

Always Events®:

what have we learned?

NHS England has been using Always Events as a methodology for working with people using services, families and carers in co-production to improve services since 2015. This infographic highlights key findings from an evaluation of the Always Events programme conducted by Picker, based on:

 **79** respondents to an online survey

 **12** in-depth interviews with organisations

Always Events are aspects of the patient experience that are so important to patients and family members that health care providers must aim to perform them consistently for every individual, every time

Key learnings



Organisational culture and readiness are key for successful implementation

Staff need more training on co-production and in using quality improvement tools

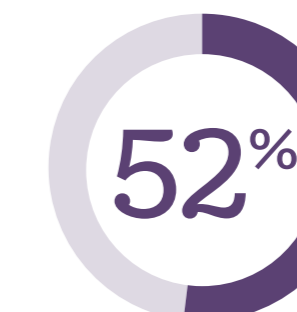


Senior level staff need to have greater accountability for the implementation of Always Events

Being able to evidence how positive experiences can lead to operational efficiencies could help embed Always Events



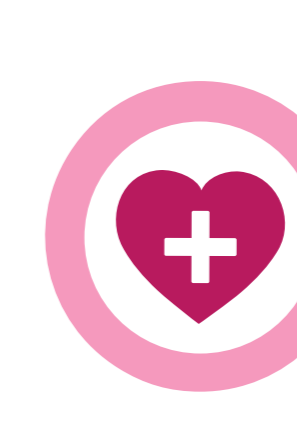
Making a difference

 **52%** said their Always Event had influenced co-production work in their organisation a 'great deal' or 'to some extent'

 **59%** reported their Always Event had 'definitely' improved service user's experience...

 **41%** ...reported that this was the case 'to some extent'

 Improvements to service users' experiences can lead to improvements in staff experiences

 Unintended positive benefits for both staff and service users involved in co-producing an Always Event were evident (e.g. improved wellbeing, increased skills and better working relationships).

Main challenges



staff time

WHAT HELPS?

- » Protected time / flexibility in staff workload



staff engagement

WHAT HELPS?

- » Prior engagement work (e.g. 'What matters to you?')
- » Harness power of the patient voice
- » Communication
- » NHSE&I training & support



co-production

WHAT HELPS?

- » Communicate/educate value to staff
- » Use different approaches and be responsive to people's needs
- » Staff training or support with facilitation



senior level support & visibility

WHAT HELPS?

- » Inclusion in Quality Improvement strategies
- » Oversight group reports to Executives
- » Link into existing staff forums
- » Positioning of Always Event in organisation
- » Spread awareness

"Projects end. Always Events don't end, they carry on and they become part of what we do to the point that nobody actually knows it was ever an Always Event."

Interim Operational Lead, Humber Teaching NHS Foundation Trust