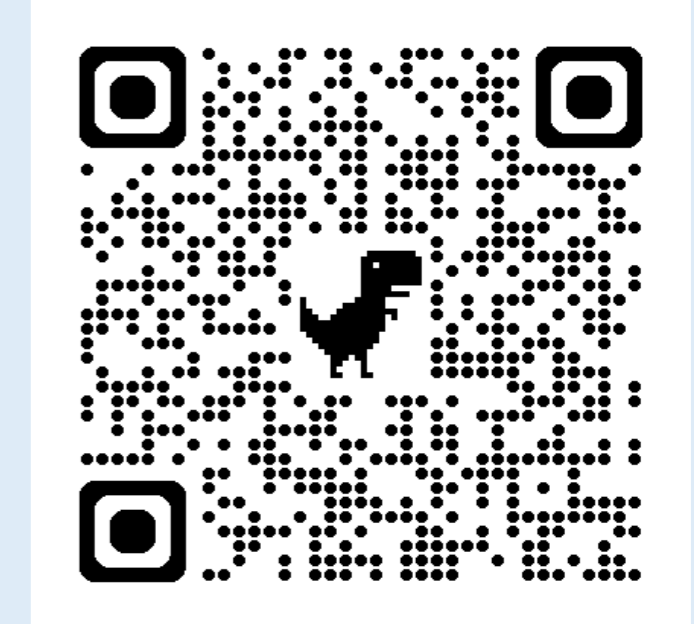


Quality Improvement in Tobacco Treatment (QuITT) How Experts by Experience (EbE) Involvement influenced the Project

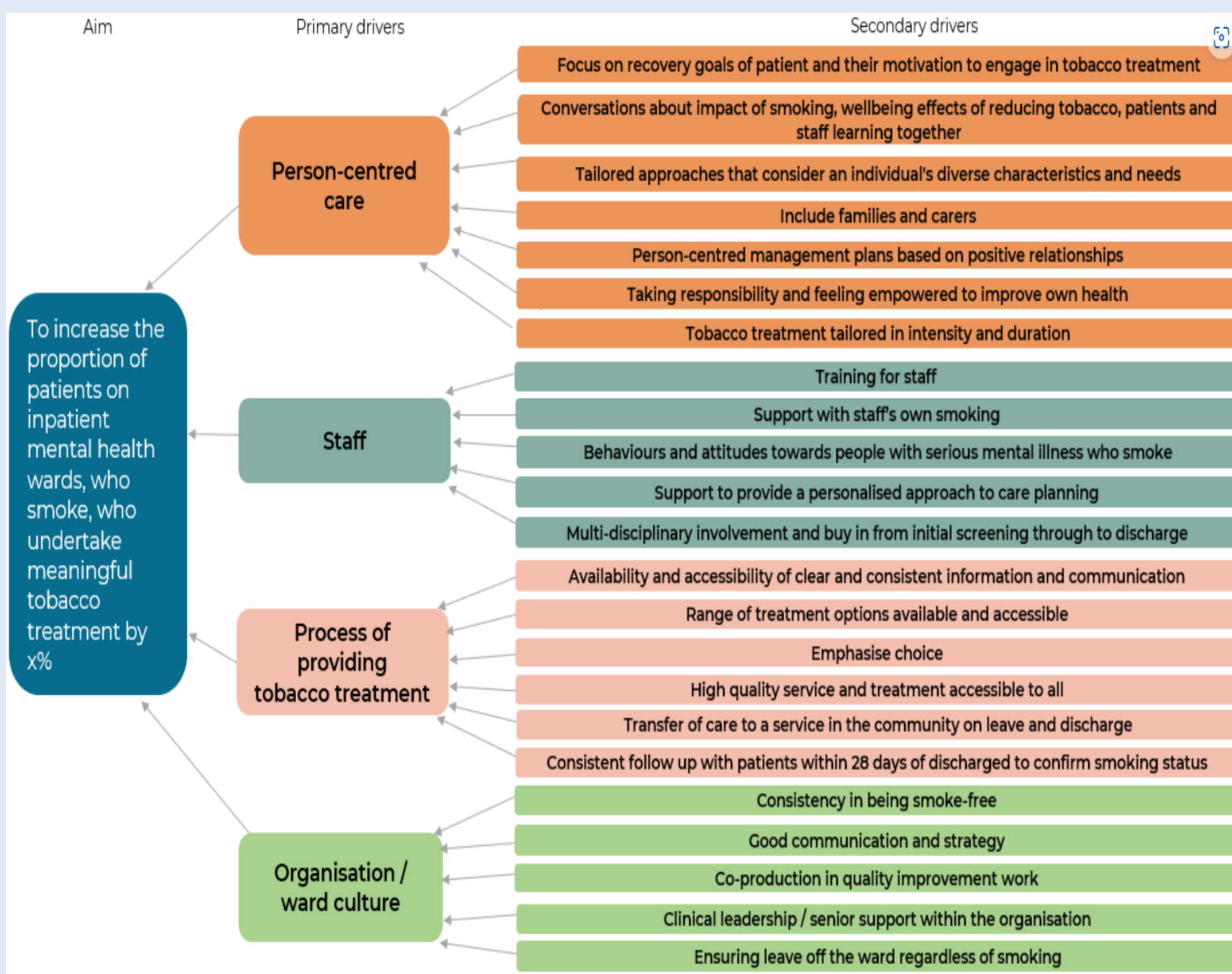


Filiz Bristow – Project Lead for Oxford Health

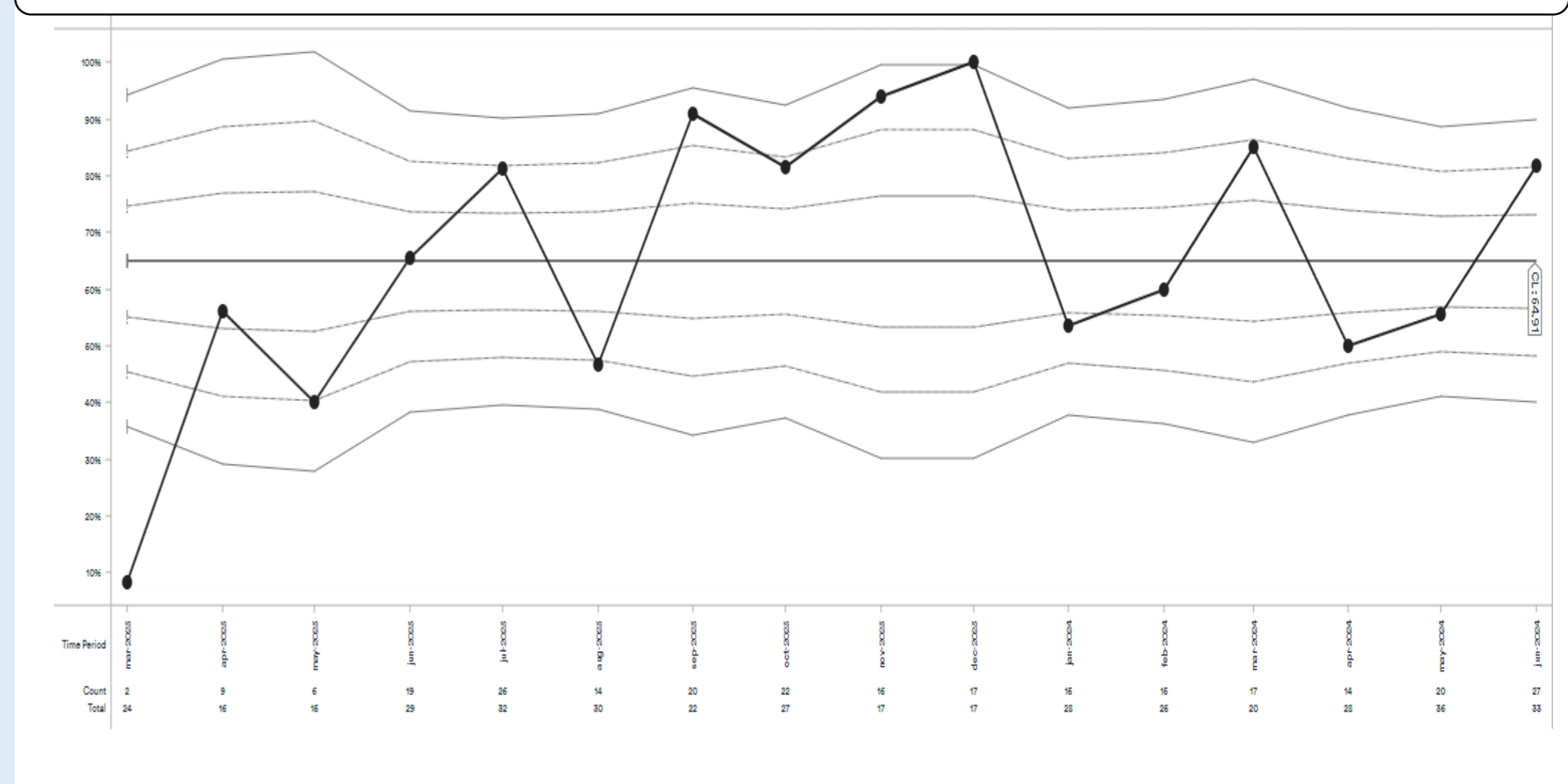
Sarah Langan & Amina Ajembu (Tobacco Dependency Advisor Leads), Physical Health Leads, Wintle, Vaughan Thomas and Opal Ward staff at all levels, 2 EbEs. Rose Hombo (Deputy Director of Quality), Project Sponsor

Aim: To increase the proportion of patients on inpatient mental health wards, who smoke, who undertake **meaningful** tobacco treatment.

Experts by Experience are individuals who have knowledge and personal experiences of our services, either through their own use, or caring for someone else. They help us better understand and address the needs of our services and the people who use them. We worked with 2 EbEs in the QuITT quality improvement project.



Measure 2: The percentage of patients engaged with a tobacco dependency treatment service



KB - EbE:
'I have enjoyed contributing to the QuiTT project over the last 18 months. I have drawn on my own experience of being a smoker on an inpatient ward. The group have empowered me to share my experience and understanding and my input has been valued in an inclusive group. It's great to develop new ideas and plans to help those currently struggling. We have achieved a lot together.'

T - EbE:
"I have been very fortunate to be part of the Oxford NHS QuiTT team as an EbE. Their ethos has incorporated professionalism, listening to understand, clear and direct communication and empathy. As an EbE, I felt valued and not just an added extra. Many of the suggestions were taken on, including a supportive peer patient group in various wards. As a smoker, I have given up many times for a considerable time, but when my mental health started deteriorating, I took up smoking again because it was the only thing I could find comfort in and control. We have been invited to take part in conferences, create resources for them and am sad it is coming to an end soon. However, I have been thinking of giving up again and it has been particularly challenging. The team has been kindly supportive, and I have a workable plan. My body has already started rejecting smoking. Being part of this work and because of the team, I am finally giving up smoking forever. I want to express my heartfelt gratitude and respect for all involved, including the patients, my peers, in helping me now to completely stop smoking. No vaping for me. I'd like to breathe fresh air all the time now. Have my life back, tobacco free."

- PDSA Cycles tested in the project
- EbE Involvement**
- TDA's attending regular ward meetings
- Patient referrals to TDA
- Very Brief Advice Training for the pilot wards
- Patient Survey completion on discharge
- Patient Tobacco Groups
- Smoke-free Policy – embedding non-return of tobacco

What is next?

We will:

- Continue working with our EbEs in QuITT project, collect and submit data to Royal Collage of Psychiatrists until the it ends in December 2024
- Apply our learning to other inpatient wards to increase the proportion of patients, who smoke, who undertake meaningful tobacco treatment
- Continue to work with EbEs in the future projects
- Encourage teams to involve EbEs in their projects
- Support Trust Experience and Involvement Strategy

Process, Learning and Insight

- 'EbE Perspective' was a standing agenda item for all project meetings, and they contributed to all change ideas
- EbEs contributed the QuITT Collaborative at national level
- They suggested running 'Patient Tobacco Groups' which helped to increase patient engagement and develop collaborative tobacco dependence care plans
- EbE involvement is invaluable to gain real insight into the patient experience as they have comprehensive understanding of using the system and the barriers within it
- Our EbEs were very involved and keen to share their experience of what does not work, as well as anticipating and advising what should work
- EbE involvement supports Trust Experience and Involvement Strategy that aims to 'enable the development and delivery of co-produced outstanding services for excellent patient experience and outcomes.'