

# Involving people who use services in developing National Standards for Health and Social Care Services

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# Purpose of National Standards

- A key driver in **quality and safety**
- Act as an impetus to **recognise good practice and address poor performance**
- A resource **for people using services** to know what they should expect from a service.

# Standards developed in Health and Social Care



# Standards Development Process (Quality Assurance Framework - QAF)

- **Review of evidence**
  - Review of Irish evidence
  - International review
  - Review of academic articles
- **Stakeholder engagement**
  - Advisory group
  - Focus groups
  - Public consultation
- **Approval Process**



# Advisory Group

- To **advise** HIQA, **support consultation** and **information exchange**.

- Key stakeholders including represented on the group

- People using services and support and advocacy groups,

typically



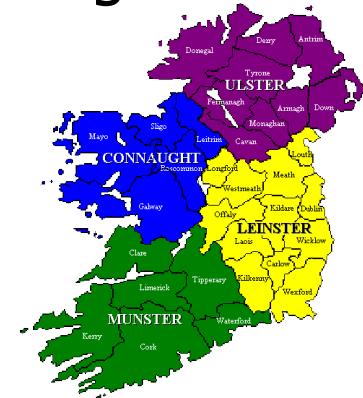
- Advisory Group for National Standards for Children's Residential

Centres:

- Two young people with care experience
- Empowering People in Care (EPIC)
- Barnardos
- Children's Rights Alliance

# Focus Groups

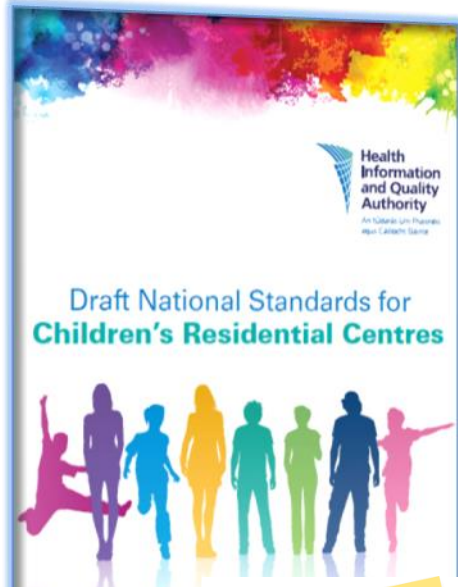
- Hear views and experiences of people using services and staff
- Implementable
- Meaningful to people using services
- Work with advocacy groups to identify participants
- Currently developing Draft National Standards for Adult Safeguarding. To date:
  - 12 focus groups
  - 4 locations
  - 108 people





# Public Consultation Process

Launch and publicise the public consultation



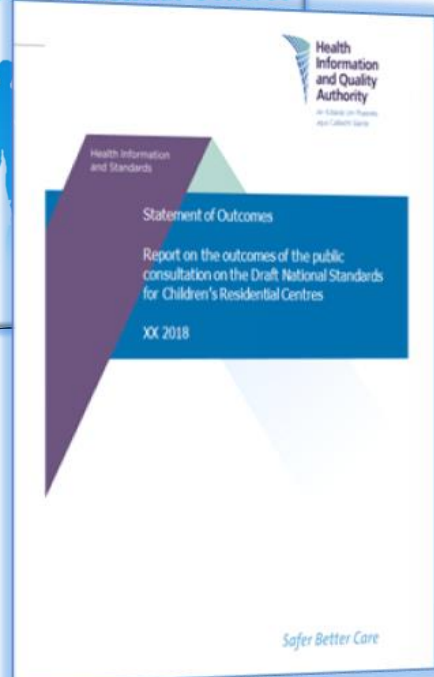
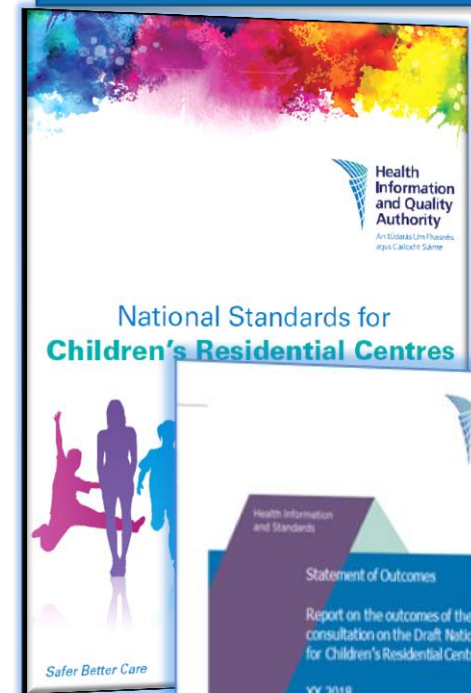
Log Submissions

Analyse Feedback Thematically

Revise the Draft Standards

Write-up a Summary of Results

Publish the final HIQA Report & Standards



Feedback options

# Publicising the Consultation

**Social Media**

**EPIC  
Conference**

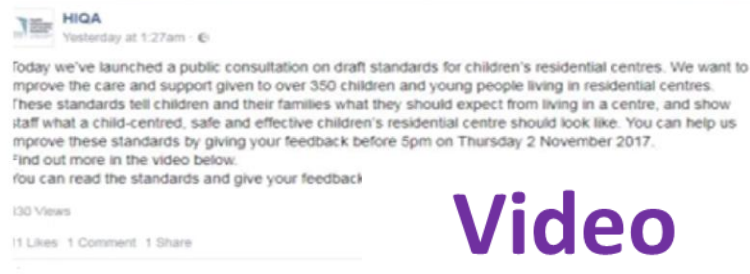


**Poster &  
Hard copy  
Follow-up**



**Video**

<https://youtu.be/3tek9c01Y44>





# Launch and Awareness

## Women as Partners in Developing National Standards for Safer Better Maternity Services



### Patients as Partners in Safety

#### Background

Following recent investigations and reviews, it was highlighted that women had had serious failings in their maternity care and a number of serious service deficits were identified. Confidence in Irish maternity services was undermined and it was clear there was a need for marked improvements. HICA developed national maternity standards using a partnership approach to show what safe, high-quality maternity services should look like.

#### Engagement with women

HICA used a new standards development process which included service user participation. For the first time, women and their partners were involved at every stage of the standards development, providing vital input to help shape the future of Irish maternity care. These stages included:

- Standards Advisory Group
- Focus groups
- Public consultation

#### Standards Advisory Group

A standards advisory group was convened with key stakeholders, including women, patient advocacy group representatives and healthcare professionals.

Women and patient advocates represented **20%** of the attendees



#### Focus groups

12 focus groups were held with women, their partners and front-line staff across six locations: Bligo, Galway, Mayo, Kerry, Drogheda and Dublin.

**138** participants took part

Participants were asked the following questions based on their experiences:

- What does a safe, high-quality maternity service look like?
- What are the barriers to achieving this?
- What do you perceive to be working well?

Data from the focus groups and the advisory group meetings was used to shape the draft standards.

Women welcomed the opportunity to partner with HICA to help inform the standards development.

When submitting feedback to the public consultation, some women commented that they had not attended the focus groups.



#### Public consultation

An eight-week public consultation began in March 2016.

- Posters advertising the public consultation were displayed in 19 maternity units to encourage participation.
- An accessible, plain-English A6 guide was produced to accompany the draft standards.
- HICA developed a media and social media campaign to create awareness of the consultation.



#### FEEDBACK

76% of respondents commented on the need for a national standard for maternity services.



74% of the 127 respondents submitted feedback online.

#### Benefits and Outcomes

A key lesson was the importance of taking the time to explore the views and experiences of women, their families and support networks to help improve maternity services. This is a documented feature of maternity care system change in the United States.

#### Next Steps

The voices of women are reflected in the final National Standards for Safer Better Maternity Services which were approved by the Minister for Health and will be launched in December 2016.

## Launch Event Website, Email Road shows Seminars

### Statement of Outcomes

### Report on the outcomes of the public consultation on National Standards for Safer Better Maternity Services.

#### 5. Impact on Maternity Services

Question 3: What impact will the draft standards have on maternity services in Ireland when they are in place?

This question sought the views of participants on the impact the draft maternity standards would have on maternity services in Ireland when they are in place. Over three out of four (76%) respondents provided feedback to this question. Figure 4 represents the most common words used in respondents' feedback to this question.

Figure 4. Most frequent words used by respondents on the impact of the draft standards



Respondents' views on the impact of the draft standards on maternity services in Ireland

# Thank you



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