

GREAT

SERVICE USERS AND CARERS CHECKLIST

Quality Improvement (QI) is about making Health and Social Care (HSC) services safe, effective, patient-centred, timely, efficient and equitable. Involving service users and carers is a key principle of quality improvement.

WHAT DO I NEED TO CONSIDER?

WHAT DO I NEED TO DO?

G

Getting involved

What is this all about?

Why me and what's my role?

Why is my voice important?

Who do I talk to if I have any further questions or issues?

- Find out about why your voice is important by visiting the Engage website.
- For more information about QI work and involvement opportunities check out - <http://qi.hscni.net/qi-community>.
- At the start, ask for a named contact person. Link with him/her and ask for a description of the work/project and what is expected of you.

R

Reimbursement

Will I get paid out-of-pocket expenses?

How do I make a claim and who will help me with the process?

- You will be able to claim any out-of-pocket expenses.
- A claim form will be provided. Complete and return – ask for support if you need help with this.
- Keep a record of the claims you have submitted.

E

Expectations

Am I clear about how much time I can commit and what my involvement will mean?

What do I need to do to support my involvement?

Are there rules for meetings?

Will a buddy/mentor be appointed to provide support before, during and after meetings?

How can I help the group get to know me better?

There are various opportunities with different time commitments – identify what suits you best.
Share your specific support needs with your point-of-contact person. These may include:

- Notice required to help you to plan to attend.
- Clear directions to meetings or event locations.
- Sharing the best way for you to receive information ie email or hard copy.
- Having the option to attend a meeting via telephone or video call.
- Ensuring the venue has disability access or is close to public transport routes.
- Ask for the meeting etiquette - this will include guidelines and expectations of all members.
- Ask for a support person or buddy/ mentor who will help with any work you have been asked to do and provide further information/explanation.
- If asked for personal information – be clear about the limits of its use and only agree to share what you are comfortable with.

A

Achievements

Will my views be listened to, valued and respected as an 'expert by lived experience,' and incorporated into the work?

How will my involvement be shown to have had an impact and not appear tokenistic?

- Be clear about what you want to achieve by being involved.
- Consider if there are other or better ways for your concerns to be heard.
- Contribute to and shape the meeting agenda.
- Ask for regular feedback on your contribution and provide your own feedback on the work.
- Actively question, if and how, the service user and carer voice, has been shown to have made a difference to the work.

T

Training

Will I be provided with an induction session and training?

- An induction to the work will be provided.
- Further training will be available – your contact person will help you to identify and access this.
- Check out further resources on Engage and HSCQI websites.

Remember it is okay to say "not now", or to recommend someone else.

Notes

For information on involvement:

go to <http://qi.hscni.net>

check out <http://engage.hscni.net>

or contact your HSC organisation's PPI Lead



ENGAGE



HSCQI