

Using data to improve care

Dear Colleague,

You are invited to join us in a participation event that brings service users, carers, health and social care practitioners alongside developers, designers and coders to explore using data to improve care.

The event will take place on Friday 11 April 2014 between 10.00 – 16.00.

The National Service User Survey is carried out annually on behalf of the Care Quality Commission; its results tell us what the people that access our services say about their experiences and about our quality. We have other data too such as responses to questionnaires that we send out and events that we hold, plus clinical recording and audit.

The aim of this participation event is to gain a better understanding of the 'whole data' that we hold in relation to Planning Care. Planning Care covers assessment, coordination, care planning and reviews of care, support and treatment. This better understanding will help us to determine the most important areas to focus upon for the year ahead.



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There are 4 questions we will be addressing:

1. How can we ensure the care review process works effectively (regular care review, feel involved and have a copy of care plan?)
2. How can we improve people's experience of care co-ordination so they feel respected and involved?
3. How can we ensure people get the right information for help with finding work, benefits and housing?
4. Can previously unseen patterns in the data be identified to help illuminate our community survey results further? For example demographic, geographical and thematic data?

What will we be doing?

During the day we will create mixed teams to work on the questions and come up with your answers. We will have a 'show and tell' session at the end which will be reviewed by an expert panel. You can expect an informal, highly participatory and fun day with a really interesting mix of people all focused on improving how we plan care.

Who should attend?

It's really important that we hear from people who access our Leeds and York services, carers/supporters, frontline staff and managers as well as to have the expertise of 'data people' who can help us interpret our results as a whole. We believe this mix of domain and digital experts will help us find new solutions to improve care planning.



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Event details

Date: Friday 11 April 2014

Time: 10am until 4pm

Location: Arthington House (part of Leeds Federated Housing),
30 Westfield Road, Leeds, LS3 1DE

We will provide lunch and refreshments during the course of the day.

To book your place and let us know if you have any specific requirements please contact Susan Portland by 31 March 2014:
Email: s.portland@nhs.net or telephone: 0113 30 55972

Please note: for those eligible, reimbursement of travel expenses will be made on the day (receipt needed). If you have any questions or comments please contact donna.kemp@nhs.net

Further information about the National Service User Survey can be found at <http://www.cqc.org.uk/public/publications/surveys/community-mental-health-survey-2013>

Leeds and York Partnerships NHS Foundation Trust results summary can be found here: <http://www.cqc.org.uk/survey/mentalhealth/RGD>

In association with Bloom, Quality Health and LYPFT Planning Care