An easy to use model to support effective working with Patients and Public in Quality Improvement

ARISE+

The ARISE+ model (Aims, Recruit, Integrate, Support & Evaluate) is a practical approach to co-production. It has been designed (with improver feedback) to support the integration of patient and carer representatives within Quality Improvement projects.

Developed by the Wessex Patient Safety Collaborative the ARISE+ model will help individuals, teams and organisations to start conversations around effective co-production.

**AIMS**
What do we want our patient / carer reps to do? How can we assess culture, identify good practice and address coercive behaviours? Are any engagement difficulties due to a knowledge or implementation gap? Do we know where the patient / carer reps are (in our own organisation) and what to do if we don’t?

**RECRUIT**
What is the best selection / appointment process for patient / carer reps? Why do our patient / carer reps want to get involved (values) Can one patient / carer represent any other / all patients / carers? Should our patient / carer reps be remunerated?

**INTEGRATE**
How can we help our teams to work together, improve multidisciplinary communications in meetings and consider whether there is a need to establish role boundaries? How do we allow for differences in staff attitudes and patient / carer reps background?

**EVALUATE**
Have we met our aims and objectives for our project? Have we achieved meaningful engagement between professionals, people using services and their families? Have our patient/carer reps been empowered to work as equal and effective partners in the project?

**SUPPORT**
What are the development and support needs of our patient / carer reps? How can we train / coach / educate our patient / carer reps? What resources are available to help us develop patient / carer reps?

Start the co-production conversation in your QI project by using ARISE…

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Coalition for collaborative care (http://coalitionforcollaborativecare.org.uk/a-co-production-model/)

Five values and seven steps to making co-production happen.

Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation. Co-production acknowledges that people with ‘lived experience’ of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives.


The 4Pi - Framework for Involvement stands for ’Principles; Purpose; Presence; Process; Impact’; it is a framework to help create meaningful involvement with service users and carers. The 4Pi national involvement standards have been developed over the last couple of years by a partnership of organisations hosted by NSUN (the National Survivor User Network). Developed within a mental health context, these standards are universally relevant to involvement and co-production in all areas of health and social care.

NHSE Sign up to Safety (https://www.england.nhs.uk/signuptosafety/latest-thinking/)

Sign up to Safety’s "Framework for Patient Engagement in Patient Safety" identifies three levels of patient engagement in patient safety across three levels of the NHS healthcare system. It also presents real-world examples of patient engagement in patient safety and applies these to the framework.

SOME OTHER SOURCES OF INFORMATION

NHS England - Involvement Hub (https://www.england.nhs.uk/participation/)

The NHS England Involvement Hub supports patients, carers, staff and the public who want to find out more about participation – both how to do it and how to get involved.


NIHR CLAHRC offer patients, carers or members of the public with an opportunity to get involved in research to help develop new treatments or to improve the health care people receive. Health research is often carried out as a partnership between the NHS and universities, as well as some drug companies and voluntary organisations.

Interested in getting involved?
If you would like to get involved in our work as a Patient / Carer representative, or if you have any questions about the projects mentioned here, or any other aspects of the Wessex PSC, please contact: patientsafety@wessexahsn.net