NHS England

NHS Quality Checkers

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NHS Quality Checkers

- People with a learning disability, employed to assess local NHS services against a set of standards, to provide advice on how they can better meet their needs and those of other patients.

- Quality checkers use their own experience to assess the quality of care and the support patients receive, giving a view that can be often missing from other forms of assessment or inspection.

Quality Checker Programme

- Co-production of toolkits for use in NHS services
- Training for Quality Checkers on providing quality checks in NHS services and using the toolkits.
- Supporting the development of Social Enterprises to provide NHS Quality Checkers

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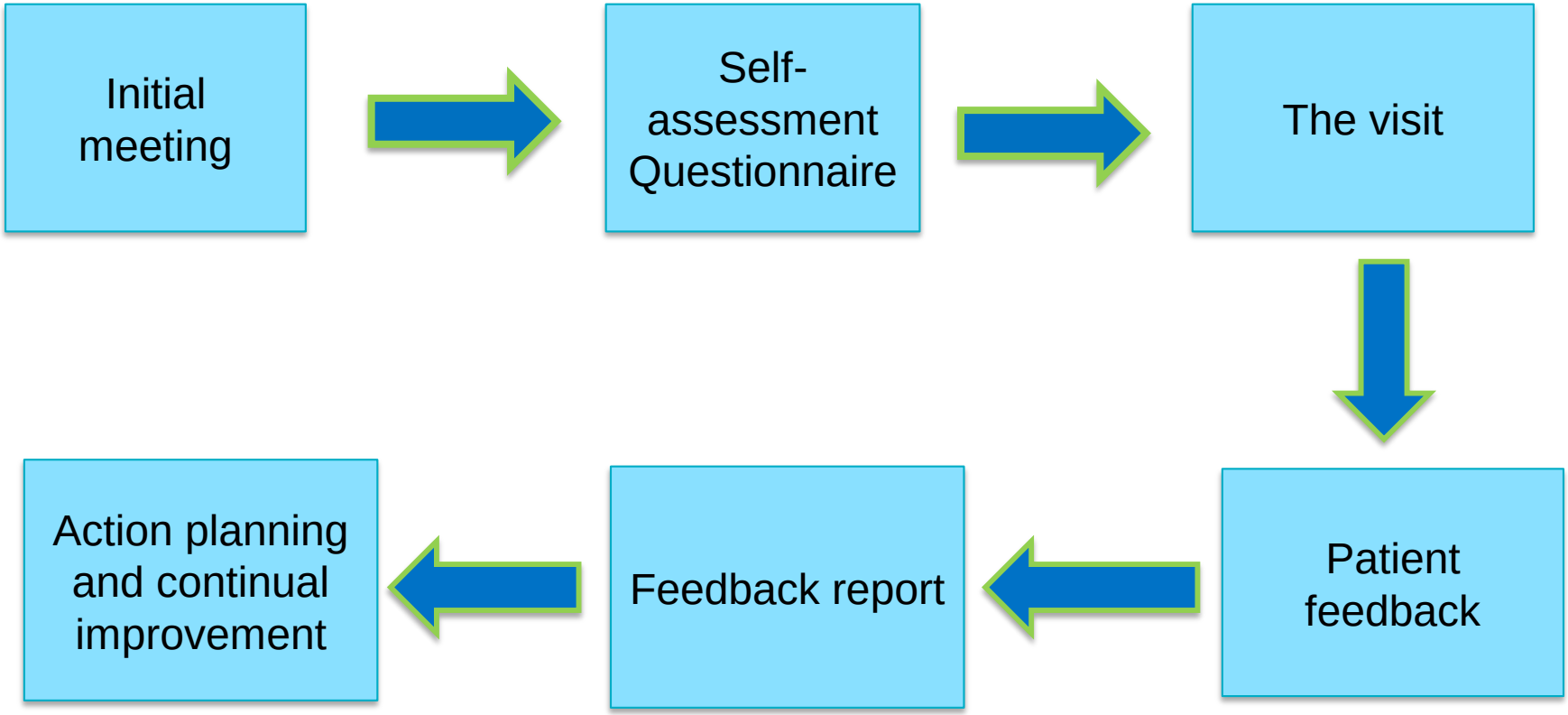
Toolkits have been co-produced for use in:

- Dental services
- Community services
- Acute hospital trusts
- Accident and Emergency departments

Publication March/April

- GP practices
- Mental health services
- ATUs

NHS Quality Checker Process



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Trials in 6 CCG areas

What were the challenges:

- Suspicion – is it a formal inspection?
- Time commitment

What was the feedback:

- Not as scary as first thought
- Positive feedback from those Quality Checked

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‘a positive way to hold a mirror up to your service provision and make changes’

‘This is a non-threatening way of getting feedback’

‘It was a really useful exercise. It stimulates you in to thinking about what you can do better.’

‘they see things we don’t’

‘This was an excellent learning opportunity for everyone within the surgery’

What are the benefits of NHS Quality Checkers?

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NHS Quality Checkers can:

- Inform a service how well it is delivering care to people with a learning disability.
- Support the reduction of health inequalities.
- Promote improvements in patient experience.
- Provide services with suggested improvements to consider.
- Be a catalyst to improving the quality of services for patients with a learning disability which will,
  - Lead to a reduction in preventable ill health and improved health and wellbeing for people with a learning disability.

To access the toolkits go to NHS England website at:

https://www.england.nhs.uk/learning-disabilities/projects/#Quality-Checkers-programme

For further information contact:

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My journey with Quality Checkers

Suzie Fothergill

About me!

How it started

- Working with local tenants with learning disabilities
- We listened to what mattered to them
- We created It’s My Life standards for Supported Living

Skills for people

Spreading our message

- We joined together so we could learn more and work all over the country
- ASL
- Paradigm
- Housing providers
- Service providers
- REACH

Skills for people

What is good support

- It’s like making a cake
- You need good quality ingredients for any cake
- But only the person who tastes the cake can say if it is right for them

Skills for people

And now…

- We have checked hundreds of services
- We have trained hundreds of Quality Checkers

Skills for people

Association of Quality Checkers

- We worked with others to set up the new Association

- I am the first Chairperson

My journey

- *My work is just about the most important thing in my life*
- *The bad things which happened to me have helped me to do my job*
- *I use my experiences to help other people*

Skills for people

My journey

- Long stay hospital
- Skills for People
- Programme Committee
- Volunteer: training social workers; and people due to move out of hospital
- Board of Directors
- Employee

Skills for people

What works?

- Time, time, time
- It has taken me many years to learn my job and become an expert
- I have learned lots
- I have changed a lot
- Co-production doesn’t happen overnight

Skills for people

What helps?

- Support to do my job: in the way I CHOOSE Travel, taxis, overnight stays, a comfy chair
- Easy information in the way I choose (calendar, timesheets, job role, notes / films)
- Easy training – on the job, and in a group

Skills for people

What helps?

- Praise for my successes
- Opportunities to try new things, stretch myself
- Support to help me take on each new challenge

Skills for people

Most important

- I have made people's lives better
- I have become a leader and know that people trust what I say
- I am part of a team. My ideas are valued and acted upon
- Friendship
- I was born to do this!

Skills for people