

Co-producing quality improvements

NHS England funded 10 system-wide organisations to co-produce a quality improvement. This infographic highlights key tips for successful co-production based on an evaluation conducted by Picker, which included:

- o 11 in-depth interviews with staff and people with lived experience
- o 6 survey responses from people with lived experience



What is co-production?

Co-production is a way of working that involves people who use health and care services, carers, and communities in **equal partnership**; and which engages groups of people at the earliest stages of service design, development, and evaluation.

Values and behaviours for a culture of co-production are shown in this [model](#).

“What this project has done is really brought people together from across the system.”

What is the value of co-production?

“If this project was done with a room full of suits just presupposing what the issue is, we would be nowhere near where we are right now.”

Addresses the right area for improvement

Improves project implementation

Brings services together

Provides insight for other work

More consideration given to inclusion

Responsibility to action findings

Key facilitators

- 
Working with third sector organisations
 To help recruit people with lived experience for project groups and/or for wider engagement work
- 
Educating people on co-production
 To support the shift to a co-production working style
- 
Allow time for building relationships
 To lay the foundations for effective co-production
- 
Planning
 To put processes in place, such as support for people with lived experiences
- 
Funding
 To help with recruitment, expert involvement, facilitators, translators, and reimbursement

“The voluntary sector has got so much experience and insight into co-production.”

Tips for co-production

During set-up

- o Allow time for recruiting a diverse group of people with lived experience
- o Ensure staff understand the value of co-production
- o Train staff with necessary skills, such as facilitation
- o Keep an open mind about project direction and outcomes
- o Utilise existing groups/networks for wider engagement

During implementation

- o Allow a safe space for people with lived experiences to share their experiences and concerns
- o Support people with lived experience throughout the project
- o Build in time for reflection and be receptive to change
- o Explore preferred engagement methods for people with lived experience
- o Diversify methods of engagement to ensure the voices of unrepresented communities are heard
- o Ensure solutions are co-produced

