

CASE STUDY: EXPERT BY EXPERIENCE TRAINING

WARRINGTON AND HALTON TEACHING HOSPITALS NHS FOUNDATION TRUST

Context: Warrington and Halton Teaching Hospitals NHS Foundation Trust have a pool of Expert by Experience volunteers working on a variety of projects, and required a blended training session in Quality Improvement, Motivational Interviewing, co-production, implementation and sustainability. The three hours online session was designed with the Engagement & Involvement Officer to boost her team of volunteers' skills and confidence in undertaking improvement work across the Trust.

What We Did: We delivered a three hour bespoke programme after listening to the participants' specific needs and skill gaps. The session was delivered with one of our Lived Experience Partners to provide a richer context and a common purpose for the group, which included:

- The role of Experts by Experience
- Using co-production in improvement
- Techniques to communicate clearly (Motivational Interviewing and Appreciative Inquiry)
- Using Quality Improvement And Lean 6 Sigma tools in improvement

Impact: The session was very well received and appreciated by the group, so much that another session was planned for more of the volunteers. They learned new Quality Improvement skills and tools, such as Fishbone analysis, Process Mapping, Stakeholder analysis, developing Aim Statements, Driver Diagrams, Plan Do Study Act (PDSA) testing, measurement for improvement and implementation of improvement projects.

They also found the Expert by Experience course valuable as a refresher to co-production and Lived Experience skills applied to projects.



Lived Experience



Continuous Improvement



Safe Care

“Great work from Delphine and Anthony - thanks to you both. I found the session really worthwhile. Great examples to apply diagrams and models.”

Esstta Griffiths

Engagement & Involvement Officer
Warrington and Halton Teaching Hospitals
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For further details about this piece of work, or to discuss how we can support you, please get in touch:



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