



Q Improvement Lab

Participant profile cards

About

The profile cards in this pack are provided by people who are involved in the Q Lab challenge on peer support in the UK.

These are designed to help people interested in peer support to find out more about each other, to make connections and form new relationships.

If you have any questions about the information provided here, please get in touch at QLab@health.org.uk.

If you are interested to get involved in the Q Lab you can find out more at <https://q.health.org.uk/q-improvement-lab/>

Q Lab participants

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Alison Trewhela

“I am a Yoga teacher, Yoga therapist and Yoga researcher. After designing a yoga programme called ‘Yoga for Healthy Lower Backs’ for a large University of York / Arthritis Research UK randomised control trial, I set up a social enterprise www.yogaforbacks.co.uk to ensure quality-assured sharing of the evidence-based long-term self-management 12-week programme. The Yoga for Healthy Lower Backs Institute holds a register of 400+ qualified and experienced yoga teachers I have trained in the programme. NHS pilots have been successful. Public Health, CCGs, Councils, social prescribing projects and especially GPs are interested.”

I’m based in: Cornwall, UK

Contact me at: www.yogaforbacks.co.uk

Main role: Yoga Researcher and Director of Yoga for Healthy Lower Backs Institute

Main employer: University of Exeter

I’m interested in peer support because...

Collaboration and partnership-working are important. When pioneering innovative ideas, it helps to network with others for ideas and support.

I’m involved in the Lab because...

The Health Foundation offer such wonderful support and the Q Lab is an interesting concept. I hope to raise awareness of the evidence-based Yoga for Healthy Lower Backs programme’s potential and ensure it gets out to more people in the UK.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area

I hope to give, share or offer...

Support for social prescribing and CAM projects wishing to offer physical activity / self-care / self-management programmes throughout the UK by adding strength to projects via our strong evidence-based yoga programmes and discussing ways forward.

I hope to get, learn or develop...

Links with those interested in innovation in health and social care with regards to long-term conditions, prevention, increasing physical activity, introducing mind-body modalities into mainstream healthcare and social prescribing.

Low involvement

High involvement

Interest in approach

Interest in the topic





Allan Anderson

“ I’m CEO for Positively UK, a London based charity providing peer support for people living with HIV. At Positively UK I’ve led on the development and evaluation of a range of peer support programmes including a national volunteer mentor training programme and we have recently produced National Standards in Peer Support in HIV. I also enjoy writing - a blog for the Huffington Post and short stories, but have yet to tackle a novel! ”

I’m based in: London, England
Contact me at: @Allan_Anders, LinkedIn, Website
Main role: Chief Executive Officer
Main employer: Positively UK

I’m interested in peer support because...

We all access and provide peer support on a daily basis in our personal and working lives. I’m interested in how peer support can be developed in both informal and formal settings to improve people’s quality of life. I’m interested in the underpinning values of peer support and who defines and owns these.

I’m involved in the Lab because...

I became involved as I’m passionate about peer support that is community based and user driven. Over the past year we’ve been involved with National Voices’ Well-being our Way and the Realising the Value programme which have been great opportunities for networking and learning. I’m hoping the Lab will spark good discussions, ideas and partnerships that we can build on over the year.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My knowledge and experience of developing, running and evaluating peer support programmes.

I hope to get, learn or develop...

How others approach peer support, the innovative work they’re doing and how we can improve our practice.





Amy Semple

“ I’m a Senior project Manager in the Musculoskeletal team at the Health Innovation Network, passionate about enabling everyone to lead healthier lives and the role of the community in helping people do this. I have worked across the private, charitable and third sectors- now NHS – and with diverse populations and vulnerable groups of people. I love real ale, gardening, reading and travelling when not at work. ”

I’m based in: London, England

Contact me at: @amysemple76. a.semple@nhs.net

LinkedIn

Main role: Senior Project Manager Musculoskeletal

Main employer: Health Innovation Network South London

I’m interested in peer support because...

When working in our Dementia Clinical Theme I led on our Peer Support work programme to raise awareness of and encourage the set-up of more peer support opportunities for people with dementia including a Social Return on Investment (SROI) evaluation of Dementia Peer Support Groups in South London. I am a trained Breastfeeding Peer Supporter.

I’m involved in the Lab because...

We are looking at how people can be better supported to manage their musculoskeletal pain outside of traditional methods and in community settings and to share my wider experiences of Peer Support. I hope we achieve a wider recognition of the benefits of peer support and convince commissioners that indirect cost savings – i.e. it’s not just a feel good service!

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My knowledge and experiences from our Dementia Peer Support work programme and my personal experiences of working as a Breastfeeding Peer Supporter.

I hope to get, learn or develop...

How peer support helps individuals across a wide range of health and social conditions and innovative ways to incorporate peer support into our MSK work.





Andrew McCracken

“ I’m Head of Communications at National Voices, the coalition of health and care charities. Amongst other things, we push for greater take up and spread of person-centred approaches. I am particularly interested in how we can encourage front line change in a world where top-down mandated policies seem largely ineffective. I’ve been at National Voices for 18 months. Before joining National Voices I was Head of Comms and PR at London South Bank University, prior to which I was Public Affairs Manager at the Royal College of Physicians. ”

I’m based in: London, England

Contact me at: : @hellomccracken, Q directory LinkedIn, www.nationalvoices.org.uk

Main role: Head of Communications

Main employer: National Voices

I’m interested in peer support because...

We have published reviews of the evidence for Peer support and I am now interested in how we can encourage the spread and take up of peer support.

I’m involved in the Lab because...

To support the spread of peer support that helps improve the lives of people living with long term conditions, or caring for someone with long term conditions.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Understanding of the types of peer support, the benefits of peer support and the voluntary sector’s role in peer support.

I hope to get, learn or develop...

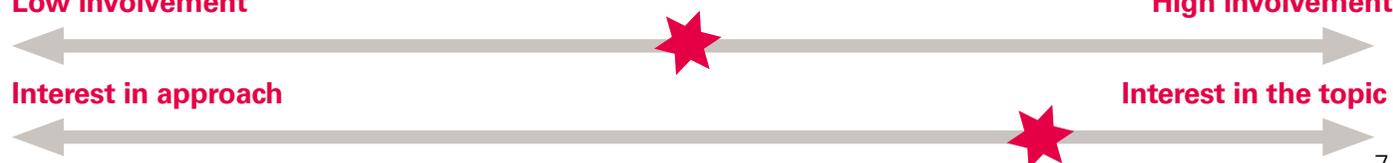
Clarity on the barriers to peer support being available and potential routes for overcoming them.

Low involvement

High involvement

Interest in approach

Interest in the topic





Andrew Seaton

“ I work in acute care delivering, supporting coaching and connecting people to improve mainly through the Gloucestershire Safety & Quality Improvement Academy in a large acute, also working with the West England AHSN and part of the local STP transformation approach and recently as a connector in a new HF approach testing Common Stewardship. I cram into my spare time 3 allotments, road cycling – just done the Birmingham Velo 100miler and dog walking. ”

I'm based in: Gloucestershire

Contact me at: @Seaty63 and @gsqia,
LinkedIn, Q directory,
www.gloshospitals.nhs.uk/academy

Main role: Director of Improvement & the GSQIA

Main employer: Gloucestershire Hospitals

I'm interested in peer support because...

I'm interested in the lab approach to develop peer support

I'm involved in the Lab because...

To understand the approaches that create the improvement for peer support

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

My practical experience of change and improvement

I hope to get, learn or develop...

About peer support, how the lab approach works and how the skills can be translated into other areas

Low involvement

High involvement

Interest in approach

Interest in the topic





Ann Clark

“ I am a Registered General Nurse, I qualified as a District Nurse in 1987, I hold a Certificate of education with additions of being a first aid trainer, manual handling trainer . I am a trainer with Partner2Care, I am able to provide clinical training for people who provide care to people with personal health budgets. ”

I'm based in: North Somerset

Contact me at: @Partner2Care

www.partner2care.co.uk

Patient.partnertocare@nhs.net

Main role: Trainer/nurse

Main employer: NHS

I'm interested in peer support because...

We as a team are planning our first peer support group – planned for August.

I'm involved in the Lab because...

To support the implementation of Peer support groups.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Support in being a personal assistant, and being an employee of personal health budget.

I hope to get, learn or develop...

My knowledge of how to make successful peer support groups.





Anne Kelleher

I'm a Development Programme Manager at Arthritis Research UK and I am passionate about service development and improvement to better meet the needs of people with arthritis and, ultimately our communities. My background is in community development and I have spent time in sub-Saharan Africa, working with communities in rural and urban slums to understand participation in health services. I love spending time outdoors walking, hiking and discovering new and exciting places! I love being creative and have a keen interest in all things music and photography.

I'm based in: Nottingham, England

Contact me at: www.arthritisresearchuk.org

Main role: Development Programme Manager & project lead for development of peer support programme

Main employer: Arthritis Research UK

I'm interested in peer support because...

Arthritis Research UK is developing a peer support offer for people with arthritis and I am leading on this area of work. I have had an interest in peer support for many years; particularly how we engage others in its value and the impact that this approach can have on health outcomes, ability to self-manage and what contexts/settings this is most effective. Sharing experiences and the practical everyday information with people who understand what you are going through is an incredibly powerful and increasingly valued approach.

I'm involved in the Lab because...

A colleague initially referred me to the Q-Lab's work on peer support and after checking out the information on the website I was hugely excited by the lab's ambition and innovative approach to embarking on some of the most challenging issues facing health and social care today and in the future.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to share the evidence and insight I've gained from developing Arthritis Research UK's peer support offer. I am also excited to hear about other's experiences and learning on peer support in different contexts and with different groups which I can apply to my area of work and share more widely with colleagues.

I hope to get, learn or develop...

I hope to learn more about the work that other individuals/organisations are developing around peer support – what has worked well and what others have found more challenging – and to share and apply this learning at Arthritis Research UK and more widely.

Low involvement

High involvement

Interest in approach

Interest in the topic



Ann Innes

“I’m the Support Group Development Manager for Prostate Cancer UK, with responsibility for our work in group based peer support including face to face groups and our online community. We’re about to trial some “virtual” groups for peer support which will be an interesting new approach for us. My spare time is largely spent outdoors either walking our rescue dog or surveying and monitoring badgers for Scottish Badgers but I also help run two non-prostate cancer related support groups.”

I’m based in: Glasgow, Scotland

Contact me at: ann.innes@prostatecanceruk.org

Main role: Support Group Development Manager

Main employer: Prostate Cancer UK

I’m interested in peer support because...

I’ve worked in the field of peer support and with peer supporters for many years, with a large focus on group based support. I have a good understanding of the challenges for support groups as well as the benefits and flaws. We are about to trial video- based peer support groups and I will be happy to share findings from these trials and would be interested in talking to anyone already running video and telephone based group support.

I’m involved in the Lab because...

I got involved as I firmly believe in the benefits and potential of peer support but am also very aware of the challenges with and for it and hope to both share experience and learn from others to really help develop the potential for peer support to benefit even more people and be seen as a relevant and credible form of support.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope that the insights and experience I have developed from delivering peer support services and anything that we learn from our video based group support trial could be useful to others in their areas of activity.

I hope to get, learn or develop...

I hope to learn from others doing similar work and particularly keen to identify challenges that are similar across peer support for different conditions and see if there are common ways these challenges can be met. I also hope to gain some ideas on new ways of thinking about peer support that I could then hopefully take back to my own workplace.





Aoife Molloy

“ I am a policy associate at the Health Foundation, working on how we can measure quality of care in the NHS. I worked as a hospital doctor for ten years prior to this. I have 3 little girls and spend my free time running around after them, hoping to get fit in the process! ”

I'm based in: London, England

Contact me at: @DrAoifeMolloy, LinkedIn

Q directory

Main role: Doctor and policy associate

Main employer: The Health Foundation

I'm interested in peer support because...

I am really passionate about peer support, I'm a doctor in HIV, infectious diseases and acute medicine and I think empowering patients works well for everybody, staff and patients alike. I believe patient empowerment through peer support, coaching and shared decision making is the way to a healthy future for us all. I worked with NICE to establish the National Collaboration for Shared Decision Making and with the Academy of Medical Royal Colleges to set up Choosing Wisely. I was the clinical advisor on the first ever national standards for peer support in HIV.

I'm involved in the Lab because...

The road to success is through collaboration, listening, and learning. I am keen to share my experience in policy and clinical medicine as well as my energy and enthusiasm for patient empowerment. I hope to raise the profile of peer support and hope it will become part of all care pathways.

My learning objectives this year are...

- I work in a service that provides peer support
- I research peer support
- I champion peer support
- I am interested in peer support

I hope to give, share or offer...

A pragmatic, clinical insight into what can facilitate peer support day to day, relevant to national policy.

I hope to get, learn or develop...

A great, inspiring network of people passionate about peer support.

Low involvement

High involvement

Interest in approach

Interest in the topic





Brigid Morris

“ I work as Head of Leadership and Engagement at the mental health charity Mind. Our team is responsible for ensuring that people with lived experience influence and participate in all that we do. This includes supporting people with lived experience of mental health to lead peer support groups, projects and services. I have recently started to learn the violin again. As well as working at Mind I also work as a yoga teacher. ”

I'm based in: London (Stratford)

Contact me at: @BrigidMorris10, LinkedIn, Q directory

Main role: Head of Leadership and Engagement

Main employer: Mind

I'm interested in peer support because...

In 2011, people with mental health problems told Mind that they wanted them to champion peer support. We have done this ever since in a variety of ways: finding out what types of support people need to successfully set up and sustain projects, supporting peer support delivery, commissioning research about peer support and celebrating peer support particularly at our yearly Peerfest event. Some useful documents about our work can be found here: www.mind.org.uk/about-us/our-policy-work/side-by-side/the-results/?ctald=/about-us/our-policy-work/side-by-side/slices/the-results, www.mind.org.uk/news-campaigns/peerfest, www.mind.org.uk/information-support/drugs-and-treatments/peer-support/running-a-peer-support-group/peer-support-group-resources.

I'm involved in the Lab because...

I would like to connect up with others interested in peer support to find ways of working together to ensure that peer support can get the resources and attention it deserves.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

What we have learned so far regarding peers support.

I hope to get, learn or develop...

What others are doing currently regarding peer support and to be inspired by their energy and work.

Low involvement

High involvement





Brooke Leigh

I'm a Programme Coordinator for Age Better in Sheffield – a Big Lottery funded programme to reduce social isolation for older people. I love working with people and seeing the impact our projects have on empowering individuals to improve their quality of life. I'm a lover of cheese, wine and buying unnecessary things for my new home!

I'm based in: Sheffield, England

Contact me at: @AgeBetterSheff,
b.leigh@syha.co.uk

Main role: Programme Coordinator

Main employer: South Yorkshire Housing
Association

I'm interested in peer support because...

Within our programme there is an element of peer support. As I'm not directly involved with this, I'd love to learn more so that I can contribute to the development of this area. I love sharing experiences so I know I'll be interested in hearing everyone's contributions at the workshop!

I'm involved in the Lab because...

In all honesty, my manger usually attends but is unable to this time, so she asked me to come on her behalf. I absolutely jumped at the opportunity to share a couple of days with people I've never met and who know so much.

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

An open ear, fresh thinking and positive challenge.

I hope to get, learn or develop...

New ways of working and an understanding of the Q Lab approach.

Low involvement

High involvement

Interest in approach

Interest in the topic





Caroline Wild

“I always wear two hats! Firstly I am Eleanor’s mum – she is my eldest daughter and has just transitioned to the adult world. She has complex physical, sensory and learning disabilities and a number of long term health conditions as well. Alongside that I’m a Deputy Director in the Chief Executives team at Northumberland, Tyne and Wear NHS FT – an outstanding mental health and disability Trust in the North East.”

I’m based in: North East of England

Contact me at: @carolinewild,

Caroline.wild@ntw.nhs.uk

Main role: Family member and Deputy Director, Communications and Corporate Affairs, NTW

Main employer: Northumberland, Tyne and Wear NHS FT

I’m interested in peer support because...

I know that the best support and advice I have ever received is from other families. There is nothing like it! I have been a trustee of a charity providing peer support to partners for over 15 years. Also at work, we are privileged to have a lot of amazing mental health peer support workers in our teams – so I have seen first-hand the difference they can make.

I’m involved in the Lab because...

I was asked by one of the consultants who cared for my daughter last year when she had a long stay in PICU. I would love to be able to contribute and give something back to those wonderful staff who did so much for us, and of course to be able to support other families in the same situation.

My learning objectives this year are...

- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Meeting new people and making connections
- Learning from others who have expertise on this challenge

I hope to give, share or offer...

Experience and enthusiasm for the difference that peer support can make.

I hope to get, learn or develop...

How others do this, and how we can make it even better.

Low involvement

High involvement

Interest in approach

Interest in the topic





Clare Clark

“ I am an Advanced Practitioner in Long Term Condition Management and have worked for the NHS since 1999. As well as empowering people to live well with a long term condition, I am interested about exploring innovative ways to deliver healthcare. I live in beautiful Wales and am passionate about animals and nature. One of my current projects is exploring ways to utilise these resources in optimising people’s health and wellbeing. ”

I’m based in: Powys, Wales
Contact me at: @ClareClark78
Main role: Advanced Practitioner
Main employer: Powys Teaching Health Board

I’m interested in peer support because...

I am an advocate of peer support. I carry out training as well as receiving peer support myself. I believe that peer support utilises the expertise of colleagues and is a valuable learning and development resource.

I’m involved in the Lab because...

I became involved in the lab as I see it as a fantastic opportunity to work with like-minded people who share a passion for innovation and improvement. I feel that the lab enables a structured approach to focus, share knowledge, experiences and ideas that can enable change. The variety of people involved enables diverse problem solving/solution finding. When I have attend networking events it increases my drive for innovation and helps keep me focused in my career.

My learning objectives this year are...

- Learning best practice from others
- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues

I hope to give, share or offer...

My enthusiasm for innovation and share tools and techniques that work well in my career.

I hope to get, learn or develop...

...from like minded people who have a diverse range of knowledge and experience.





Clare Knighton

“I am a passionate advocate of peer-support, and I am lucky to work full time on a busy acute psychiatric ward. I am an NHS champion and use my personal experiences to bring about real positive change. I am an expert by experience assessor on behalf of the CQC. Outside of work, I am mad about horses and a keen gardener.”

I'm based in: Worcester, England

Contact me at: @knightonstar

LinkedIn

Main role: Peer Support Worker – using my own lived experience of mental health difficulties to help others recover.

Main employer: NHS

I'm interested in peer support because...

Peer support is simply amazing, and for me has been life changing. Using lived experience to help others recover is so powerful, and more people need to understand what peer support is and how they can access it.

I'm involved in the Lab because...

I got involved as I seek out ways to champion peer support, and this year I hope to provide opportunities for others to access peer support.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Peer support at the right time in the right place.

I hope to get, learn or develop...

My skills in giving peer support to others.

Low involvement

High involvement

Interest in approach

Interest in the topic





Clive Acraman

A Director of multiple businesses focussed on Safeguarding, Great Governance & High Quality outcomes for people who work in & use our health & care services, I am passionate about truly personalising services. My own sporting days now in the past, I am Chair of a Football Team, Manager for a Cricket Team, supporter of an Athletics Club & local Brass Band in which my children participate in Mid Cornwall. I am married with a dog, but most important of all I AM PAUL'S FRIEND, ask me why.

I'm based in: South West, England

Contact me at: @planwithyou

www.healthandcareathome.co.uk, @healthathome4U

www.planningwithpeople.org, LinkedIn

Main role: Paul's friend / Director

Main employer: Planning with People Ltd, Health and Care at Home Ltd, Safeguarding Community

I'm interested in peer support because...

I believe that we can only improve ourselves, the services we work in and use if we harness the cognitive whole of the 'team'. From cleaner to CEO to the people who participate in and use our services, no person is more important than another. Of course, we need hierarchy, boundaries and structure, but most of all we need to engage through dialogue, understand what being 'person centred' REALLY means, and coproduce new ways of working through Action Learning.

I'm involved in the Lab because...

While I work outside of public services now, I am a Public Servant in my heart. I left public service after 36 years, not out of choice, but as a victim of bullying. I signed a 'compromise agreement.' Many people leave the NHS this way every year. I got involved in the lab because I wish to have a positive influence on Culture change, service improvement and patient safety by helping to coproduce ways for those who work in, and use, our services to have a voice from a platform of shared learning. Only together will we make a difference, and importantly make the efficiencies needed to ensure our services are sustainable.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My knowledge, skills, talents, the benefit of my learning to date, my experience, my thoughts and my time.

I hope to get, learn or develop...

My knowledge, skills, what is important to others and how they wish to be supported through collaborative, action learning in order to improve our practice and ensure our services reap the benefits.

Low involvement

High involvement

Interest in approach

Interest in the topic



Dan Hopewell

“ I am the Director of Knowledge and Innovation at the Bromley by Bow Centre. I work closely with our embedded research and evaluation team to support learning and development within our organisations and with our partners and community. I also work with our knowledge share programme team in supporting others to learn from our model. ”

I'm based in: London, but support organisations across the UK

Contact me at: @hopewell dan
www.bbbsc.org.uk

Main role: Director of Knowledge and Innovation

Main employer: Bromley by Bow Centre

I'm interested in peer support because...

We are working on a complex research and evaluation project and I would be keen to exchange ideas with others. Similarly we are interested in the concept of a 'social movement' for health' and would be keen to hear from other who have a similar interest.

I'm involved in the Lab because...

To contribute to developing thinking around the health sector, and influence the move towards a social model of health. Continue to build networks and momentum.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

The experience developed at the Bromley by bow Centre over 34 years.

I hope to get, learn or develop...

From examples of good practice in the health-community development sphere.





Daniel Leveson

“ I am Associate Director of Strategy for Oxford Health NHS FT. We provide mental health and physical health services for children and young people, adults of working age and older people across a big geography. I’m really interested in finding ways of providing the best value care for everyone. ”

I’m based in: Oxford, United Kingdom

Contact me at: d_leveson@hotmail.com, @DanLevs

Main role: Associate Director of Strategy

Main employer: Oxford Health NHS Foundation Trust

I’m interested in peer support because...

Peer support whether it is professional to professional, carer to carer or service user to service user is a great opportunity to learn and improve. There is so much value in working together and the diverse range of skills and experiences this brings, quite often there are voices that as providers of care we miss that could offer solutions to some of the most difficult problems we face.

I’m involved in the Lab because...

The Lab looks like an interesting place to learn and network with others involved in this work. I hope to achieve a greater understanding of what works in peer support and how we can use it in the services we provide.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge

I hope to give, share or offer...

Insights into what is currently going on in the health and social care system.

I hope to get, learn or develop...

Understanding of different roles and what is working in other parts of the health and social care system.





David Paynton

“ I have been a GP for 35 years and still work in an inner city surgery. I am interested in this work as I realise that the biomedical model is not going to solve many of the problems that our population face. The Royal College of General Practitioners have adopted the social model to support people with long term conditions and I am working with the College, as clinical lead, to embed this into day to day clinical work. ”

I'm based in: Hampshire, England

Contact me at: david.paynton@nhs.net

Main role: GP

Main employer: Solent NHS Trust

I'm interested in peer support because...

In understanding how it will support people to take better control of their lives and health "what is important to me"

I'm involved in the Lab because...

I'm interested in how we can commission the right service into a health and care system.

My learning objectives this year are...

- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My experience in trying to get Care and Support Planning into a traditional biomedical dominated system.

I hope to get, learn or develop...

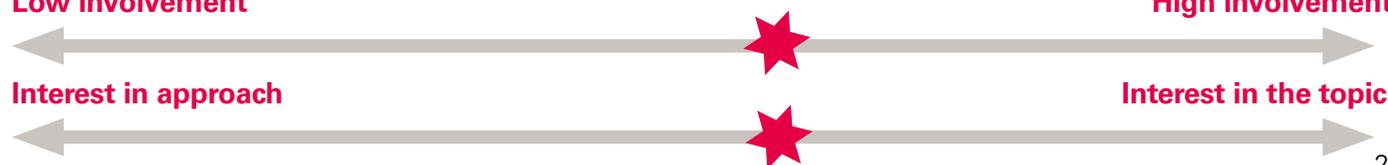
A number of options for peer support.

Low involvement

High involvement

Interest in approach

Interest in the topic





Dawn Plimmer

“ I’m a Knowledge and Learning Advisor at the Big Lottery Fund, working to help us make the most of what we and the organisations we fund across the UK are learning. At the moment I’m exploring our learning on mental health, and peer support makes up a considerable amount of what we fund. Beyond this, I’m interested in scaling social innovation, systems change, people-led approaches, organisational culture and learning. Outside of work I enjoy playing and watching tennis. ”

I’m based in: London, UK

Contact me at: @DawnMPlimmer, LinkedIn

Main role: Knowledge and Learning Advisor

Main employer: Big Lottery Fund

I’m interested in peer support because...

I’m exploring what the Big Lottery Fund and our grantholders are learning in the field of mental health. Peer support makes up a considerable amount of our funding in this area. I’m interested in what works for whom and why for peer support in different community contexts so that we can share this with our staff and the organisations we fund to improve practice.

I’m involved in the Lab because...

I’m keen to share our knowledge on peer support and to learn from others to help improve our funding decisions relating to peer support, and to help improve practice by sharing this learning more widely with frontline community groups.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

Knowledge about peer support in a community context, and enthusiasm about collective learning!

I hope to get, learn or develop...

My knowledge of the evidence base around peer support, specifically practical insights about what works in different contexts, and understand how learning from our funding can help contribute to this.





Debs Taylor

“ I am an artist, inspirational speaker and mental health awareness/anti stigma campaigner. Passionate about giving service user and carers a voice in a system where they can be unheard. ”

I'm interested in peer support because...

I am a peer project development worker, I help people prepare and set up their own groups and sessions, empowering them to have confidence in their own abilities. I have used peer support and know the benefit of it. I know there is a different kind of support from peers that unless you have lived with certain issues, no one else can truly understand. Peer support is the future and should be encouraged at every level.

I'm involved in the Lab because...

Anything that gets the service user/carers voice out there has to be a good thing, I was more than happy to be involved in this from both a personal and a professional capacity.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My working time to help us meet the aims of the Lab together this year. I want to share what we're learning and hear from you about what's working.

I hope to get, learn or develop...

I want to hear what others have to say, how they manage and change things, how others listen and use service user/carer feedback in their services.

I'm based in: West Yorkshire

Contact me at: @the_debs_effect

Main role: Peer project development worker

Main employer: Creative Minds (part of South West Yorkshire NHS Foundation Trust)

Low involvement

High involvement

Interest in approach

Interest in the topic





Dimitrios Tsiakiris

“ Consultant Psychiatrist with special interest in Neurology. Systemic Family Therapist by background, currently undertaking MSc on Healthcare Management, Leadership and Innovation at Plymouth University. Interested in arts and music. ”

I'm based in: Plymouth, Devon

Contact me at: @DTsiakiris

Main role: Consultant Psychiatrist

Main employer: Devon partnership NHS Trust

I'm interested in peer support because...

I would be very interested to see for myself whether such services are effective as there is some disagreement around this topic in international research literature.

I'm involved in the Lab because...

Interested to learn more about Peer Support and where such services have already been developed. I think that this is an excellent idea that has been effective in other specialties.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practise
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

My curiosity to explore innovative interventions.

I hope to get, learn or develop...

More about peer support and see other people's experiences, views.

Low involvement

High involvement

Interest in approach

Interest in the topic



Elisa G. Liberati

“I’m one of the researchers working on the independent evaluation of the Q Lab initiative, led by RAND Europe. I’m a social scientist by background and I work as a post-doc researcher in the Department of Public Health and Primary Care in the University of Cambridge. Applied social research and public health are my two biggest passions: my research focuses on the human and social components of quality improvement in healthcare.”

I’m based in: Cambridge, England

Contact me at: @EllisagLib

Main role: Research Associate

Main employer: University of Cambridge

I’m interested in peer support because...

I have no direct research or personal experience with peer support, but I think it’s a very relevant topic and I would like to know more about it.

I’m involved in the Lab because...

I am a member of the team working on the evaluation of the Q Lab pilot year.

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement

I hope to give, share or offer...

My working time as an evaluator and an ethnographer. I hope that the evaluation will help generating a rich description of “how Q Lab works” – it’s distinguishing features and mechanisms.

I hope to get, learn or develop...

I hope to learn about the potentialities of the Lab approach and to develop my skills in evaluating complex and ambitious improvement initiatives.

Low involvement

High involvement

Interest in approach

Interest in the topic





Emma Watson

“My role is to implement, embed and sustain peer support in Nottingham with a team of peers and staff. I am also doing my PhD in peer support and the mechanisms that might underpin it.
My passion outside of peer support is climbing which I do most weekends with my boyfriend.”

I'm based in: Nottingham

Contact me at: Emma.Watson@nottshc.nhs.uk

Main role: Peer support development lead

Main employer: Nottingham NHS Foundation Trust

I'm interested in peer support because...

I worked as a peer worker in the NHS before becoming the development lead.

My PhD is on the mechanisms underpinning peer support.

I am interested in how context effects peer support and how to maintain the values as it is mainstreamed.

I'm involved in the Lab because...

I am excited about the opportunity to connect and learn from so many different perspectives on peer support and think about how it can help develop peer support in the future.

My learning objectives this year are...

- To hear about other people's experiences of peer support
- To contribute and be part of the national learning in peer support

I hope to give, share or offer...

- My experience of peer support in the NHS.
- My knowledge of the evidence, current debates and mechanisms underpinning peer support

I hope to get, learn or develop...

Connection with a big peer support network shared learning and support.

Low involvement

High involvement

Interest in approach

Interest in the topic





Gary Copitch

“ I am currently Chief Executive a charity that specialises in supporting people to have a voice through our Community Reporter storytelling movement. I am passionate about using user perspective to not only inform service design but to co-produce new ways of thinking and working. I am also interested in education and am currently Chair of Governors at a Special Needs School where creativity is used to engage with pupils. ”

I'm based in: North West but work across UK

Contact me at: @peoplesvoice, LinkedIn

Peoplesvoicemedia.co.uk

Main role: Chief Executive

Main employer: People's Voice Media

I'm interested in peer support because...

We use peer support to collect stories that provide insight as well as increase the confidence of the person providing the support

I'm involved in the Lab because...

I think we have something to contribute to the debate as well as learn new things and ways of working. I hope the lab will provide a space to do this.

My learning objectives this year are...

- Learning from others who have expertise this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

How we use peer support to capture stories and Insight.

I hope to get, learn or develop...

An understanding of how peer support can be used to inform service design.

Low involvement

High involvement

Interest in approach

Interest in the topic





Hannah Chalmers

“ I am the Policy and Public Affairs lead for National Voices, the coalition of charities that stands for people being in control of their health and care. I work with our members on a selection of strategic projects promoting person-centred care including peer support. I have experience of setting up a peer support network for people with muscular dystrophy as well a background and training in advocacy support and effective interpersonal communication. ”

I'm based in: London, England

Contact me at: LinkedIn,
Hannah.chalmers@nationalvoices.org.uk
www.nationalvoices.org.uk

Main role: Policy and public affairs lead

Main employer: National Voices

I'm interested in peer support because...

I am currently researching the potential viability of developing an online peer support hub that would contain resources and practical tools to help those engaged in peer support evaluate their work and measure how effective they are.

I'm involved in the Lab because...

The lab is a great forum of people who may have an interest in the project we are looking to develop. We want to engage with the lab in order to figure out if what we are doing is going to be useful and worthwhile.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

The opportunity to have strategic input into developing an exciting new project

I hope to get, learn or develop...

how people currently running peer support networks evaluate their own effectiveness

Low involvement

High involvement

Interest in approach

Interest in the topic





Helen Billings

“ I am a mother of three grown up children who loves baking and cycling. I also enjoy low key British sea-side holidays. I qualified as a speech and language therapist in the mid 80’s. I currently work in organisational development in a mental health trust and am really interested in inclusion, co-production and positive approaches to improving services. ”

I’m based in: London, England

Contact me at: Helen.billings@bsmhft.nhs.uk

Main role: Organisational development consultant

Main employer: Birmingham and Solihull Mental Health Foundation Trust (NHS)

I’m interested in peer support because...

I think peer support could be used more widely and positively in mental health.

I’m involved in the Lab because...

I am really interested in both peer support and using the “lab” process.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My understanding of mental health and improving services.

I hope to get, learn or develop...

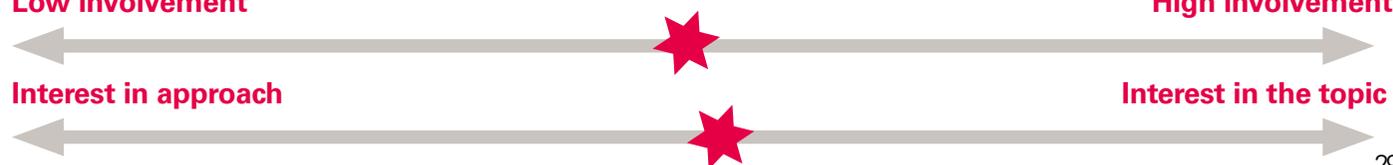
Creative approaches to peer support.

Low involvement

High involvement

Interest in approach

Interest in the topic





Helen Cullington

“I’m a Clinical Scientist and Associate Professor at the University of Southampton Auditory Implant Service. We provide implants for adults and children with hearing impairment. I honestly have the best job in the world – enabling deaf people to hear plus some research. Cochlear implants are the perfect combination of technology and helping people.”

I’m based in: Southampton, Hampshire, England

Contact me at: @CIRemoteCare

www.southampton.ac.uk/ais

www.ciremotecareblog.wordpress.com

v.ht/YouTube-remotecare

Main role: Clinical Scientist and Associate Professor

Main employer: University of Southampton

I’m interested in peer support because...

People who receive cochlear implants often want to give something back, and many ask how they can help out. While we know a lot about the technical aspects of implants, the patients themselves are the true experts on the everyday use and experience of having an implant. I am hoping to introduce local drop-in centres for people with cochlear implants, and ultimately I would like people with implants to help to staff these.

I’m involved in the Lab because...

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My time. My experience of setting up peer-supported drop-in centres.

I hope to get, learn or develop...

Tips from people who have already gone through this process. Input from peer supporters about how the clinicians can best support them.

Low involvement

High involvement

Interest in approach

Interest in the topic





Hildegard Dumper

“ I lead on patient & public involvement for the West of England Academic Health Science Network (sorry, no snappy way to say this!). Before working for the NHS, I used to work in community development. The idea of the NHS being a social movement, that is inclusive and citizen led, is something I find exciting and feel passionate about. I live on the outskirts of Bristol and am getting quite obsessive about my garden. When I am not gardening, I read, watch films and go to ballet classes. ”

I'm based in: West of England, England

Contact me at: @Hdumper,
WhatsApp – 07825 864193

Main role: Patient & Public Involvement Manager

Main employer: West of England AHSN

I'm interested in peer support because...

I am interested in peer support because I have experienced how working in the NHS can be quite a lonely place for those working in public involvement. I helped set up an action learning group which provides peer support for those leading on patient & public involvement (PPI) in the West of England region. I am currently exploring whether citizen science methods can help with peer support in the NHS.

I'm involved in the Lab because...

I got involved in the lab because I can see that the peer support concept could be helpful to patients and members of the public as a way of managing their health. I am interested in learning from others and bouncing around ideas as to how this could work.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My enthusiasm and ideas, as well as some of my working time. I can share any of the resources we have developed, and experiences of managing our daughter network 'People in Health West of England (PHWE)'.

I hope to get, learn or develop...

Ideas for developing peer support for helping people to manage their health. Developing my own peer support, learn more about how Q works and how to work collaboratively with 100s of people.

Low involvement

High involvement





Jacqueline Morton

“ I am Head of Continuous Improvement in Southern Health and Social Care Trust in Northern Ireland. My background is in nursing and midwifery and I am as passionate today about improving patient care and experience as I was in 1983 as a student nurse! I really enjoy connecting people to improve, inspire and innovate. My other passions are traveling, cooking and spending time with my two beautiful grandsons. ”

I'm based in: Northern Ireland

Contact me at: @jmortonQI
Jacquelinet.morton@southerntrust.hscni.net

Main role: Head of Continuous Improvement

Main employer: Southern Health and Social Care Trust

I'm interested in peer support because...

Peer support is something that I am really interested in because I have seen the positive impact peer support has on an individual's quality of life. In a previous role I successfully set up 6 breastfeeding peer support groups. In my current role I have created a peer support network for students involved in quality improvement training. I work in an integrated health and social care Trust with staff who have successfully set up or who are involved in providing peer support e.g. Cancer Services, Mental Health and Disability Services.

I'm involved in the Lab because...

As a group of improvers we are all striving to improve services. If we are to scale up improvements at the pace and scale required to make a real difference to patient care and experience we need to work collaboratively. If we can come together, share our experiences of what works and what doesn't, be willing to test and try innovative approaches and share the learning we have a real opportunity to make a measurable difference.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to give my time, share my knowledge, skills and experience and be willing to get involved, listen and learn.

I hope to get, learn or develop...

I hope to develop new connections and gain new insights and perspectives.

Low involvement

High involvement

Interest in approach

Interest in the topic





Jocelyn Thompson

“ I am a children’s community nurse. I work in and around Newcastle upon Tyne. I was involved in establishing the children’s community nursing service which has grown and developed over the past 17 years. I am passionate about improving services for children and providing an excellent nursing service to enable and empower children and their families to live ordinary lives. I live in a cottage in Northumberland which I have just finished renovating. I enjoy spending time with my family and friends and walking my dogs in the beautiful Northumbrian countryside. ”

I’m based in: Newcastle-upon-Tyne

Contact me at: @Joss1462, LinkedIn

Main role: Community Matron, Children’s Services, Great north Children’s Hospital

Main employer: Newcastle upon Tyne Hospitals NHS Trust

I’m interested in peer support because...

I lead a large team of nurses who work with children with complex needs. I understand the power of peer support in enabling and empowering my team to undertake their often tough and demanding roles. I have experienced the benefits that the children and families experience from being supported by their peers, sharing their experiences and knowledge with children and families in similar positions.

I’m involved in the Lab because...

I have only recently heard about the lab and to be honest know very little about it. The little I have heard has been extremely positive.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

The benefit of my experiences.

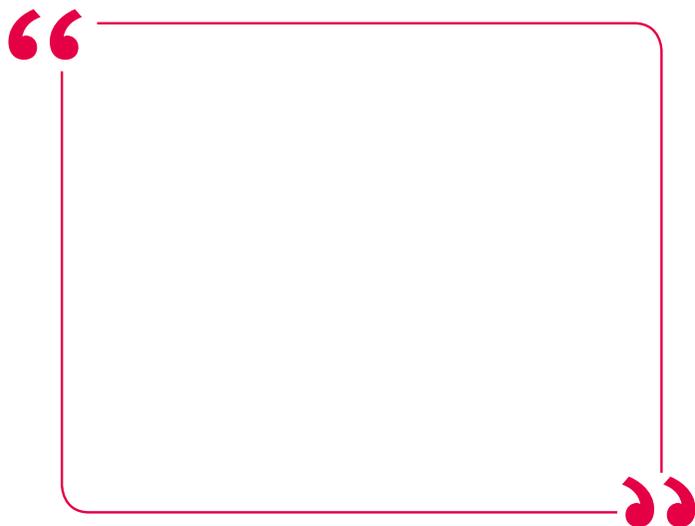
I hope to get, learn or develop...

An understanding and appreciation of others skills and experience of peer support. Networking and developing contacts who may enable me to develop my own practice.





Jonathan (Jono) Broad



I'm interested in peer support because...

I know that it is important to have the support of those around you but I also know that sometimes you want to hear from people that have gone through the same thing and therefore truly understand the struggles and successes that we face. Not Sympathy or Empathy but real understanding.

I'm involved in the Lab because...

I initially got involved to influence the discussion and now I want to move toward understanding and implementing the great possibilities that peer support could bring to the community.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Understanding of the value of peer support and capability to deliver it.

I hope to get, learn or develop...

A stronger link to those that are already delivering and seeing success within peer support work.

Low involvement

High involvement

Interest in approach

Interest in the topic

I'm based in: Devon, Southwest England

Contact me at: @QIPatient, LinkedIn

Q directory, www.qipi.co.uk, info@qipi.co.uk

Main role: Lay Advisor – Patient Leader

Main employer: QI PI



Karen Machin

“I’ve been part of self help groups for many years so that I now naturally turn for support to people who have faced similar challenges. I value the strengths, knowledge and skills of people who have been there, whether that is around mental health challenges, life experiences, or running. I’m aiming to run my first marathon this year and it’s the peer support from various groups that is keeping me going.”

I’m based in: I’m based in the North West of England

Contact me at: @kmachin

Main role: Peer trainer and researcher

Main employer: Freelance for various organisations including the Institute for Mental Health, Nottingham

I’m interested in peer support because...

In addition to my role in the peer training team at the IMH, I am currently studying for a PhD looking at technology enhanced peer support.

I’m involved in the Lab because...

Out of curiosity to hear new views on peer support as well as to find out more about the lab approach.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Knowledge and experience that grounds peer support in lived experience across a range of fields including mental health.

I hope to get, learn or develop...

I want to find out more about the lab approach as well as be a part of discussions on peer support.

Low involvement

High involvement

Interest in approach

Interest in the topic





Katie Clarke-Day

“ I live with multiple long-term conditions. I am also a qualified professional in both health (health psychology) and social care (qualified social worker). My goal is to bring this all together and contribute to improving the experience of people living with long term conditions. I do this through social media, storytelling, advocacy and coproduction. I am creative, visual and interactive in my approach, I am a very keen photographer too. ”

I'm based in: East Midlands, England

Contact me at: @notjustaheadach, Q directory

Main role: Person with lived experience of living with long-term Conditions

Main employer: Volunteer

I'm interested in peer support because...

Because I have professional and personal experiences, both good and bad, of offering peer support, receiving peer support and training peer supporters. I think that this gives me a rounded perspective of peer support and enthusiasm to improve the quality and consistency of peer support.

I'm involved in the Lab because...

The approach stood out as being unique and inspiring. It also seemed to be a platform for the service user perspective to be not only heard but valued in the same way as professional voices.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My experiences and opinions as both a patient and a professional.

I hope to get, learn or develop...

New relationships and opportunities to collaborate, raising the profile of coproduction.

Low involvement

High involvement

Interest in approach

Interest in the topic





Laura Pemberton

“ Having four boys and a career in mental health nursing has taught me many things, including how to spin many plates and develop my sense of humour! Since joining the NHS 21 year ago I have kept my passion and love for humanity. I believe totally, in the power of compassion and the beauty in conversations. ”

I'm based in: Southampton, Hampshire

Contact me at: Q member profile

Main role: Head of Nursing and Quality

Main employer: Southern Health NHS Foundation Trust

I'm interested in peer support because...

I work in forensic mental health services and this is an area I have great interest in how we can develop further, including how we overcome some of the barriers.

I'm involved in the Lab because...

I think it's a really exciting opportunity to share and learn. In addition, I believe that improving peer support in our services could have a really positive impact.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My knowledge, experience and the possibility of trying something different and sharing the learning.

I hope to get, learn or develop...

I hope to develop the service to improve patient experience, in turn, I can learn new ways of working and improve quality.

Low involvement

High involvement

Interest in approach

Interest in the topic





Lee Lester

“ I am a Peer Recovery Worker for Sheffield Health and Social Care in Sheffield. I consider myself to be in recovery after a long standing battle with complex mental health issues. This journey to recovery has inspired me to help others with a similar diagnosis using a range of tailor made resources. When I am not working I play a range of sports and I am a football coach at Sheffield United. I am also fanatical about the Arts and am currently attempting to write a musical about mental health! ”

I'm based in: Sheffield, South Yorkshire, England

Main role: Peer Recovery Worker

Main employer: Sheffield Health and Social Care

I'm interested in peer support because...

I am extremely passionate about the benefits of peer support. I think it's important for people to know that there is solid evidence showing significant benefits in a peer2peer relationship including the service user feeling a decreasing level of threat of judgement which may enable them to engage with services at a greater level. Peer support is also incredibly cost effective!!

I'm involved in the Lab because...

I got involved with Q Lab to share my story and offer my insights into the benefits of peer working in the health service.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My opinions on the benefits of Peer working including best practice.

I hope to get, learn or develop...

A range of contacts from all over the UK who share an understanding of the importance of imbedding peer workers across the healthcare workforce.

Low involvement

High involvement





Lenny Naar

“ I am a designer by training and have devoted my career to genuinely understanding people and using design to make their lives better. I work as the Head of Helix Methods for Helix Centre, an inter-disciplinary team of designers, clinicians and engineers inside St. Mary’s Hospital in London. Helix Methods builds the capacity for design-led innovation in healthcare by enabling leaders, teams and front line staff to act on the needs of their users creatively. ”

I’m based in: London, England

Contact me at: @lennynaar LinkedIn,
Helixcentre.com Prescribedesign.com

Main role: Head of Helix Methods

Main employer: Helix Centre, Institute of Global Health Innovation, Imperial College London

I’m interested in peer support because...

I’m interested in peer support but don’t have any formal system in place at the moment.

I’m involved in the Lab because...

Designers do their best work when paired with subject matter experts. I hope to both contribute to improvement projects and learn about front line issues.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

People-centred design methods to solving complex healthcare problems.

I hope to get, learn or develop...

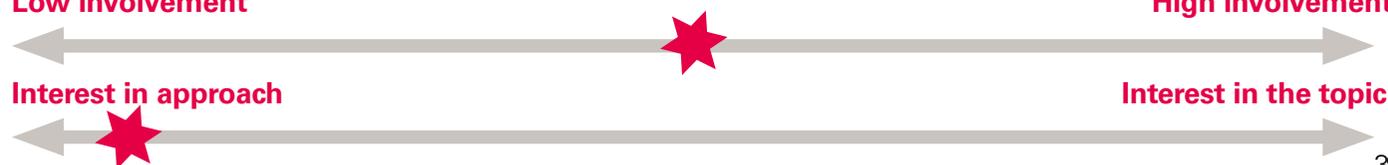
Empathy for patients, staff and administrators working in the NHS.

Low involvement

High involvement

Interest in approach

Interest in the topic





Liz Angier

“ I’m a portfolio GP with knowledge and experience in Leadership, third sector working, allergy, QI and health systems. I work across boundaries and interpret guideline work for the primary care context. I have just finished as a clinical Associate with the Vanguard programme. I’m interested in policy, and pathways and medical humanities ”

I’m based in: Winchester, England

Contact me at: @elizabethangier

Main role: Portfolio GP with interests in policy, pathways and patient experience with third sector QI and leadership experience. Starting some research work

Main employer: I work across boundaries; I have no main employer and some work is voluntary

I’m interested in peer support because...

I work with third sector allergy groups and we have peer support groups in the UK and across Europe. So if I have any transferable learning to give or gain happy to do so. I think its important part of life generally doesn’t always need to be medicalised and could improve people’s quality of life.

I’m involved in the Lab because...

I felt it’s interesting on many levels- QI, system, patient experience, pathways and doesn’t need to involve primary care doctors but that we should know about it and encourage it. I felt there should be some primary care input to the project. I had originally voted for the primary care topic as a subject and was asked to join this one, and was happy to join this diverse group and try to look at this .This is something that’s missing from our health system and it’s something that we could all benefit from.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network
- Look at the impact of this

I hope to give, share or offer...

Perspective of primary care, third sector systems, QI and enthusiasm.

I hope to get, learn or develop...

Understanding of the topic shared ideas.





Louise Wilson

“ I am a volunteer with an organisation that provides peer support for people with arthritis and am also a public health doctor. I work for the NHS in Scotland and am currently based in a remote and rural setting. I love sailing in warmer climates than we get here in the North of Scotland! ”

I'm based in: Scotland, UK

Contact me at: Q directory

Main role: Consultant in Public Health Medicine

Main employer: NHS

I'm interested in peer support because...

I receive peer support and am also a provider of peer support through on line forums linked to autoimmune inflammatory arthritis.

I'm involved in the Lab because...

This lab brings together a personal interest as well as a professional one. I am particularly interested in support in remote and rural settings. I am really excited about the lab – both the topic and the approach. It would be great to make new contacts and have new ideas to apply in my area.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

personal insights in to living with a long term condition and share ideas.

I hope to get, learn or develop...

Ideas that can be applied in the remote and rural setting to support people with long term conditions and an understanding of the pros and cons of working in this large collaborative manner.

Low involvement

High involvement

Interest in approach

Interest in the topic





Mandy Rudczenko

“ I have worked as a mental health nurse and an adult education tutor. I gave up my career when my second child was diagnosed with Cystic Fibrosis. I have spent the past 16 years supporting my son to manage his relentless treatment regime which keeps him alive. This role has motivated me to campaign for person-centred care and co-production of health and social care services. Over the past 4 years I have worked in various roles as a Patient and Public Voice Partner for NHS England, including the Five Year Forward View People and Communities Board, and the Coalition for Collaborative Care. ”

I'm based in: East Midlands, England
Contact me at: @MandyZenko Q directory
Main role: Patient/carer leader

I'm interested in peer support because...

Peer support has become a lifeline in the management of my son's life-threatening long-term condition. However, there is tension between peer support and traditional medical models of care. I believe that we need to work in partnership with clinicians to unlock the huge potential of peer support.

I'm involved in the Lab because...

As a patient/carer leader I feel it is important to make sure that the work of the lab is informed by expertise from patients and carers. I am also a passionate advocate of co-production, and would like to offer my experience of working in a co-productive way; i.e. parity of esteem and equality between scientific and lived evidence.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network
- To gain the confidence and skills to help develop peer support for cystic fibrosis families

I hope to give, share or offer...

My experience of managing a long-term condition as a carer, and my expertise in co-production. I also hope to share my enthusiasm for, and belief in peer support.

I hope to get, learn or develop...

I hope to develop my collaborative working skills. I am looking forward to working creatively and innovatively on a topic which could enable people to have more autonomy over their health.





Mary Ryan

“ I have a medical background but now put my energies into person centred QI. I believe improvements in healthcare and meeting the challenges of expanding need and too little money can only be met by collaboration with patients and it is with them that all QI should begin and end. Effective use of peers will allow better care at modest cost. The NHS won't cope without them! Life is pretty full- a large garden, an Addisonian dog and no idea if it is two or twelve for dinner most nights. ”

I'm based in: Devon, England

Contact me at: mary@highbag.co.uk

Main role: Patient QI champion

I'm interested in peer support because...

It's a win-win-win: It helps the patient; it helps the supporter and it costs very little money BUT it does need to be done in the context of training, mentoring and supervision with peers as part of the healthcare workforce not an add-on.

I'm involved in the Lab because...

I'm excited by the huge potential of peers to help improve self-care. I want to help promote its wider use in my area and to contribute to bringing this about.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to help us keep ordinary people as our focus and making the best use of their skills and experience more about practicalities and pragmatism than theory and research.

I hope to get, learn or develop...

I hope to be inspired by others, to hear some great examples of what works well, to make good new relationships and feel better connected.

Low involvement

High involvement

Interest in approach

Interest in the topic





Matt Bell

“Hi I’m the programme manager leading on charities and social enterprises at the South West AHSN. I ran a local charity for 4 years and I’m convinced we need to reshape we deliver our health and care system, maximising community resilience as we go. I am a father to a 5 year boy, live in Devon and count myself lucky to live in such an amazing part of the UK”

I’m based in: Exeter, Devon

Contact me at: @matt_bell909, LinkedIn, Q profile

Main role: Programme Manager – Innovation (VCSE Partnerships)

Main employer: South West Academic Health Science Network

I’m interested in peer support because...

Working for the charity, we ran a peer support project for people experiencing drug and alcohol dependency. I’m also interested in peer support in it’s broadest sense – so where peer support crosses over into community development.

I’m involved in the Lab because...

For me the Lab presents an opportunity to engage with others outside of the South West and learn about how other people view it. It also presents an opportunity to explore the cross over between co-production, community development and other very similar approaches. I hope to be able to transfer learning from peer support into social prescribing schemes.

My learning objectives this year are...

- Meeting new people and making connections
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area

I hope to give, share or offer...

A conversation to share insights and experience.

I hope to get, learn or develop...

How to influence healthcare delivery.





Matt Hill

“ I am a consultant anaesthetist and the clinical lead for the safety culture work at PHNT, the SWAHSN and for the National Workstream of the Patient Safety Collaborative. I am passionate about understanding how safety culture supports quality improvement and patient safety. I am an Honorary Fellow at Plymouth University Peninsula Schools of Medicine and Dentistry where I am module lead on the MSc in Simulation and Patient Safety. ”

I'm based in: Southwest England, UK

Contact me at: @drmatthill01

Main role: Consultant Anaesthetist

Main employer: Plymouth Hospital NHS Trust

I'm interested in peer support because...

I work with primary care settings to measure and improve their safety culture and their patient care. A common theme that emerges is that there is a great pool of knowledge that is untapped, both to improve peer support and to help improve the care that healthcare workers provide. The shared experiences have the potential to give credible support to others within communities and this socialisation has the potential to have a great impact on improving the health of those in our communities.

I'm involved in the Lab because...

Having heard from staff the difficulties that are faced by patients in navigating the healthcare system, the difficulty accessing information and the often conflicting nature of it, it was suggested that patients know the most about how to do this successfully and may be the best guides for other patients. I would like to explore this further and to use patient stories to improve the system.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Support, enthusiasm and ideas to enable patients to support each other.

I hope to get, learn or develop...

Concrete tools & methods to allow peer support in a variety of settings.

Low involvement

High involvement

Interest in approach

Interest in the topic





Maxwell Oosman

“ I have been a Nurse for nearly 46 yrs. My passion is Dementia Care and Quality .I am a proud father of 4 great kids and 3 grand children.I believe about looking after myself to be able to look after others.I enjoy my work,having a healthy lifestyle,cycling and horse racing ”

I'm based in: East Lancashire, UK

Contact me at: @maxoosman1

Main role: Community Mental Health Nurse Practitioner

Main employer: Lancashire Care NHS Foundation Trust

I'm interested in peer support because...

I believe peer support help us to achieve excellence and to continuously improve

I'm involved in the Lab because...

To share my passion and expertise and to learn from others about their improvement work and their challenges

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

My passion ,enthusiasm and joie de vivre (zest for life)

I hope to get, learn or develop...

my listening and observation skills





Michael Osborne

“ Worked in telecommunication company Plessey 33 years including manager and 10 years as Technical Writer. I have had severe depression most of my life now 76. When I retired in 2001 worked as a volunteer in a Mental Health Hospital and became the voice of the patients. More recently I have been a working Trustee of 5 charities. I am a Fellow of the Institute of Mental Health. Also an informal peer support worker for many people in a mental health resource centre. ”

I'm based in: Beeston, Nottingham

Main role: I am a Trustee of three charities working in improving lives, homelessness and childhood abuse

Main employer: N/A

I'm interested in peer support because...

I believe that talking person to person is the best form of help and therapy. Friendship is very important. I also feel that we can learn from other people. Communication is very important. Listening is an art that is very under used. We teach reading and writing but the other two forms speaking and listening are ignored. They are both very important for developing good relationships.

I'm involved in the Lab because...

I am interested and value peer support. I hope to achieve friendship and pass on some of my learning to others.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to get, learn or develop...

I hope to develop my understanding of others.

Low involvement

High involvement

Interest in approach

Interest in the topic





Nichola Arathoon

“ I have over 30 years’ experience of working in the NHS with 23 years working as a Physiotherapist before moving into commissioning in 2008. From the start of my career I have worked with patients and carers to empower them to self-manage their long term conditions. I now commission many services in Dorset where self-management and peer support are integral to achieving best outcomes for patients and services. Outside of work, I live in rural Wiltshire where I enjoy walking my three dogs in the beautiful countryside. ”

I’m based in: Wessex (Dorset)

Contact me at:

Nichola.Arathoon@dorsetccg.nhs.uk

Main role: Principal Programme Lead for Integrated Community Services

Main employer: Dorset Clinical Commissioning Group

I’m interested in peer support because...

As a commissioner, I have been involved in stakeholder engagement for services for patients with long term conditions at many levels. Patients and carers report that peer support from someone who has been through the ‘system’ is highly valued. As a result, many of the pathways of care that I commission contain peer support.

I’m involved in the Lab because...

We are re commissioning our non-clinical peer led self-management service this year and I would like to share and hear examples from other areas where this works well within an integrated offer of self-management and peer support.

My learning objectives this year are...

- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area

I hope to give, share or offer...

My extensive experience of working with and for patients and carers in this field of interest.

I hope to get, learn or develop...

How joint working at this level can influence localised change.

Low involvement

High involvement

Interest in approach

Interest in the topic





Nicola Thomas

“ I am a kidney nurse and professor with specific experience of patient and public involvement in quality improvement and research. Peer support is a particular interest of mine as there has been little evaluation to date, especially in kidney care. I am always delighted to learn from others who have expertise in this area. I live in South London and I am a flamenco dancer by night!

I’m interested in peer support because...

I know people who are peer supporters in kidney care and I am very interested to see how we could evaluate these services offered across different specialities.

I’m involved in the Lab because...

I always want to make things better for individuals who have long-term conditions and their families.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

my time and experience in involving others in quality improvement, evaluation and research.

I hope to get, learn or develop...

ways to co-produce a way to evaluate peer support programmes.

I’m based in: London, UK

Contact me at: @nicolamthomas LinkedIn

Website

Main role: Professor of Kidney Care

Main employer: London South Bank University

Low involvement

High involvement

Interest in approach

Interest in the topic





Owen Hughes

I am a psychologist with 20 years' experience working with people who have long term health conditions. I live in the Brecon Beacons, love being in the natural environment and am really keen on integrating the natural environment and contact with other living creatures into the work I do. I love creative arts in particular music and both contribute to my wellbeing.

I'm based in: Powys, Wales

Contact me at: @OGRHughes,
www.painandfatigue.co.uk LinkedIn

Main role: Consultant Psychologist and Head of Pain Management

Main employer: Powys Teaching Health Board

I'm interested in peer support because...

I have used peer support to help clients gain confidence in self- management skills and found it helpful myself.

I'm involved in the Lab because...

I really value being part of a community that can share ideas.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Professional knowledge as a psychologist, personal experience of working in peer support and communication skills.

I hope to get, learn or develop...

What has worked for other people, any lessons learnt from schemes that didn't work so well.

Low involvement

High involvement

Interest in approach

Interest in the topic



Peter O'Brien

“I am a consultant in Anaesthesia and intensive care medicine; my interests include post-ICU recovery for patients and their families. I am a husband and father of 4 children. I am a keen outdoor man trying to maintain the myth of glamping with my kids for as long as possible. My passions out of work are to see people practice fierce generosity and I exercise this through a venture called “Give a day Ayrshire”.

”

I'm interested in peer support because...

I have experienced first hand the benefit that patients and carers can therapeutically impact the recovery of other patients and their families by sharing their journey. I want to develop peer support for families recovering from a stay in the intensive care unit.

I'm involved in the Lab because...

Opportunistically, my colleague couldn't attend the workshop and asked me to be a representative due to my interest in developing peer support.

My learning objectives this year are...

- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network
- Meeting new people and making connections
- Learning from others who have expertise on this challenge

I hope to give, share or offer...

My passion to believe in the power of talking and the therapy of sharing.

I hope to get, learn or develop...

How to set up a community based peer-support group and the means to share its successes.

Low involvement

High involvement

Interest in approach

Interest in the topic



I'm based in: Ayrshire, Scotland

Contact me at: @PeterOBrien1973

Main role: Consultant, Intensive Care Medicine

Main employer: NHS Ayrshire & Arran



Phil Walters

Phil Walters is Strategic lead for Creative Minds a charity hosted by South West Yorkshire Partnership NHS Foundation Trust. Phil developed the Trusts Artist in residence “Inspire programme” in 2002 which provided the foundation for Creative Minds which works with community organisations to deliver creative group activities to promote recovery. This approach was coproduced by service users, carers, staff and other community stakeholders and also promotes peer led creative projects.

I’m based in: Yorkshire, England

Contact me at: @Creat1ve_M1nds

Creativemindsuk.com

Phil.walters@creativeminds.org.uk

Main role: Creative Minds Strategic Lead

Main employer: Creative Minds hosted by South West Yorkshire NHS Foundation Trust

I’m interested in peer support because...

For me the big challenge seems to be getting the right balance between formal and informal peer support. I do feel that both are important and I hope that the formal approaches can develop without them becoming too institutional and controlled.

I’m involved in the Lab because...

I got involved in Q lab to be part of learning network that can grow by the sharing of our knowledge and experience. I hope I can make some strong connections with likeminded people and I hope we can make some progress on some of the issues that we are all struggling with or trying to understand more.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I can dedicate some of my working time to help with the challenge. I can share our experience of peer support in the work we do particularly in peer led projects. I can be available for others in the network if they need support or have a particular issue I can help with.

I hope to get, learn or develop...

I hope to get a broader understanding of peer support and the range of development around the country. I hope we can learn from each other and develop a more informed position that can help with the further establishment of the approach. I hope we can avoid some of the pitfalls that the health and care systems can fall into.





Rachel Gibbons

“My role is split to cover patient involvement and service redesign. This presents some challenges but essentially the areas are complementary and the overall focus is on quality improvement. I am just reaching the end of the NHS Leadership Academy’s Elizabeth Garrett Anderson programme which has given me an amazing opportunity to develop my knowledge and skills in leadership using, as a case study, a recent project to develop peer support groups for people with Parkinson’s.”

I’m based in: South West, England

Contact me at: @RachelGibbons12, LinkedIn

Main role: Involvement and Service Redesign Manager

Main employer: North Somerset Community Partnership CIC

I’m interested in peer support because...

I am interested in the peer support opportunities of health care delivered in a social setting. I am also interested in the benefits of co-production to the sustainability of peer support groups.

I’m involved in the Lab because...

I think the lab is a great opportunity to learn from colleagues and share experiences. I hope to be able to bring the learning back to my organisation to build on what we are already doing.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

To share what I have learned from my experience and the feedback from our peer support group participants.

I hope to get, learn or develop...

Learn from the experience of others, build on it and benefit from the enthusiasm of like-minded Q’s, learn about and share with my organisation the aims/benefits of the QLab.





Ruby Smith

“ I work for South Yorkshire Housing Association where I work on Co-design and Improvement initiatives such as Co:Create , Age Better in Sheffield and Over2You (all google-able!). Outside of work I do lots of volunteering for UNICEF, I’m a foster carer, and a slow but determined runner! I’ve got a chronic pain /fatigue condition which sometimes messes with my memory a bit so forgive me if I don’t remember things; it’s not because I’ve not been listening!”

I’m based in: Sunny Sheffield, South Yorkshire

Contact me at: @rubysmith19, Q directory

Main role: Working in housing, health, design and improvement

Main employer: SYHA

I’m interested in peer support because...

I’m fascinated by different models of care and support and a massive advocate of strength and asset based approaches, so peer support is super interesting to me. My organisation provides some peer support and commissions it too (via the Age Better programme). I’m really interested in better understanding how people define their peers

I’m involved in the Lab because...

I got involved because I’m really interested in the lab approach and in peer support so it combines two things I want to learn more about! I hope to learn, contribute useful things and meet great people!

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

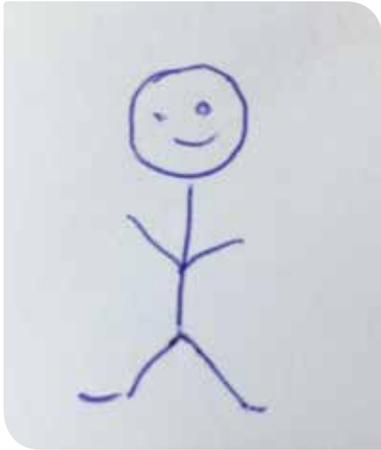
Space to think well together, challenge and candor, ideas and thoughts, personal experience and professional experience

I hope to get, learn or develop...

How we can work well using a lab method, where peer support is working well, how we can scale peer support approaches, how peer support can integrate with other services/approaches

Low involvement





Ruth Campbell

“ I am CEO of Comas, a community development agency running projects which empower people towards recovery, improved health and to be better off, through peer support. All of Comas projects enable community members to support others. In addition, more than 50% of the paid staff team are individuals who gained learning and experience as community members in peer support roles. ”

I'm based in: Lothians, Scotland

Contact me at: @CommasScotland, LinkedIn, Comas Website, Comas blog, 20More blog

Main role: CEO

Main employer: Comas

I'm interested in peer support because...

Comas has ten years of experience of enabling community members to transform their lives by sharing their experience of adversity and their understanding of the solutions that worked for them. However, peer supporters face challenges, in our debt to their immense generosity and the impact they make, we must ensure that peer supporters get the training, support and opportunities they deserve. We are interested in sharing ideas, resources and evidence to achieve this.

I'm involved in the Lab because...

Comas is a small organisation but we have a wealth of experience. Networks such as Q Lab are a really effective way to share what we know and to learn from others. We hope as a result more people will benefit from our work, and that we progress our own thinking with the stimulus of the lab.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Training resources and positive critical thinking about what works and what doesn't.

I hope to get, learn or develop...

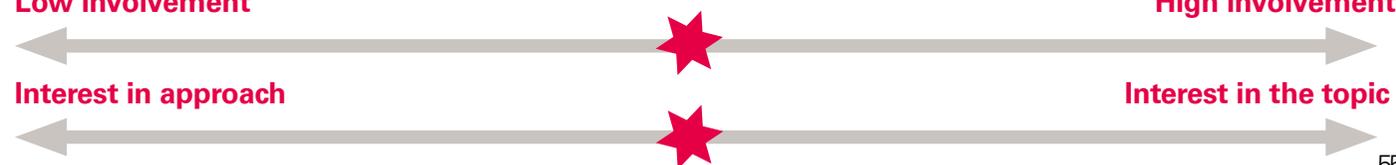
Fresh perspectives from other participants and insight into peer support in other settings.

Low involvement

High involvement

Interest in approach

Interest in the topic





Sally East

“ I have spent my life in psychology – organisational and teaching including health psychology. I have a passionate interest in health and how people in/ outside the service can help each other in practical ways and being involved in this. ”

I’m interested in peer support because...

This is from a theoretical learning stand point, having watched it in action with students over many years. This is a very positive approach which is practical and bottom up.

I’m involved in the Lab because...

I am passionate about collaborative working and the challenges faced, and how best to identify need in order to offer compassionate and timely help for people with their long-term health and wellbeing in a positive way.

My learning objectives this year are...

- Learning from others and sharing good practice
- Understanding more about how this works practically in a variety of contexts

I hope to give, share or offer...

- The knowledge and experience as a teacher and organisation psychologist and also personal experience of practice when including people in hospital etc

I hope to get, learn or develop...

- Understanding of the challenges and how this can be rolled out in the workplace

I’m based in: Orpington, Kent

Contact me at: sallyeast@ntlworld.com

Main role: Psychometric assessor/ careers coach

Main employer: Self-employed





Sandra Jayacodi

“ I work as a service user advisor and research assistant for research studies and QI projects. I am extremely passionate about using QI to improve patient care. There is a great deal of research studies that have produced strong evidence on improving patient care; and not to use them is in my opinion a waste of great resources. As a QI fellow I am looking for opportunities to translate the research studies to improve patient care by using QI methodology. ”

I'm based in: London

Contact me at: @sandrasagary

Main role: Service user advisor for research studies, quality improvement, policy and service design

Main employer: East London Foundation Trust and Central Northwest London foundation Trust

I'm interested in peer support because...

Peer support is not a new concept. It has existed for centuries. it's a supportive relationship between people who have lived experience in common. One of the primary benefits of peer support within mental health is the ability to instil hope that the future can be better, and that recovery is possible. Patients involved with peer support I believe are also less likely to identify stigma as a barrier for working and are more likely to work. An important contributor to my own recovery was the informal peer support that I received which led me to return to employment and lead a better quality of life. But despite evidence of the benefits, for both individuals and families, peer support programs have yet to receive the focus, funding, and attention needed.

I'm involved in the Lab because...

I was impressed by what the Q lab was trying to achieve. A connected community working together to improve health and care quality across the UK. Its commitment to involving patients, and carers and minimising bureaucracy drew my attention. I hope to build upon my existing knowledge of QI and use it to lead my own QI project.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

I hope to share my own lived experience and the QI work that I have ben involved in. I can offer advise and support on how to recruit users and carers to involve and engage in projects.

I hope to get, learn or develop...

I hope to learn from others about their QI projects. I would like to know about how to successfully sustain the implementation of QI outcomes and if there were barriers, how were they overcome.

Low involvement

High involvement

Interest in approach

Interest in the topic





Sanjiv Chohan

“I am an NHS Consultant and have been committed to improving quality of care for our patients since my involvement with the Scottish Patient Safety Program. I live and work in Scotland. Family takes up most of my time, but I love sport and music.”

I’m interested in peer support because...

Although I have no experience of peer support in health care, I have seen the effect peer support can have on staff, friends family and neighbours. I have been lucky enough to see the potential of peer support in survivors who have been in intensive care, and am curious as to its potential in promoting health and recovery in all our patients.

I’m involved in the Lab because...

I got involved to learn from people with more knowledge and experience than myself. I also want to join a community where we can explore new ideas and approaches, and be more innovative and ambitious than is sometimes possible in the day job. This year I hope to hear of one good idea that we can test in my service.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I can offer my time, and can be an active part of any discussion.

I hope to get, learn or develop...

More about the potential in peer support, and how Q labs might help drive improvements.

Low involvement

High involvement

Interest in approach

Interest in the topic



I’m based in: Lanarkshire, Scotland

Contact me at: @sanj1629, LinkedIn, Q directory

Main role: Consultant

Main employer: NHS



Sarah Rae

“ I work closely with the Cambridgeshire and Peterborough Foundation Trust (CPFT) as a service user researcher and Patient Leader. My lived experience informs the work I do with the CLAHRC and the other organisations I’m involved with locally. I also work as a Trustee of national Mind because I’m committed to improving services for people with mental health challenges. I live near the beautiful city of Cambridge and have 4 delightful grown up children. ”

I’m based in: Cambridgeshire/East Anglia, England

Contact me at: @Sarah_Rae58, Q directory

sarah.rae@rockyroad.org.uk

Main role: Patient Leader

Main employer: N/A

I’m interested in peer support because...

I have a great interest in this subject because I’ve received informal peer support which was a life saver in my darkest moments. In addition, there is growing evidence to suggest that peer support is helpful and offers benefits that more traditional services cannot provide. I also work with 2 organisations which provide different types of peer support (CPFT and Mind) and I have seen the positive impact this has on people who receive services.

I’m involved in the Lab because...

I believe that peer support could be made much more widely available and easily accessible to people with long term conditions. I’ve learnt about the different models of peer support in my various roles and I’m keen to share this knowledge with others. I’d like to see more people who are struggling with long term conditions, especially those who are marginalised, accessing this kind of support. My hope is that I’ll be able to champion peer support initiatives and take away new ideas to share locally and nationally.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

The learning I’ve gained though working in mental health services where there are examples of successful peer support initiatives.

I hope to get, learn or develop...

My understanding about the different types of peer support and how they can best be used to promote wellbeing and help people with long term conditions to self-manage.

Low involvement

High involvement





Stella Franklin

“I’m a registered nurse, although I currently work as an inspection manager within the hospitals directorate of CQC. I have worked in the NHS and Independent sector. I particularly enjoy walking and running in the forests surrounding the area in which I live. When I can, I like to go road cycling. To relax I spend time in my garden, and am working on developing this further.”

I’m based in: Berkshire

Contact me at: Stella.franklin@cqc.org.uk

Main role: Hospital Inspection Manager

Main employer: The Care Quality Commission

I’m interested in peer support because...

I recognise the value of peer support in the working environment and believe the principles can be used to benefit others in varying circumstances.

I’m involved in the Lab because...

I came across the lab by chance when looking to expand my own professional development. Although I missed the two workshops, I am looking forward to engaging with a group of enthusiastic and knowledgeable individuals. I hope to broaden my community engagement and gain personal satisfaction from challenging myself in an alternative area outside of my day job.

My learning objectives this year are...

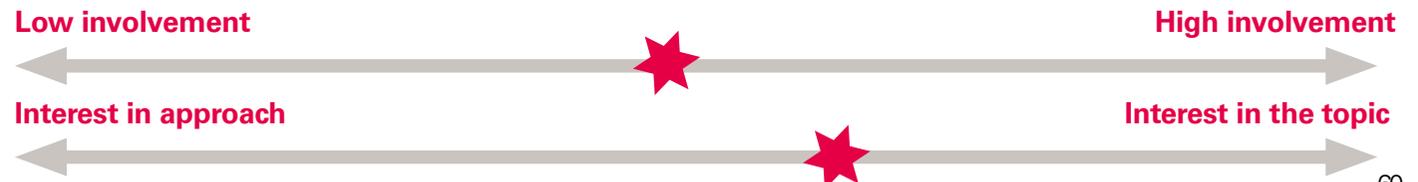
- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to give my commitment to the project, sharing my experience and learning from others.

I hope to get, learn or develop...

I hope to learn about the wider context of peer support and the value of this in relation to health and well-being.





Tamar Whyte

“ I’m a lived experience practitioner who is currently juggling working in the NHS, finishing an MSc in Personality Disorder and being very recently married and becoming a stepmum to hubby’s cat, Daisy. My passion is in improving & lobbying for opportunities & adequate support for lived experience practitioners working at all levels within NHS structures. My first love was art and I still keep a bit of my art practice alive on the side – anything from visual art to performance. ”

I’m based in: Birmingham, West Midlands, UK

Contact me at: @tamar_whyte, LinkedIn, www.pinkskythinking.com

Main role: Service User Network Coordinator (Personality Disorder)

Main employer: BSMHFT

I’m interested in peer support because...

I am a lived experience practitioner whose education & passion focusses on improving opportunities, support structures & reducing discriminatory practice for lived experience practitioners. My work includes working with people with complex mental health issues, lived experience practitioners and lobbying for changes to improve systems and services.

I’m involved in the Lab because...

The lab was recommended to me by my coach. I am hoping that the term ‘peer support’ is a wide term that includes all forms of lived experience practitioners. I am hoping the lab will provide a space to have conversations and make new contacts in this area.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

Support, knowledge, signposting to improving practice in this area.

I hope to get, learn or develop...

Support, knowledge, signposting to improving practice in this area.

Low involvement

High involvement

Interest in approach

Interest in the topic





Thomas Jones

“ I work for the General Medical Council. Having initially set out to be a marine biologist, I somehow ended up with a career in healthcare regulation (systems and professional). I am passionate about patient safety, interested in quality improvement (particularly how regulators can support this) and curious as to what we can learn from other settings and countries. On the rare occasions that I do have spare time (Dad to three!), running is my main interest... ”

I'm based in: South East, England

Contact me at: LinkedIn
Thomas.jones@gmc-uk.org

Main role: Head of Regulation Policy

Main employer: General Medical Council

I'm interested in peer support because...

My interest is more in the methodology used to tackle complex problems and co-produce potential solutions. However, that said, I'm keen to find out more about peer support (particularly peer support between professionals).

I'm involved in the Lab because...

As above – I'm keen to explore what the GMC can learn from this approach to problem solving (and whether there is a space for regulators to take part in this type of conversation).

My learning objectives this year are...

- Learning new approaches and tools to support improvement
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Perhaps a regulatory perspective – and where feasible, views on how we can use our regulatory levers to support the aims of the lab (where our interests align).

I hope to get, learn or develop...

An understanding of whether the Q lab approach could be adapted or used to address complex regulatory problems.

Low involvement

High involvement

Interest in approach

Interest in the topic





Tim Benson

“Serial innovator in digital health. Founder of R- Outcomes Ltd, which has a coherent family of generic patient, staff and carer-reported outcome measures covering health status, wellbeing, health confidence, patient experience, service integration and self-care. HSJ Innovator 2014. Author of “Principles of Health Interoperability, SNOMED CT HL7 and FHIR” (3rd edition Springer 2016).”

I’m based in: Oxford, Wessex and West of England, England

Contact me at: @timbenson r-outcomes.com
LinkedIn tim.benson@r-outcomes.com

Main role: Founder and Chief Scientific Officer

Main employer: R-Outcomes Ltd

I’m interested in peer support because...

I have led the use of PROMs in about 8 Social Prescribing projects (peer support) in the Wessex Region. I am interested in both the clinical use of R-Outcomes PROMs and their use in evaluation. These generic PROMs cover health status, wellbeing, health confidence, patient experience and service integration. We have found that service users have improved wellbeing and health confidence as well as fewer encounters with secondary care.

I’m involved in the Lab because...

I have been surprised by the diversity of approaches to peer support and social prescribing, and I want to understand better what things work best, learning from other people. It is clear that peer support is a game changer, but it is likely to involve cultural changes that may be tricky for some. These issues need to be understood, so we move forward quickly.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

Some of my experience in evaluating social prescribing and peer support projects and my expertise in digital health and interoperability.

I hope to get, learn or develop...

Closer ties with the Health Foundation, Q and people working in this area.

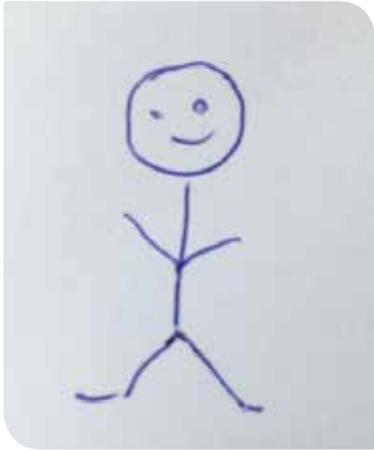
Low involvement

High involvement

Interest in approach

Interest in the topic





Tim Parkin

“ I work for Think Local Act Personal, a national partnership of over 50 organisations dedicated to promoting personalisation and community-based care and support. I work on a range of projects, including asset based approaches and developing the evidence base for personalisation. Most of my working life has spent in adult social care and related areas. My retirement dream is to run a second hand bookshop in a yet to be identified coastal town. ”

I'm based in: London, England
Contact me at: Tim.Parkin@tlap.org.uk
Main role: TLAP Policy Advisor
Main employer: TLAP

I'm interested in peer support because...

I am interested in supporting change in the 'field, which is not seen as 'pie in the policy sky' and is thought through, informed by the lived experience of people receiving care and support. I do not engage well with social media.

I'm involved in the Lab because...

TLAP was invited to take part in an initial workshop in order to help decide Q Lab's priorities for this year. This year, I hope to achieve a revised Making it Real framework that sets out what good personalisation looks like from the perspective of people receiving care and support and an agreed action plan for improving the evidence base for personalisation.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My insights and experience from a social care perspective of developing personalised care and support, when and where relevant to developing peer support.

I hope to get, learn or develop...

What others are doing in the area of asset-based/ strengths-based approaches to care and support.





Tom Ling

“ I am Head of Evaluation at RAND Europe, leading evaluations and applied research focused on the key challenges facing organizations (especially in health care) delivering public benefits in the UK, Europe and Developing Countries. I currently lead the evaluations of Q and Q labs. I have led over one hundred evaluations for the Department of Health, the Health Foundation, European Commission, UNICEF, UK Government departments and many others. I have published widely on evaluation, accountability and related topics. I’m a PI with the Cambridge University Behavior and Health Research Unit, Professor Emeritus in public policy at Anglia Ruskin University and a member of the International Evaluation Research Group (INTEVAL). ”

I’m based in: Cambridge, England

Main role: Leading the evaluation of Q Labs

Main employer: RAND Europe

I’m interested in peer support because...

I am involved in my role leading the evaluation of both Q and Q Labs. However, if I wasn’t involved in this capacity I would hope to be engaged with it in some other way because – without pre-judging its success – it is one of the most interesting and promising games in the improvement landscape (which I feel strongly about).

I’m involved in the Lab because...

My involvement is through the evaluation.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

An understanding of what Q labs are doing today and might do in the future and help bring an evaluation mind-set into its work.

I hope to get, learn or develop...

A deeper understanding of how to build and sustain creative spaces that will support real change for patients.

Low involvement

High involvement

Interest in approach

Interest in the topic





Ursula Clarke

“ I am a clinician by background, working as a Midwife for 23 years before moving to a senior nurse management position. I am passionate about `patient` involvement as an expert in their care and have seen the huge benefit of `peer` support for women and their families through antenatal classes and beyond. I live in Kent and am particularly attracted to an environment where differences are celebrated and encouraged. ”

I'm based in: South East England

Contact me at: @ClarkeUd

Main role: Senior Programme Manager

Main employer: Kent Surrey Sussex Academic Health Science Network

I'm interested in peer support because...

I am currently working on a project involving Patient Activation (PAM) and believe this is closely linked.

I'm involved in the Lab because...

I hope to align my PAM work with peer support work as a signposting for those that indicate an aptitude towards this support.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My experience of working with patients & families for over 30 years and a common sense approach to delivering a new way of working.

I hope to get, learn or develop...

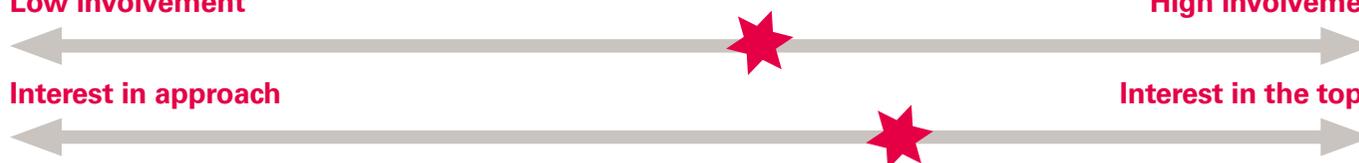
How peer support can be integrated into Patient Activation and Health Coaching.

Low involvement

High involvement

Interest in approach

Interest in the topic





Wayne Jepson

“ I am the Person Centred Care Lead within the 1000 Lives Improvement Service, Public Health Wales. I have worked within NHS Wales for 10 years and held a number of senior roles within the 1000 Lives Improvement Service, and its predecessor, the National Leadership and Innovation Agency for Healthcare. My particular areas of interest include; Person Centred Care, Self-Management, co-production, partnership working, collaborative approaches, and Health and Social Care integration. I achieved a Distinction level in a Masters of Business Administration in 2013. Outside of work, I am a keen sports person and have played football at a semi-professional level, whilst also enjoying skiing, hiking and triathlons. ”

I'm based in: Cardiff, Wales

Contact me at: @jepmeister LinkedIn Q directory

Main role: Person Centred Care Lead

Main employer: 1000 Lives Improvement Service, Public Health Wales

I'm interested in peer support because...

Person Centred Care Lead within 1000 Lives Improvement Service, which is the national quality improvement team for NHS Wales. Part of my role includes self-management and I have responsibility for the National Education Programme for Patients (EPP) which focuses on self-management courses and peer support for people with a long term condition or caring for someone with a long term condition.

I'm involved in the Lab because...

I feel it is a fabulous opportunity to share and learn with, and from others across the UK on a range of topics across healthcare. An opportunity to be inspired and to inspire others to make long lasting improvements and develop innovative approaches.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to share with others to work on self-management within NHS Wales.

I hope to get, learn or develop...

I hope to get to learn about innovative approaches to self-management across the UK.

Low involvement

High involvement

Interest in approach

Interest in the topic





William Oliver

“ I work for the NHS Wales Delivery Unit, no it isn't Maternity related, we support delivery and improvement across Wales. I'm passionate about improving services for patients and shifting 'illness' to 'wellness'. I've previously been Assistant Director of Planning & Performance and before that Assistant General Manager for Head & Neck Surgery. Outside work I'm Vice Chair of a large care & support organisation and I'm also a Mountain Rescuer. Always try to help! ”

I'm based in: Wales

Contact me at: @William__Oliver, LinkedIn, Q directory

Main role: Performance Improvement Manager

Main employer: NHS Wales Delivery Unit

I'm interested in peer support because...

I have seen the benefit that peer support can give across a number of areas both in and out of the NHS. I'm interested in how we can spread the approach further and I want to learn from others.

I'm involved in the Lab because...

Having been accepted as a member of the Q community, I was keen to get involved in projects / work that can deliver a real benefit using a collective approach to learn and share. I have come late to the party on this topic but I will be interested to learn, share and see the outputs as they develop.

My learning objectives this year are...

- Foster new relationships and collaborations
- Enhance the skills and expertise of participants
- Support specific improvements to practice
- Encourage the uptake and sharing of project specific learning, beyond lab participants

I hope to give, share or offer...

Anything I can...from a sounding board, to my thoughts on what I have seen work and not work.

I hope to get, learn or develop...

All the time. The Q Lab approach gives an amazing opportunity to do that.



Q Lab Team



Hannah Patel

“ I have recently joined the Q Improvement Lab, in May 2017, as the Insight Manager. Prior to this, I spent four years at Imperial College working on innovation in healthcare. I am interested in how innovative techniques and approaches can be used to improve the way healthcare is perceived, accessed and delivered in order to improve the quality of life for populations around the world. I am a travel junkie, foodie and a panda fanatic – a trip involving all three would be a dream! ”

I'm based in: London, England

Contact me at: LinkedIn

Main role: Q Improvement Lab Insight Manager

Main employer: The Health Foundation

I'm interested in peer support because...

I am interested in understanding better how peer support can contribute to health and social care and creating a case for and facilitating its scaling in the UK.

I'm involved in the Lab because...

I am passionate about innovative approaches to health policy and management – the Lab is a unique way to get involved in this. I hope to meet a network of people with shared values and begin creating positive impact to the health service.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge

I hope to give, share or offer...

I hope to share my own experiences to help general insight and build consensus.

I hope to get, learn or develop...

I hope to develop new connections and friendships – and to develop a highly effective Lab!

Low involvement

High involvement

Interest in approach

Interest in the topic





Hawys Tomos

“Hi! I’m a human-centred designer and design researcher, living in leafy Letchworth Garden City and working as part of the Q Lab team in London. I specialise in design in healthcare and I also teach at Imperial College London. I enjoy swimming, especially in the wild, and gardening, although I’m a total novice! Dwi’n siarad Cymraeg hefyd (I also speak Welsh).”

I’m based in: Letchworth Garden City, England

Contact me at: @hawmiaw LinkedIn
www.hawys.com, hawys@me.com

Main role: Designer

Main employer: Tomos Design Ltd

I’m interested in peer support because...

My interest in peer support is people. I employ ethnographic design research methods in my work and more generally I find people, our interactions, relationships, beliefs and motivations fascinating.

I’m involved in the Lab because...

I believe that the lab has so much potential to make a difference, and I wanted to be a part of that. Having the time and space to combine design and health in a forward-thinking venture is exciting and something I didn’t want to miss! I’m really enthused about the expertise, commitment and sheer size of the community involved, and my hope for this year is that by the end of it, all of us together can feel as though we’ve made a difference.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Supporting the spread of learning from the Lab with my colleagues and wider network
- To help facilitate learning and development

I hope to give, share or offer...

Receptiveness, a design viewpoint and design methodology.

I hope to get, learn or develop...

I hope to receive lots of insights from you all! I hope that we can learn together and utilise our enthusiasm and good intention in an effective and efficient way that achieves our end goal of improvement.

Low involvement

High involvement

Interest in approach

Interest in the topic





Jenna Collins

“ I joined the Lab in February 2017. In the past I’ve worked for a consultancy, a learned society and a local government think tank. I love working for organisations that do good work and try to make a difference. I’m also interested in behaviour change, creativity and well-written copy. In my free time I try to run, love food and escaping London when I can! ”

I’m based in: London, England

Contact me at: : @jen_collins, LinkedIn

Jenna.collins@health.org.uk

Main role: Marketing and Communications Manager – Q Labs

Main employer: Q Lab/The Health Foundation

I’m interested in peer support because...

It is my job! However, I can reflect on people who have been through challenges and experiences where peer support would’ve been a great help. It’s easy to feel like that you’re the only one going through something. A year ago I was on the local committee of an MS Society branch where peer support was very much at the heart of what it was about. I could see first-hand the challenges though so interested to see whether the Q Lab can tackle some of these!

I’m involved in the Lab because...

Collaborating across sectors and geographies isn’t easy – as the health and care sector is finding. The Lab is actually doing it rather than talking about it.

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

A meaningful and useful Lab experience.

I hope to get, learn or develop...

My understanding of complex social challenges, and how to solve them!

Low involvement

High involvement





Libby Keck

“ I’m the programme manager for Q Labs and I’m passionate about improving our health service to better meet the needs of our population. I used to work for the NHS and have been at Health Foundation since 2014. I live in delightful South East London and am always interested to talk to people about the joys of running. I love being creative and, more commonly, appreciating the creativity of others who are more talented than me. ”

I’m based in: London, England

Contact me at: @libbykeckhealth LinkedIn, Q directory

Main role: Programme Manager, Q Labs

Main employer: The Health Foundation

I’m interested in peer support because...

I have no professional experience of working with peer support services. In my personal life I’ve seen the value that people get through sharing passions and experiences with other people. Sport and Parkrun are great examples.

I’m involved in the Lab because...

The principal answer is obviously because – it’s my job! But in reality, the reason I’m working on the Lab is because I think it’s an incredibly ambitious and exciting. Through my work at the Health Foundation I’ve seen examples and met some really inspiring people – who I know so many of us can learn from. My hope with the Lab is we enable people to share stories and experiences of what works.

My learning objectives this year are...

- Learning best practice from others
- Contributing to the learning on this challenge

I hope to give, share or offer...

My working time to help us meet the aims of the Lab together this year. I want to share what we’re learning and hear from you about what’s working.

I hope to get, learn or develop...

Whether the Lab approach can lead to improvements, and how to work collaboratively with 100s of people.

Low involvement

High involvement

Interest in approach

Interest in the topic





Penny Pereira

“I’m the Programme Director for Q, so I’ve got strategic oversight of the Q lab and am thinking a lot about what might happen next after the first project. I’ve worked at the Health Foundation for 5 years, having spent the rest of my career in the NHS, leading improvement and strategic change work. I live in South East London with my husband and two kids and love the outdoors.”

I’m interested in peer support because...

I’m interested in peer support as an example of how we can show viable alternatives to a professionally led model of health care. Not just good for people, this needs to be part of designing a health system that’s sustainable for the long term.

I’m involved in the Lab because...

I’ve been involved in shaping the lab from when we first came up with the idea. I’m hoping this year we’ll learn a lot about what works with the lab approach and come up with a few great new links and outputs that give people a taste of what might be possible.

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Supporting the spread of learning from the Lab with my colleagues and wider network
- Learning about lab methods

I hope to give, share or offer...

Challenge and support to think about the big picture challenge of scaling the availability of peer support – taking a view from outside those already directly involved in peer support provision.

I hope to get, learn or develop...

Insight into what sort of collaboration people are willing and able to commit to. What works and doesn’t work so well when bringing people together to work on complex challenges.

I’m based in: London, England

Contact me at: @pennypereira1

Main role: Programme Director for the Q initiative

Main employer: The Health Foundation

Low involvement

High involvement

Interest in approach

Interest in the topic





Sarah Khoo

“ I joined the Q Improvement Lab as Office and Events Coordinator in March 2017, but previously worked for the Health Foundation as part of their Facilities team at the offices in Covent Garden. I’m originally from the North, but moved down from Manchester to London 3 years ago in search of new opportunities. Outside of work I love eating, travelling and exploring London on a sunny day. ”

I’m based in: London, England

Contact me at: LinkedIn

Main role: Office and Events Coordinator, Q Labs

Main employer: The Health Foundation

I’m interested in peer support because...

Although I have not been involved in peer support myself, I have seen some of the benefits through friends and family members. It would be great to see it available on a wider scale.

I’m involved in the Lab because...

I was really keen to work for the Health Foundation again and the Q Lab sounded like an exciting project to get involved with. This year I’m hoping to expand my knowledge of the health and care sector and to see how the Lab model can be used effectively.

My learning objectives this year are...

- Meeting new people and making connections
- Learning new approaches and tools to support improvement
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

The opportunity for people to get involved and learn with us throughout the year.

I hope to get, learn or develop...

My understanding of the health and care systems and how to contribute to a new and fast paced project.

Low involvement

High involvement

Interest in approach

Interest in the topic





Suzanne Wood

“I’m an Improvement Fellow at the Health Foundation, leading their work on person-centred care. I have a real interest in peer support and other approaches which put people at the centre of their health and care. I used to work at the General Medical Council writing guidance for doctors on professionalism and good practice. Originally from Australia, I now live in rural Kent with my husband and young son and am embracing country life and love being just a short hop from the seaside.”

I’m based in: London, England

Contact me at: @suzannewTHF

Main role: Improvement Fellow

Main employer: The Health Foundation

I’m interested in peer support because...

My experience of peer support has mostly been theoretical – understanding, analysing the evidence base and trying to influence policy. Working on the Realising the Value programme has given me a deeper appreciation of the value of peer support and the key barriers. I am interested in how we can support more collaboration to ensure more people have the opportunity to participate in peer support that works for them.

I’m involved in the Lab because...

I have been helping with the research phase of the lab to identify some of the key challenges preventing peer support becoming more widely available. I am very interested – and excited – about the potential of the Lab approach to help make real progress on peer support. The collective power of the Lab seems to offer a real chance to develop and test new ideas and approaches to address some of these.

My learning objectives this year are...

- Learning from others who have expertise on this challenge
- Sharing my experience and insights, to contribute to learning on this challenge

I hope to give, share or offer...

My knowledge of peer support evidence and research and learning from Health Foundation work to help us to share and spread learning and overcome some of the barriers to peer support being more widely available.

I hope to get, learn or develop...

How the Lab approach can support improvements in an area like peer support. New ways of approaching things like evaluation of peer approaches.

Low involvement

High involvement

Interest in approach

Interest in the topic





Tracy Webb

“I’m the Head of Q Labs and I feel extremely privileged to work on this initiative alongside so many talented people. Prior to working at the Health Foundation I lived and worked in Yorkshire for 8 years; firstly in the Primary Care Trust and then in Leeds Teaching Hospitals as an operational Manager. I then spent a few years working in the Policy Directorate at NHS England, at which point I moved to St Albans where I currently live. In my spare time I enjoy running and heading home to visit family in Wales.”

I’m based in: London, England

Contact me at: @tracywebb007
Q directory

Main role: Head of Q Lab

Main employer: The Health Foundation

I’m interested in peer support because...

I have some personal experience of peer support in healthcare (happy to share my story if you ask) but have never professionally worked in the area. I’m looking forward to working with people with lots of varied experience in peer support services.

I’m involved in the Lab because...

The opportunity to work for The Health Foundation was too good to miss, but I could never have imagined how the idea for the Q Lab would develop into such an ambitious and exciting initiative.

The Lab is in its first year and we are testing whether the Lab approach shows promise and potential to support improvement and innovation at scale. I hope that throughout this year we build purposeful collaborations and we support change that can improve care for patients. I also hope that we learn a lot about running a Lab and are in a position to take the pilot Lab to the next stage.

My learning objectives this year are...

- Meeting new people and making connections
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

My time, energy and commitment to helping the Q Lab and all those involved to deliver improvements in care, to share good ideas and to collaborate across professional and geographical boundaries.

I hope to get, learn or develop...

A lot! The Lab is testing a new approach to supporting change at scale and we are learning about the challenges, opportunities and potential improvements every day.

Low involvement

High involvement

Interest in approach

Interest in the topic





Zoe Brewster

“I’ve been working at the Health Foundation since January 2016. Previously I was working on a range of food and health projects related to food waste, infant/ children nutrition, and sustainable hospital and school meals. I am part Japanese, and grew up in Tokyo where my folks live. I love to cycle, being creative with my hands (mainly in the kitchen!), and traveling the globe experiencing local tastes and cultures...”

I’m based in: London, England

Contact me at: @HeartyBento LinkedIn

Main role: Programme Officer

Main employer: The Health Foundation

I’m interested in peer support because...

I am interested in non-medicalised approaches to improving ones own health and wellbeing, be that through peer support groups, behavioural change or other human interactions that connect people through common interests, understanding and experiences.

I’m involved in the Lab because...

I have been involved in the Lab since its inception, and am really excited to see the concept come to life this year. Through the Lab I’d like to experience the potential for collaboration to drive solutions around complex systemic challenges, whilst learning how to better connect like-minded people/organisations to reduce the barriers of silo working and try to complement efforts.

My learning objectives this year are...

- Meeting new people and making connections
- Learning from others who have expertise on this challenge
- Learning new approaches and tools to support improvement
- Sharing my experiences and insights, to contribute to the learning on the challenge
- Making changes and improvements to my work or local area
- Supporting the spread of learning from the Lab with my colleagues and wider network

I hope to give, share or offer...

I hope to give my time and dedication to the pilot Lab, sharing the outputs and learning of the topic and Lab approach in order to demonstrate the benefits of working collaboratively across multiple system levels.

I hope to get, learn or develop...

I hope to develop my skills in collaboration and learn about different design and social innovation methods that help drive improvement at scale.

Low involvement

High involvement

Interest in approach

Interest in the topic



