- Brainstorming / Planning meeting

