The Person Centred Health and Care Programme hosted the second of the Care Experience Improvement Model (CEIM) Learning Sessions at Perth Theatre in November.

The day was broken up into two parallel sessions:

**Morning session:**
- Care teams were split into two groups to present their flash reports outlining their progress with implementing CEIM.

**Afternoon Session**
- An introduction to quality improvement was presented and care teams undertook some practical activities to help them continue their learning for next stages of CEIM.

**Joan Knight Theatre**

- **Common Themes**
  - "lots of positive feedback"
  - "Enthusiasm"
  - "determination to progress"
  - "helps staff reflect on their own individual practice"
  - "Identification of key themes"
  - "measuring success"
  - "allocating protected time"

- **Solutions to Challenges**
  - "learn when the best time is to hold the conversations"
  - "Incorporate care experience conversations into the routine of the day"

**The Space Room**

- **Common Themes**
  - "small things make a difference"
  - "positive quotes"
  - "what patients thought was important was unexpected"

- **Common Challenges**
  - "time"
  - "difficult get to get people involved"
  - "trust that something will change"

- **Solutions to Challenges**
  - "share the ownership"
  - "involve carers as well"
  - "share/promote more widely"
  - "appreciate anything people share"
Introduction to Quality Improvement

In the afternoon, care teams reflected on the common themes from the range of presentations given throughout the morning and were then introduced to some of the basic ‘Quality Improvement’ tools that would help them focus and manage their improvement ideas in the next stage. For some, this was their first interaction with QI tools such as aim statements, driver diagrams and the PDSA cycle.

The afternoon activities supported teams to make a start on building a driver diagram for their project.

Specific
Timebound
Aligned
Numeric

1st time attending session. Very good! Well presented, lots to take back to ward.

Enjoyed the opportunity to learn from other team’s experience.

Really enjoyed people’s presentations and understanding experience of using the care experience model to date. Motivated greatly by the real time differences people have made so quickly.

Great to see so many different settings/services represented. Excellent facilitation. Very well looked after, thank you.

Great to share our learning with other teams and to hear how others are doing. #personcentred

I was surprised the amount of learning that could be gleaned from the morning feedback

Further Information

Contact us at: hcis.personcentredscot@nhs.net

For further information and resources, go to:

Session 3: Wednesday 18th March
Perth Theatre