

Value of AQuA's support

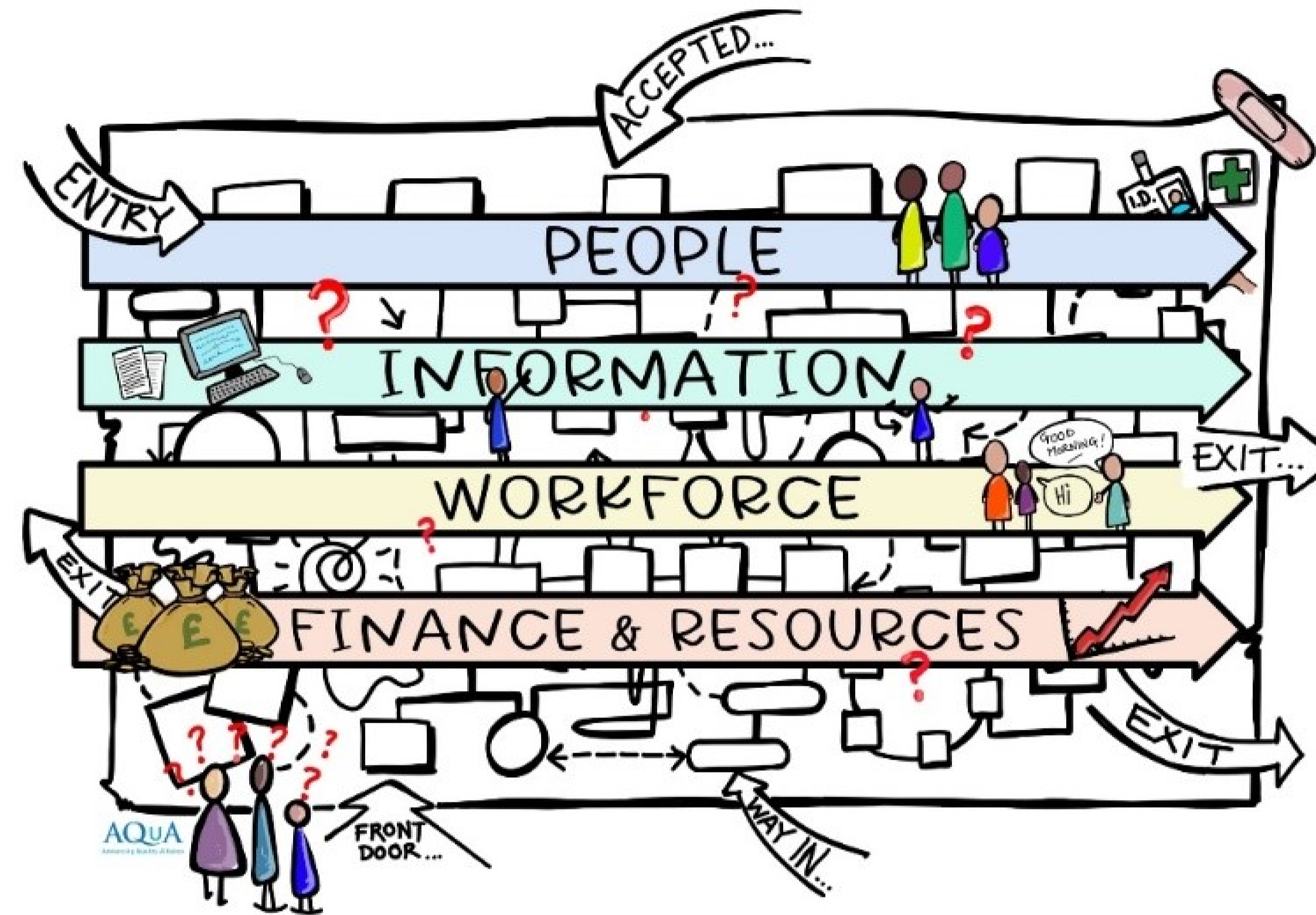
- Tailored, responsive programme support
- Expertise in whole system approaches and quality improvement methodology
- Knowledge and experience of bringing Lived Experience into programmes
- Perspective of a well-informed outsider
- Critical challenge to local stakeholders
- Enthusiastic, skilled facilitators
- Empowering participants through co-production in Lived Experience

Programme structure

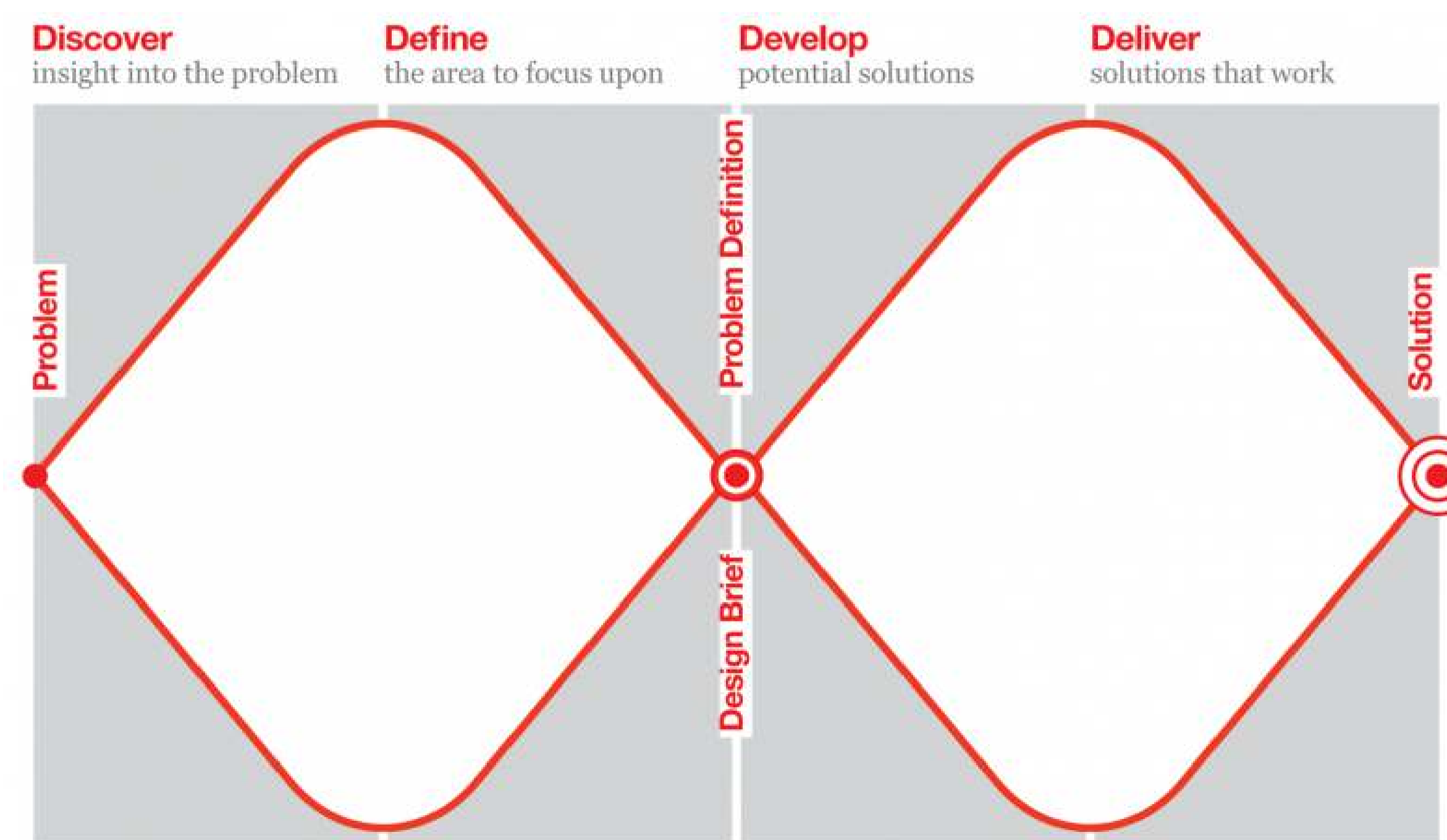
- Creating space for the system to come together
- Understanding the current state of the system and its component parts
- Collecting and analysing data, including process mapping
- Gaining insight from Lived Experience
- Developing a joint high-level vision
- Identifying agreed potential solutions, informed by diagnosis activities
- Implementation, evaluation and learning

Delivered in two waves to date: starting in 2017 and 2018, both in the north west of England

Key Domains of Whole System Flow



The Double Diamond model



Time spent diagnosing the problem is equal to the time given to designing solutions

Key evaluation findings

Emerging evidence of improved flow in the wave one systems

- Reduced time from referral to admission
- Shorter lengths of stay in intermediate care
- Reduction in GP appointments
- Reduction in outpatient attendances
- More timely escalation of delays

Culture changes as a foundation for ongoing initiatives, future understanding of the system and development of new solutions

- Improved interpersonal, team and organisational relationships
- Greater information sharing
- More integrated working
- Appreciation of Lived Experience
- Sense of empowerment among staff

Lived Experience is hugely valuable

- Generated a mandate for change
- Provided insight into problems with flow and potential solutions
- Systems developing their use of Lived Experience more widely

A legacy of knowledge and expertise in how to improve system flow and how to implement and test changes

- Application of Whole System Flow method elsewhere in Trusts

The programme has generated a tested, replicable model for addressing problems with flow