IPS Grow Quality Improvement Tools

**Introduction**

This document has been developed in collaboration with high fidelity UK IPS services. It is intended to provide high level guidance and recommended quality indicators for IPS services. Contract quality indicators and those set by commissioners may vary from these based on local need and variation.

**This is a working document that will be regularly reviewed as more data becomes available.**

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**Recommended Quality Indicators for IPS services to capture.**

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| **Quality indicator** | **Definition and rationale** | **Recommended evidence** |
| Fidelity Reviews | External and internal fidelity reviews completed.  Services should be aiming for a minimum score of **100** | Evidence of self and external reviews    Evidence of active Fidelity Action Plans |
| Service user satisfaction measures and co-production | Can be tracked via regular satisfaction surveys, feedback meetings, co-production  Example satisfaction surveys can be found [here](http://ipsgrow.org.uk/wp-content/uploads/Measuring-Service-User-Satisfaction.docx) | Results of surveys, meetings and co-production activities |
| Clinical team feedback | Collected via surveys, informal feedback, co-produced developments, joint meetings and Away Days  Example survey for clinical teams can be found [here](http://ipsgrow.org.uk/wp-content/uploads/Involving-Clinical-Teams-in-feedback-1.pdf) | Recorded via the service data tool, and caseload summaries |
| Employer feedback | Annual and informal surveys | Results of surveys |
| Staff surveys | Evidence of staff engagement and involvement in service developments | Write ups from staff engagement strategies |
| EDI improvement strategies | EDI assessment of service and a strategy/method to address gaps | Local and clinical demographics and outcome data  A clear process for sharing data  Inclusion on induction and training strategy |
| Collecting employment recovery stories written by clients | Collecting written and in person recovery stories is a core part of IPS fidelity. Many services set a target for each ES to collect a minimum number of client lead recovery stories e.g., 4 per year. | Recovery story booklets.  Example [here](https://s38158.pcdn.co/wp-content/uploads/IPS-Employment-Recovery-Stories-2021.pdf)  Template [here](http://ipsgrow.org.uk/wp-content/uploads/The-Power-of-Recovery-Stories.pdf) |
| Percentage of clients who are willing to let their ES discuss relevant personal information with an employer | Personal information plan agreed with a client enables the ES to do both employer engagement and provide in work support to the ES and client. | Recorded via the service data tool and caseload summaries |
| Number of people closed not in work | Identify the reason for disengagement  E.g.   * Client no longer wants to work * Client has become unwell * Client would no longer like to work with the IPS service | Caseload summaries |