

Quality Assuring Healthcare Education in England

Service User and Learner Involvement

2006

Event Report with Symbols

'We need to raise the awareness of the wider public regarding the potential to influence the quality of healthcare education. We are all actual or potential users of health care services now or in the future'.

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WHAT IT'S ALL ABOUT: 'Summary'

The Government wants to talk and listen to people who receive services about how to meet their needs. They call it **Public and Patient Involvement**. Many of us call it a great idea whose time has really come

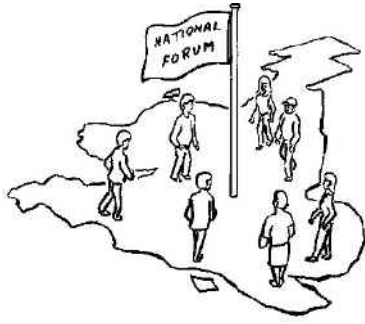


This includes listening to what people think the staff who help them should know and checking they know it.



So it includes having some kind of say in the education given to all the people who do, or will, work in these services. And that education has to be constantly checked to make sure it's up to scratch and continues to get better. This is called **Quality Assurance**. Quality Assurance is one of the responsibilities of the organisation Skills for Health.





Lots of people from the community were asked what they thought.



And this is what they thought.



The man who led the talks was a service user himself.

In the morning we heard about what the organisation Skills for Health do and also how this works for some people.



Later



People talked in groups about the ideas that might help.



One group looked at an information leaflet which was being created. This made us understand that we need to make things simple and clear.



People had lots to say and at the end we talked about the main points.



One thing people said was we had to keep listening to make things better; a bit like a journey.



In the pages that follow you can get a full picture of:

- Key Messages
- Conclusions and Action Plan

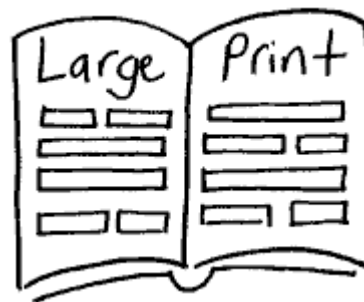


This report is also available as a full detailed report. There is also a C.D. that people can listen to if they want.



Key Messages: What People Said

Communication is important. To do this we need to make language easy to understand.



People often want to get involved because of what has happened to them. Greater clarity is needed regarding how care services link to education and how we all have a role to play.



For this to work we all need support and training.



Service users, NHS and education need to share what they know to make things better. This could include sharing experiences and learning through events, computers or just talking.

Recommendations



For this to work Heads of organisations must include everyone: service users, students and the people who teach. This means plans need to be made to make this happen.



Some of the suggestions were:

- training and development for service users and carers
- service users need to be trained to be involved in checking education is working (for example, as reviewers)
- information to make it clear how people can be involved in any parts of education is important
- ensuring service users are involved in all parts of Skills for Health influencing people who make decisions

This is about people; service users, carers, learners and staff alike. Responding to the need for greater clarity, producing jargon free information through effective partnership working is key to success. We need to raise awareness regarding the potential to influence the quality of healthcare education; we are all actual or potential users of health services now or in the future. All of us can make a difference in the education of professionals.



Conclusion and Action Plan

Labels do not matter.

People do.



We need to listen and value every one

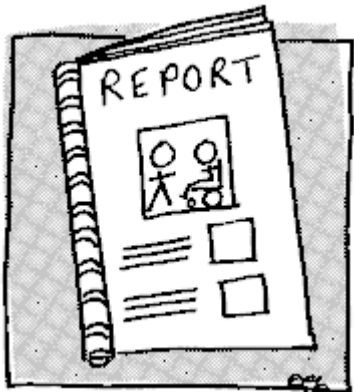
There are lots of ways for service users and learners to get involved. It is up to you.

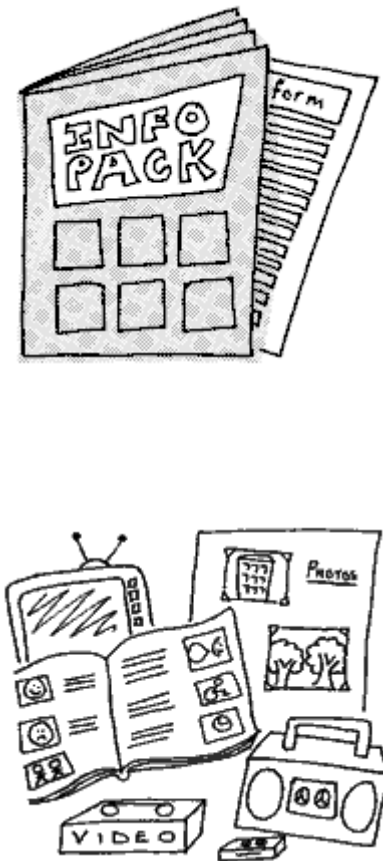
We need to think about how we can help this to happen.

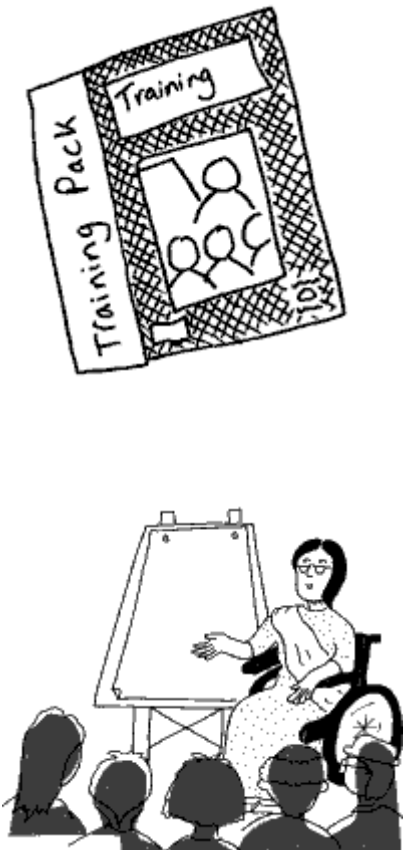


The Action Plan which follows sets out the areas for action, what will be done to take these forward and by when.

Action Plan: Service User and Learner Events 2006

Theme	Recommendation	Actions	By When
Event Reporting 	An event report that is accessible through different. ways.	Together with the Skills for Health Public and Learner Advisory Group: • A Full Report • A shorter Report with symbols • A Report to listen to on CD • Item in QA Newsletter • Involve people (service users and carers) to write report	June 2006 July 2006 July 2006

Information to raise awareness 	Information to make it clear how people can be involved in any parts of education is important	Produce information leaflet together with the Skills for Health Public and Learner Advisory Group: • Use feedback from events • Produce in different formats • Plan who will get information • Make an Audio version	Jan – April 2006 May 2006 June 2006 July 2006
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Guidance and training 	. Training and guidance for service users, carers, and staff.	Work with the Skills for Health Public and Learner Advisory Group, and groups and people who want to be involved. Guidance, training and support will be part of the developments for checking education (the Shared Quality Assurance and Improvement Framework).	May 2007
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Whole organisation approach  	Ensuring service users are involved in all parts of Skills for Health influencing people who make decisions.	• Developing the Skills for Health Public and Learner Advisory Group • Working with service users, carers and learners shape developments • Using learning to map the way forward • Check and map how service user and carers are involved in work across the whole organisation to inform future strategy	April 2007
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For Further Information

If you would like further information or to get involved please contact:

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