

Our Strategy 2021 - 2026

Aiming High: Changing Lives



Qualitative Measures Information Sheet

#HelpShapeOurStrategy #PartnershipEvents

Background information and what to expect

This page briefly describes 'what we did' in 2021 when we asked for your input into the new [Trust Strategy](#).

With your help, we agreed five priorities for the Trust, which we are calling our 'Strategic Ambitions'. We also set out how we will measure them through **quantitative measures (numbers)**.

Your feedback told us that we should develop some **qualitative measures (experience)** too.



What we did

Over six months we had more than 1,700 interactions through focus groups, events, discussions, online surveys and briefings.

We heard from staff, service users, carers, partners, families and community organisations who all influenced the new Trust strategy.

Our strategy has been built on this feedback and focuses on five key priorities (Strategic Ambitions) to achieve by 2026:

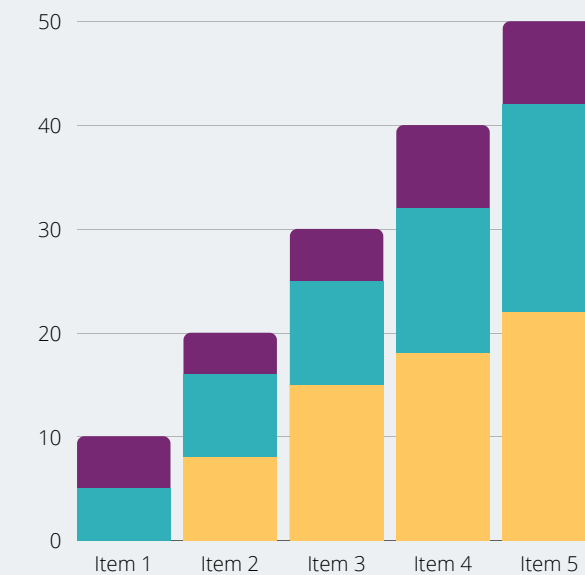
Strategic Ambitions



The Quantitative Measures

Over the next five years, we will focus our resources and use 'quality and performance indicators' to monitor and measure how we are doing. Our quantitative performance measures (numbers) are set for each of our Strategic Ambitions and can be seen in more detail on the 'Frequently Asked Questions' pages.

The data coming from these measures can be shown through numbers, in graphs and tables so we can see over time how we are doing to meet our strategic ambitions.



Background information and what to expect

You will see that we have developed **five** possible areas we can focus our qualitative measures (experience) on.

We would like you to share your views and ideas on these five areas at a workshop or via our online survey.

Further information is available on the 'Frequently Asked Questions' pages below and by contacting us directly, please email: Anisa.Singh@slam.nhs.uk

Developing Qualitative Measures

During the development of the strategy, we received feedback from you that we should also develop up to five qualitative measures (experience) so that we can understand the true impact of the strategy through your personal experience. Qualitative measures are not related to numbers but can be collected through stories, case studies and interviews.

We have identified five possible areas with headings to focus on (below) and would like your feedback so that we can agree them together:

Qualitative Measure Headings

**Co-production
(working with others)**

**Quality
of Care**

Stigma

Trust

**Equality,
Diversity
and
Inclusion**

Co-production

Co-production refers to a way of working where service providers and users work together to reach a collective outcome.

Our workshop will be the space where we will work together to agree what areas our qualitative measures should focus on.

If you cannot join a workshop, you can still share your views through our online survey.

See below for the dates, times and links:

- 1 **Tuesday 22 March, 10.30am - 12pm**
- 2 **Monday 28 March, 6pm - 7.30pm**
- 3 **Wednesday 30 March, 1.30pm - 3pm**



Book your place [here](#)

If you cannot join a workshop, please complete the survey [here](#)

Frequently Asked Questions

1. What process have you gone through so far?

In March 2021, we began a process of engagement which allowed service users, carers, community members and partner organisations to contribute to what the Trust should prioritise in the new strategy. These viewpoints were collected through focus groups (small groups), online events with presentations, discussions at meetings, through online surveys, and written and verbal briefings.

This work was led by working groups of staff members, service user and carer representatives and community organisations. Since we launched the strategy, a working group has continued to develop a process for creating the qualitative measures (experiences) and have recommended that we hold workshops and an online survey to develop the draft qualitative measures and co-produce them with you.

2. What are Qualitative measures?

Qualitative measures refer to information that cannot be shown through numbers. Instead they capture experiences. We can collect experiences in a number of ways, these include gathering stories from individuals, interviewing groups of people, conducting surveys and carrying out case studies.

Qualitative (experience) information will sit alongside the quantitative (numbers) data that is collected. Together they will build a full picture of how the Trust is doing in meeting its strategic ambitions.

3. What will happen at the workshop?

At the online workshop, we will recap on how the Aiming High; Changing Lives Trust strategy was developed and the journey so far. We will explain our initial thoughts on the qualitative measures and how we plan to agree them with you. We will then go into breakout rooms to discuss the measures in more detail, a facilitator will help guide the conversation and we will make notes of your comments to help when setting the final qualitative measures.



4. What happens after the workshops?

The information that you share will be presented at a strategy update event open to staff, service users and carers, partners and community organisations, which is planned for **Tuesday 26th April, 6pm-8pm** for further discussion. A second set of workshops will then be organised for May to finalise the qualitative measures.

5. What will happen when the Qualitative measures are set?

Once we have an agreed our set of co-produced qualitative measures, progress against them will be shared publicly at least once a year and the Trust will be held to account for making sure our service users, carers and communities feel a real improvement.

6. Who can I contact for more information about this work?

There is a whole team of people involved in this work, you can contact Anisa who can help you with your questions or find the right person to respond to you.

You can contact Anisa on:
Anisa.Singh@slam.nhs.uk

Frequently Asked Questions



7. What do each of the Strategic Ambitions include?

Outstanding Mental Health Care

Children and young people, adults and older adults who we serve in our highly diverse communities will experience the best standard of mental-health care and treatment and be treated with kindness, compassion, dignity and respect.

Partner in Prevention

Working with our partners, we will be recognised nationally and internationally for our groundbreaking work and world-leading research into preventing mental illness. Through this work we can access funding opportunities for innovation that will directly help us improve our local services. We will promote early action and quick access for those in our communities who are at higher risk of mental illness, and support people living with mental-health conditions to stay well. Our approach to preventing mental illness will include our patients and their carers and families.

A Catalyst for Change

Jointly with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), the NIHR Maudsley Biomedical Research Centre and our other research partners, we will be a prominent and reliable voice in the growing national and global conversation about how to improve mental health.

Building a Culture of Trust Together

Our employees and communities will see us as transparent, responsive, decent and fair. We will support all our staff to give their best and contribute fully to help us achieve our ambitions.

Towards an Effective and sustainable organisation

We will transform our capability and capacity to make improvements that can be maintained over the long term, develop new income streams to reinvest in our local services and increase the value of our resources (the financial value and value to the environment and society).

8. What are the agreed set of quantitative measures?

Ambition	Quantitative Measures
Outstanding Mental Health Care	<ul style="list-style-type: none"> • 100% service user / patient positive experience measured via family and friends test and the 'DIALOG' outcome measure • Zero avoidable harm
Partners in Prevention	<ul style="list-style-type: none"> • 'Zero wait' for entry services • Reduce tobacco smoking to 15% for adults in line with current national average and national target of 3% for Children and Young People
Catalyst for Change	<ul style="list-style-type: none"> • 100% of service users offered the opportunity to participate in research studies • 100% of service users offered the latest evidence-based treatment (Year 1 will focus on psychosis pathway only) • Time from NICE guidance publication to implementation
Building a Culture of Trust Together	<ul style="list-style-type: none"> • Staff engagement score - in top 20% of Trusts by 2025 • Equality, Diversity and Inclusion (EDI) score - top 10% by in 2025 • New measures to measure feedback from communities, staff and patients • Patient and Carer Race Equality Framework (PCREF) outcome measures
Towards an Effective and Sustainable Organisation	<ul style="list-style-type: none"> • Net zero carbon emissions by 2040 • Achieve 70% of cost improvement programme through productivity / value • Reduce our underlying position to zero within 5 years by 31 March 2026