Build meaningful relationships to improve patient engagement and co-production opportunities

One Gloucestershire
Transforming Care, Transforming Communities

Project Team
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About the Project
Merge 2 previous Groups to create one effective Cancer Patient Reference (steering) group, where meaningful relationships are built for engagement and co-production

Aims & Objectives
Improve patient attendance, participation and engagement in the group; enable a patient led agenda to choose topics for working groups/co-production opportunities, supported by staff where relevant. Improve feedback opportunities from specific cultural community groups

Measures Used
- (Increase) Number of eligible members
- (Increase) Minimum of 10 members per meeting
- (Increase) Number of engagement/ co-production opportunities offered/accepted
- Demographics and cancer site
- Qualitative feedback

Driver diagram: why the groups needed a refreshed format & purpose
Fishbone: drill down into the details for groups not being effective
Stakeholder analysis: get the right people involved in redesigning the group
PDSA cycles: adapt format & content to meet expectations
Keep a **change log** to track progress and evaluate outcomes from each cycle
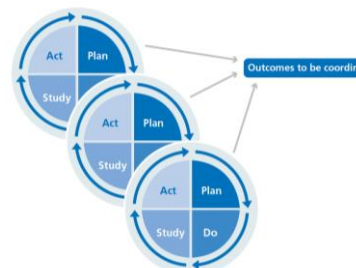
Fishbone diagram Cancer Patient Reference Group (PRG)
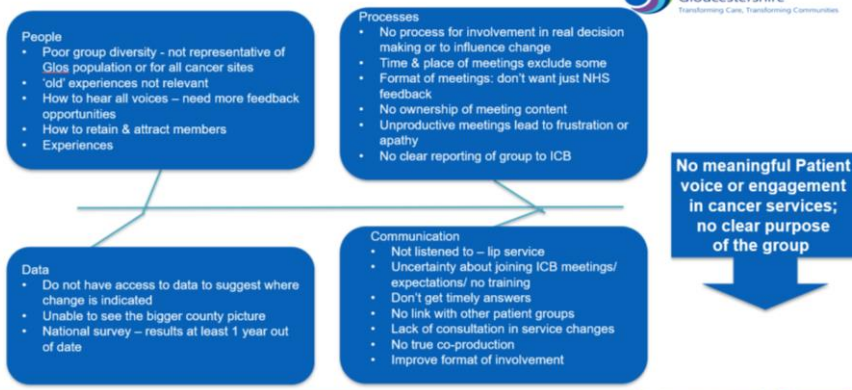
I just wanted to say thanks for a good meeting today, the best yet

Project Outcomes, Progress and Impact
Change to flexible meeting/ participation format
- members empowered to decide priority of topics,
- ownership of agenda and working groups
- increase engagement & feedback as patients do not have to attend meetings to be a member

Learning for the Improvement Community
*Ask members what is/not working
*Use range of engagement formats
*Listen to feedback
*Agree changes & implement ASAP (amend agenda & meeting format)
*Map pictorially current and future opportunities
*Facilitate change where practicable

#one_glos