

ReQoL in Practice Event: Building a Community of Practice

Thursday 29th November 2018

The Showroom Workstation, Sheffield

Event Report

Funded & supported by

NIHR

NIHR CLAHRC
Yorkshire and Humber

ReQoLTM
Recovering Quality of Life

 The
University
Of
Sheffield.

CONTENTS

INTRODUCTION	2
OVERVIEW	3
The NIHR CLAHRC YH.....	3
Event Objectives.....	4
EVENT SUMMARY	4
Workshops.....	5
CONCLUSIONS	7
NEXT STEPS	8
APPENDICES	8
Event Evaluation	8
Event Programme.....	10
Organisation List	11
Event Speakers	12
ReQoL Community of Practice World Café Workshop Report.....	15

INTRODUCTION

The *ReQoL in Practice Event: Building a Community of Practice* held on the 29th November 2018 brought together over 70 clinicians, representing 23 organisations. The aim of the event was to share learning and knowledge about implementing ReQoL and the use of ReQoL in clinical practice and quality improvement, culminating in creating a community of practice. The event was set against a backdrop of implementation work currently being undertaken by colleagues from the School of Health Related Research (SchARR) with a number of Trusts across England.

The event was structured around facilitated presentations and workshops, to allow delegates to enter into discussions. Input from Professor John Brazier and Professor Michael Barkham set the context for the event by plotting the development of ReQoL and its clinical usefulness. The Sussex Partnership Trust and Pathfinder Clinical Team and Leeds and York Partnership Trust discussed the practicalities of implementing ReQoL in their Trusts to improve health outcomes for their patients with mental health conditions. Professor Tim Kendall, National Clinical

Director, Mental Health, NHS England, presented a national perspective on outcomes in mental health. And the event culminated in a *World Café* workshop bringing delegates together to discuss how they could forge a community of practice to help support the implementation of ReQoL in their own Trusts. Dr Nicholas Bell closed the event with a review of the day's proceedings from a delegate's perspective.

Feedback from the event was positive and delegates saw value in networking with people from other Trusts and finding out about how others were implementing the outcome measure.

This report provides an overview of the event, background information and objectives, along with a summary of the World Café workshop

OVERVIEW

There is a commitment from Government to support recovery and improve quality of life for people with mental health conditions, but it is difficult to capture this in the absence of a robust outcome measure focused on recovery and quality of life.

Patient reported outcome measures (PROMs) are questionnaires that patients complete about their health. PROMs are important as they can be used to evaluate and improve health services from the viewpoint of the patient. Recovering Quality of Life (ReQoL) is a new PROM that can support professionals and mental health service users to collaboratively monitor recovery and quality of life.

In May 2016 a licence to use ReQoL became freely available to the National Health Service and publicly funded research. Lizzie Taylor Buck, from the University of Sheffield has been leading on implementation, collaborating with partners across the NHS to implement ReQoL to improve health outcomes for patients with mental health conditions. This work has been funded by the National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care Yorkshire and Humber (CLAHRC YH) www.clahrc-yh.nihr.ac.uk

THE NIHR CLAHRC YH

The NIHR CLAHRC Yorkshire and Humber was set up to improve patient outcomes across the geographical area, through three key interlinked functions:

- Conducting high quality applied health research
- Implementing the findings from research into clinical practice
- Increasing the capacity of NHS organisations to engage with and undertake applied health services research.

EVENT OBJECTIVES

The objectives of the *ReQoL in Practice: Building a Community of Practice* event were to bring together clinicians, peer support workers, managers, outcome leads, commissioners and service users from across England, to:

- Develop knowledge and understanding of the practicalities of implementing ReQoL.
- Discuss the lessons learned and results so far from the perspective of clinicians implementing ReQoL within their English NHS Trust(s).
- Share good practice from their own experiences and learn from one another on the techniques that they use to implement ReQoL.
- Encourage delegates to share knowledge, collaborate and develop networks between individuals and organisations looking to or already implementing ReQoL.

The event focussed on five core themes:

- ReQoL development and ongoing research.
- The clinical usefulness of ReQoL
- Implementing and evaluating ReQoL in clinical settings
- Using and displaying ReQoL data
- Building a community of practice.
- Using ReQoL to evaluate complex intervention

EVENT SUMMARY

Professor John Brazier, Dr Anju Keetharuth and Professor Michael Barkham drew on their vast research knowledge of outcome measures and experience of developing ReQoL. They covered the development, ongoing and future research, and clinical usefulness of ReQoL.

There was a choice of morning workshops which took place before lunch, after which Professor Tim Kendal, National Clinical Director Mental Health, NHS England gave a national perspective on outcomes in Mental Health, covering outcome measures and future developments. He also hosted a lively question and answer session.

There were more workshops in the afternoon before the event closed with a summary of the day from Professor John Brazier and Professor Michael Barkham. Dr Nicholas Bell concluded the event with an account of the day from a delegate's perspective.

WORKSHOPS

Delegates had the choice of attending two workshops from a choice of four. Each workshop was delivered by the people either supporting or implementing ReQoL on the ground.

IMPLEMENTING AND EVALUATING THE USE OF REQOL

Presenters

Dr Elizabeth Taylor Buck and Alexis Foster, University of Sheffield
and Hilary Charlton, Jenny Edge and Kerry Stott, Sussex Partnership
NHS Foundation Trust

Workshop objective

To share learning about ReQoL implementation and evaluation

Topics covered

- Facilitators and barriers to implementing PROMs
- Introducing ReQoL into your service
- Evaluating the use of ReQoL



DEVELOPING PATIENT FACING ELECTRONIC FORMS

Presenter

Dr David Churchman, Oxford University Innovation

Workshop Objective

To explore why and how to achieve faithful reproduction of the ReQoL for digital delivery of the ReQoL

Topics covered

- The benefits of electronic capture of PROMs
- Why faithful reproduction is important
- The do's and don'ts of digital delivery of PROMs with special attention to ReQoL

USING REQOL IN CLINICAL SETTINGS AND VISUAL DISPLAYS

Presenters

Dr Anju Keetharuth, University of Sheffield and Tom Evans,
Leeds and York Partnership NHS Foundation Trust

Workshop objective

To consider the practicalities of collecting ReQoL

Topics covered

- When, where and how to collect data
- Display of results and feedback – how and to whom



USING REQOL TO EVALUATE COMPLEX INTERVENTIONS

Presenter

Dr Steven Ariss, University of Sheffield

Workshop objective

To introduce a framework for considering the use of ReQoL for
evaluation and service improvement

Topics covered

- What is a complex intervention?
- What does ReQoL tell use and how might scores be affected?
- Defining evaluation purposes
- Developing theories of change
- When and how to collect scores?
- Categorisation and disaggregation of data
- Using and communicating findings



BUILDING A COMMUNITY OF PRACTICE

The focus of this event was to work with delegates on how to build a community of practice to support further implementation of ReQoL.

Professor Jo Cooke, supported by Dr Lizzie Taylor Buck, Dr Tracey Young and Dr Christine Smith, facilitated a practical workshop using the World Café technique. Delegates took part in four small group discussions, rotating from one to the next. The discussions focussed on the following topics:

- Connecting people: How do you want to interact?
- Maintaining dialogue: How will you overcome barriers?
- Setting priorities: What will you work on?
- Impact: How will you know if you are making a difference?

Through these discussions, delegates explored ideas about how they could build a community of practice to support one another in the future. Their thoughts were captured and included in the ReQoL Community of Practice Workshop Report. This can be viewed in the appendices and online at <https://www.reqol.org.uk/p/reqol-in-practice-event-2018-date.html>



CONCLUSIONS

The event brought together delegates from a wide variety of organisations and backgrounds to share learning about implementing ReQoL in clinical settings. Delegates had the opportunity to ask questions, discuss the different approaches that are being used, and share their own experiences with one another.

The focus of the event was to build a community of practice (CoP). A range of points emerged from the World Café session on how this might be achieved and supported, including:

- Face to face meetings (e.g. quarterly meetings with alternating locations or a one day annual national meeting)
- Linking people who are at the same stage of implementation.
- Working together to share learning about ReQoL implementation
- Working together to share tasks within the CoP
- Working together to understand how ReQoL can be used to create change and impact

NEXT STEPS

As always, the key is in the follow-up programme. A number of practical steps are in place to keep delegates up to date and lessons learned from the work emerging from the ReQoL implementation project, including:

- Dissemination of this ReQoL Community of Practice Workshop Report.
- Access to essential information on the ReQoL website
<https://www.reqol.org.uk/p/overview.html>
- Event Report via the ReQoL website.
- Development of an online ReQoL discussion forum to share best practice and learning.

APPENDICES

EVENT EVALUATION

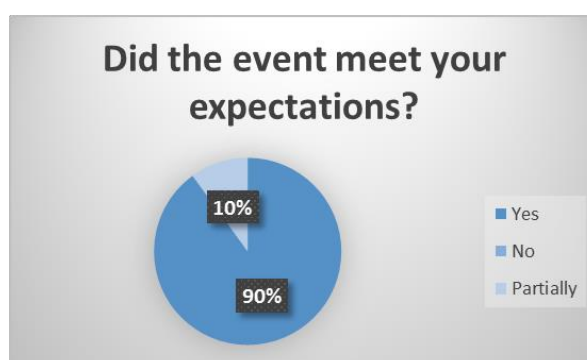
HOPES AND EXPECTATIONS OF EVENT

Hopes and expectations of the event cited by delegates on the feedback forms included:

“To learn more and more info about good practice and usefulness of the ReQoL”

“To gain a better understanding on ReQoL generally and outcome measures with this, this was met at the event”

“I wanted to understand ReQoL better and consider the value to my team and how to best introduce this”



90% of delegates stated that the event met their expectations.

SATISFACTION WITH EVENT

Delegates rated their overall satisfaction of the event with 95% stating that they were satisfied with the range of speakers and material presented.

86% of delegates said that they were satisfied with the range of workshops and topics covered. Comments from delegates on the overall quality and relevance of the workshops included:

“Excellent – a good range of perspectives and all really high quality”

“Clinicians experience was great to hear. Material most beneficial for me was information on scoring and outcome measures of the ReQoL”

“Workshops were good. Could have been good with a workshop regarding all the questions and get more info on those and share experiences with the results on different questions (more training focussed)”

“There could have been an activity where people could have role played completing and administrating the survey. There was A LOT of talking, when actually “doing it” would have been beneficial for clinical teams”

“Would have liked it to more interactive, with the expert facilitating rather than speaking lecture style. Last workshop World Café worked well”

“Good range of material covered from both a research and clinical perspective”

“Clinicians experience was great to hear”

IDEAS FOR FURTHER SUPPORT

Delegates were asked what further events/information/support could we offer in the future. Suggestions included:

“Yearly get together to do same”

“Practical use of the survey and roleplay as how to approach service users and enter information”

“Training on using ReQoL. With case studies”

“Linking up Trusts who are about to implement, to support one another.

“Buddy system”

ReQoL in Practice Event: Building a Community of Practice Sheffield 2018

Programme

Showroom Workstation, Paternoster Row, Sheffield, S1 2BX

Thursday 29 November, 2018

Hosted by

Dr Elizabeth Taylor Buck, SCHARR, University of Sheffield and NIHR CLAHRC Yorkshire and Humber

Dr Anju Keetharuth SCHARR, University of Sheffield and NIHR CLAHRC Yorkshire and Humber

Dr Tracey Young, SCHARR, University of Sheffield and NIHR CLAHRC Yorkshire and Humber

Chaired by **Professor John Brazier**, SCHARR, University of Sheffield and NIHR CLAHRC Yorkshire and Humber

Guest Speakers

Professor Tim Kendall, Mental Health Clinical Director for NHS England and NHS Improvement Mental Health Team

Professor Michael Barkham, Professor of Clinical Psychology, Department of Psychology, University of Sheffield

Professor Jo Cooke, Deputy Director and Capacity Lead, NIHR CLAHRC Yorkshire and Humber

Dr Nicholas Bell, Director of Research and Innovation, Sheffield Health and Social Care Trust

Programme summary		
09.30 – 10.00	Registration / refreshments & browse the Marketplace	Workstation Reception/Creative Lounge
10.00 – 10.05	Welcome – Dr Tracey Young	Creative Lounge
10.05 – 10.15	ReQoL development – Professor John Brazier	Creative Lounge
10.15 – 10.55	Ongoing and future ReQoL research – Dr Anju Keetharuth	Creative Lounge
10.55 – 11.20	Clinical usefulness of ReQoL – Professor Michael Barkham	Creative Lounge
11.20 – 11.35	Refreshments	Workstation Reception
11.35 – 12.15	Workshop 1 – Implementing and evaluating the use of ReQoL – Dr Elizabeth Taylor Buck, Hilary Charlton, Jenny Edge, Kerry Stott and Alexis Foster	Creative Lounge
11.35 – 12.15	Workshop 2 – Developing patient facing electronic forms – Dr David Churchman	Conference Room 2
12.15 – 13.00	Lunch and marketplace	Workstation Reception/Creative Lounge
13.00 – 13.50	Workshop 3 – Using ReQoL in clinical settings and visual displays – Dr Anju Keetharuth and Tom Evans	Creative Lounge
13.00 – 13.50	Workshop 4 – Using ReQoL to evaluate complex interventions - Dr Steven Ariss	Conference Room 2
13.50 – 14.40	Building a community of practice – Professor Jo Cooke & Dr Elizabeth Taylor Buck	Creative Lounge
14.40 – 15.10	A national perspective on outcomes in Mental Health – Professor Tim Kendall	Creative Lounge
15.10 – 15.30	Closing remarks – Professor John Brazier, Professor Michael Barkham and Dr Nicholas Bell	Creative Lounge



NIHR CLAHRC
Yorkshire and Humber

ORGANISATION LIST

- Alcoholics anonymous Great Britain
- Berkshire Healthcare NHS Foundation Trust
- Birmingham and Solihull Mental Health NHS Foundation Trust
- Care Providers
- CLAHRC YH
- Department of Mental Health of Thailand
- Depaul UK
- East London Foundation Trust
- Humber NHS Teaching Foundation Trust
- NHS England
- Northern Healthcare
- Nottingham Healthcare NHS Foundation Trust
- Oxford University Innovation Ltd
- Sheffield Health and Social Care Trust
- South West Yorkshire NHS Foundation Trust
- St Andrew's Northampton Healthcare
- Sussex Partnership NHS Foundation Trust
- Tees, Esk & Wear Valleys NHS Foundation Trust
- University of Sheffield
- University of York
- Warrington Clinical Commissioning Group
- West London NHS Trust
- Worcestershire Health and Care NHS Trust

EVENT SPEAKERS



Dr Steven Ariss is a Health Service Researcher in the School of Health and Related Research (SchARR) at the University of Sheffield.

His interests are in qualitative, quantitative and mixed-methods, and complex programme evaluation (including Realist and Developmental Evaluation).

He has an interest in using a variety of measurement tools; including Patient Reported Experience Measures (PREMS) and Patient Reported Outcome Measures (PROMS) for evaluation and service improvement, and carries out qualitative data analysis for the National Audit of Intermediate Care.

Steve will be hosting a workshop on *Using ReQoL to evaluate complex interventions* at the ReQoL in Practice Event: Building a Community of Practice.



Professor John Brazier is Dean of the School of Health Related Research (SchARR) at the University of Sheffield.

He was the Director of the Economic Evaluation Policy Research (EEPRU) from 2010-17 which is a Unit funded by the Department of Health in England to undertake applied and methodological research to inform health policy in England.

His particular interest is in the measurement and valuation of health and wellbeing for economic evaluation where he has published widely.

He has been a member of the National Institute for Health and Care Excellence (NICE) Technology Appraisal Committee (2000-2004) and an adviser on various aspects benefit measurement to NICE.

John was the Chief Investigator for the ReQoL project and will be chairing the ReQoL in Practice Event: Building a Community of Practice.

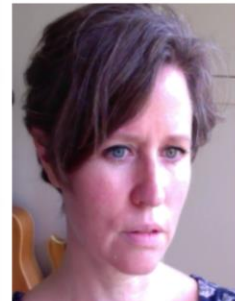


Michael Barkham is a Professor of Clinical Psychology in the Department of Psychology at the University of Sheffield.

His interests are in trials methodology and practice-based evidence, which includes developing tools for practitioners to use in routine practice. He was one of the developers of a family of widely used outcome measures

called CORE (Clinical Outcome in Routine Evaluation).

Michael will be co-hosting the *closing remarks* at the ReQoL in Practice Event: Building a Community of Practice



Dr Lizzie Taylor Buck is a clinical researcher in the School of Health and Related Research (SchARR) at the University of Sheffield.

She has worked in child and adolescent mental health services for 20 years and joined SchARR in 2009 as an NIHR Clinical Doctoral Research Fellow. Since completing her PhD she has been working with the ReQoL team, and is currently leading the implementation work.

Lizzie worked with the ReQoL team and will be speaking at the ReQoL in Practice Event: Building a Community of Practice and co-delivering two workshops.



Professor Jo Cooke is Deputy Director and Capacity Lead for the NIHR CLAHRC Yorkshire and Humber.

Jo has worked with international collaborations in Australia, Canada, and Finland in research capacity development, and has also provided capacity advice to national NIHR networks, NHS England and Scottish Health Boards. She is the Y&H

regional Clinical Lead for the NIHR Clinical Research Network in Public Health and Health Service and Development Research (HS&DR).

Jo's research interests include research capacity building, public health research across the lifespan, and the evaluation of interventions at the health and social care interface. She has been a standing member to a National Institute for Health and Care Excellence (NICE) committee for over ten years.

Jo will be speaking about *Building a community of practice*, alongside Lizzie Taylor Buck, at the ReQoL in Practice Event: Building a Community of Practice.



Dr David Churchman is the Business Manager for the Clinical Outcomes team at Oxford University Innovation and an Associate of the Health Services Research Unit (HSRU) at the University of Oxford.

He heads up Clinical Outcomes team at Oxford University Innovation, dedicated to the management, support and promotion of a rapidly growing portfolio of high quality PRO

Measures (PROMs) and other Clinical Outcome Assessment (COA) tools. His interests lie in the proper use of PROMs and other COA measures as well as advanced patient engagement Apps in support of healthcare delivery. His knowledge and thought-leadership in screen-based digital delivery of PRO measures (or PROMs) resulted in him being commissioned by NHS England to author the good practice guidelines for the reproduction of PRO measures in the NHS.

David acts as a point of contact for all requests to use (licence) the ReQoL and enquiries about translations or electronic reproductions (ePROMs). David will deliver a workshop on Developing patient facing electronic forms at the ReQoL in Practice Event: Building a Community of Practice.



Hilary Charlton is the Clinical Programme Lead for Sussex Partnership NHS Foundation Trust with a lead role currently for the implementation of outcome measures across the Trust.

She is an Occupational Therapist by background and has over twenty five years' experience in mental health and worked in a wide of variety operational and professional leadership roles

within South London and Maudsley NHS Trust prior to relocating to Sussex. She is also an experienced Psychodynamic Counsellor and has a particular interest in the psychodynamic aspects of organisational development which she uses as an Organisational Development practitioner within the Trust.

Hilary will be co-delivering the *Implementing and evaluating the use of ReQoL* at the ReQoL in Practice Event: Building a Community of Practice. She will be accompanied by her colleagues Jenny Edge and Kerry Stott.



Jenny Edge is an Occupational Therapist and Team Leader of the Pathfinder Clinical service in Sussex Partnership NHS Foundation Trust

She has worked in adult mental health services for 28 years and joined Sussex Partnership NHS Trust in 1998, becoming the Team Leader of the Pathfinder Clinical service when it was

set up in 2016. She is also currently completing an MSc in OT at Brighton University with a research project focused on the 'meaning of wellbeing to peer workers with lived experience of mental health issues working in the NHS'. She is implementing the ReQoL as a PROM with her team as part of a SPF Trust pilot.

Jenny will be co-delivering the *Implementing and evaluating the use of ReQoL* at the ReQoL in Practice Event: Building a Community of Practice. She will be accompanied by her colleagues Hilary Charlton and Kerry Stott.



Tom Evans is an Information Analyst Specialist at Leeds and York Partnership NHS Foundation Trust (LYPFT).

He joined LYPFT in 2006 after working in various NHS roles in London, including at Kensington & Chelsea Primary Care Trust and North West London Strategic Health Authority. His first role at LYPFT was as an Information Analyst for Leeds Addiction Unit.

He is the lead analyst for outcome measures in the Trust and for the Leeds Care Group.

Tom will co-deliver a workshop with Dr Anju Keetharuth on Using ReQoL in clinical settings and visual displays at the ReQoL in Practice Event: Building a Community of Practice



Alexis Foster is a Research Fellow in the School of Health and Related Research (SchARR) at the University of Sheffield.

She has worked as a researcher for 7 years and prior to this worked in and with community organisations, supporting them to develop, deliver and evaluate the services they provide. Her current study is an NIHR Doctoral Fellowship focusing on the implementation of PROMs, specifically within community organisations and charities

Alexis undertook a systematic review on implementing PROMs and will be discussing how the findings relate to using ReQoL at the ReQoL in Practice Event: Building a Community of Practice.



Professor Tim Kendall is National Clinical Director (NCD) for Mental Health NHS England

Professor Tim Kendall was appointed as National Clinical Director (NCD) for Mental Health at NHS England in April 2016 and at NHSI in March 2017.

As NCD for mental health, Tim is responsible for providing clinical advice and direction in mental health for NHSE and I, for the

Secretary of State, ministers and government more broadly, including the intergovernmental MH committee; and for the Department of Health and other government departments. He also works with other National Clinical Directors, including for Dementia and older people's mental health, children and maternity; and works closely with a group of Associate NCDs for mental health covering secure care, CAMHS, perinatal mental health and adult mental health including workforce and Out of Area Placements. Tim also leads a National Network for MDs in Mental Health and chairs a number of national committees to further the implementation of the 5 Year Forward View for MH. Tim has recently started work with GIRFT and Carter within NHSI.

Tim continues as Director of the NCCMH, as visiting professor at UCL, as MD for research in Sheffield and works clinically with people with mental health problems in Sheffield.

Tim will give us A national perspective on outcomes in Mental Health at the ReQoL in Practice Event: Building a Community of Practice.





Dr Anju Keetharuth is a Health Economist in the School of Health and Related Research (SchARR) at the University of Sheffield.

She joined SchARR in 2010 after having worked at the Department of Health. She also worked as an economist in international development in Fiji and at the United Nations.

Her main research interests are in the area of outcome measurement in the context of economic evaluation.

Anju led the ReQoL project and will be speaking and co-hosting a workshop at the ReQoL in Practice Event: Building a Community of Practice.

 <p>Kerry Stott is a Band 6 RNMH and Pathfinder Clinician working in Sussex Partnership NHS Foundation Trust.</p> <p>She has worked in Adult Mental Health services for the past 11 years and joined Sussex Partnership NHS Trust from a post in a Research and Development team in another NHS Trust in 2014. She joined the Pathfinder clinical team in 2016 when the team was first setup.</p> <p><i>Kerry will be co-delivering the Implementing and evaluating the use of ReQoL at the ReQoL in Practice Event: Building a Community of Practice. She will be accompanied by her colleagues Hilary Charlton and Jenny Edge.</i></p>	 <p>Dr Tracey Young is the acting lead for the Health Economics and Outcome Measurement (HEOM) theme for CLAHRC Yorkshire and Humber and is Senior Health Economist in the School of Health and Related Research (SchHARR) at the University of Sheffield.</p> <p>Tracey has 23 years' experience in applied health service research and her research interests include the design and analysis of economic evaluations in applied health and social care at national and local levels and the development and application of methods for measuring uncertainty in health services research. Tracey has served on funding panels for NIHR funding streams including Service Delivery and Organisation and Programme Grants for Applied Research.</p> <p>Tracey has an interest in the methodology behind the development of PROMs.</p> <p><i>Tracey will be delivering the 'Welcome' at the ReQoL in Practice Event: Building a Community of Practice</i></p>
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REQOL COMMUNITY OF PRACTICE WORLD CAFÉ WORKSHOP REPORT

Connecting: social interaction and keeping the dialogue going

- **Face to face meetings** (suggestions including: quarterly with alternating locations; 1 day annual national meeting; more regular local meetings)
- **Skype/Zoom meetings** could overcome geographical barriers
- **Passion needed** - everyone taking an active a role
- Geographical location might not be as important as **finding people who are at the same stage of implementation.**
- On-line **discussion forum** on the ReQoL website with "rooms" relating to: EPR systems; primary/secondary care/acute; sectors etc. Would need to be password protected and GDPR compliant. WhatsApp, Pebble Pad and webinars also suggested
- **On-line buddies**
- Might be worth **joining forces with other networks** or groups.
- Might need a **moderator**/co-ordinator - ReQoL team could take on however would require funding.
- **Funding** might come from licence fees; charities; NHS England infrastructure team; M62 network.

Setting priorities: Knowledge sharing and developing new knowledge together

Key priorities (with consensus across groups)

- Sharing **learning about ReQoL implementation** (how to get top down, bottom up, formal, and informal support/permission/buy in)
- Sharing learning about ways of **co-producing ReQoL implementation with service users**
- Sharing learning about **building ReQoL reports that enhance clinical usefulness**
- Developing **a service user facing app** that can connect to different EPRs
- **Influencing mental health policy**

Other priorities highlighted

- Sharing or dividing tasks across CoP to save time
- Creation of a discussion board/forum
- Using ReQoL to develop outcomes based care-plans
- Feedback loop to developers
- Sharing service user stories
- Developing a forum for peer support
- Engaging service users with ReQoL so they feel they own their data
- Communicating the value of PROMs to staff (without them it will not happen)
- Sharing results across services, gathering data to promote impact
- Build knowledge about validity with different groups
- Identifying common variables that affect outcomes
- Sharing learning about how to launch ReQoL in different settings and embed ReQoL in teams
- Teasing out different approaches for different conditions/teams/services
- Sharing learning about evaluating ReQoL
- Using ReQoL to improve services
- Explore post-service outcomes – trajectory from secondary to primary care
- Developing research

Impact: How do you know you're making a difference/ showing benefit?

Areas where there was consensus across groups:

- May develop '**add on services**' because of what ReQoL is telling you: Shape services around client. Physical health services for example. At a policy and planning level can identify 'hot spots' needed for care and provide evidence to plan this.
- Change in **attitudes in workforce**: Putting patient's views in the centre of care, supports listening to clients, focus on recovery
- Use of PROMS can help to **influence funders and commissioners** (NHS and 3rd sector)

Areas from more than one group:

- Supports **team morale**: planning things together, showing where the team is making a difference
- Can be used for clinical **supervision and training**
- Can get the team to think about doing **research and service development using outcomes**
- A good method of **sharing communication between client and practitioner**: can be used to shape the consultation
- Can be used to **evaluate the collaborative care plan across services**, and helps to get service connected with each other, putting the client data in the centre

Other things mentioned in a single group:

- Promotes self-care in clients
- Promotes ownership of care planning and outcome with clients.
- Can help to focus on areas for improvement in services
- Can show improvement to clients
- Can help set service targets with a realistic method of data collection
- Can improve the quality of research and therefore evidence based practice

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