**Patient experience to QI Engagement: 23.09.21**

We are looking forward to seeing you at the first of two sessions looking at patient experiences to support your thinking about how to work with patients and families as equal partners to enhance your QI project.

In today’s session we will be exploring:

* Terms and definitions
* What matters to children and young people
* Engagement foundations

As part of the session today, you will be taking part in an “off camera task” where you will need to be able to talk with your team, either by being in the same room, doing a quick video/joint video call or using a team chat through your preferred method (e.g. WhatsApp, MS Teams, Zoom). You will need to be able to share a picture of your off-camera task so think through who is going to be responsible for collating and sharing your views – engagement in action!

**Off camera task to be completed during the session:**



*If children and young people had a magic wand, and they walked into your service, what would they want to see, feel, hear and experience? What would they keep the same or change?*

Create 3 personas of children and young people that your service supports e.g. 14 year old who has English as a second language, 8 year old who doesn’t have friends due to their seizures, 11 year old being assessed for surgery and changing to secondary school; and think about their views, wishes needs of your service from their point of view.

Explore in your teams for 15 mins (5 mins/persona) what each child or young person would want to see, feel, hear, and experience when they come to see you. At the end of the time, take a picture of the three personas (include the age/background) and post your picture in the session chat for everyone to see.

Each team will be asked to feed back:

* 1 overall reflection from doing this activity about the children and young people’s views of your service
* 1 idea or thought to explore as part of your QI programme

**Take home tasks**

In preparation for your next progress call, please explore:

1. Your definition of engagement for your team so that it is relevant to your context.
2. How does your “what matters to me” activity informs your QI Project plan?
3. What further PPI steps do you need to take to understand what matters to your patients and their families?

**Post event reading**

Post session you may wish to explore further reading or resources to support your thinking. We’ve picked a few key materials for you to explore:

* [Experience of Care guidelines](https://www.nice.org.uk/guidance/ng204/chapter/Recommendations#overarching-principles)
* [Understand 101 tool](https://www.rcpch.ac.uk/resources/understand-101-tool-rcpch-us)
* [Writing an engagement plan](https://www.rcpch.ac.uk/resources/how-write-children-young-peoples-engagement-plan-rcpch-us)
* [Recipes for Engagement](https://www.rcpch.ac.uk/resources/recipes-engagement-children-young-people-lead-rcpch-us)