

## Always Events®

### What is an Always Event?



An Always Event is a big meeting that looks at good things that should **always happen** for patients every time they use health services.



What is really important about an Always Event is that patients and families decide what the important issue is.



An Always Event is about patients, families and health professionals working together as a team to make things better in the health service.

### Working in Partnership



Organisations such as the Institute for Healthcare Improvement work around the world to share ideas about how to make health services better.



The Institute for Healthcare Improvement are working with another health organisation called the Picker Institute Europe and NHS England to support Always Events in England.

## How to run an Always Events®

### Things that should happen at an Always Event



An Always Event must be a partnership between patients, families and health workers.



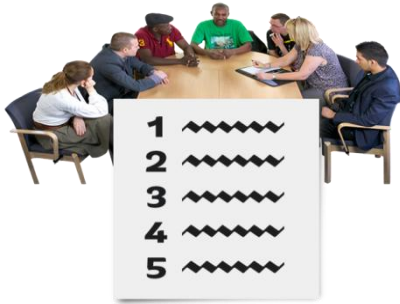
It must be clear about what matters to patients and the reason the Always Event has been set up.



The Always Event should have a written plan saying what improvements needs to made, who the improvements are for and how long this will take.



The Always Event should look at different ideas that will make things better for people and test which ones are the best.



The Always Event should be clear about what changes need to be made.

### Things that should happen after the Always Event



A plan should be made about how to make sure that the ideas from the Always Event make real changes.



The ideas from the Always Event should be started in the health service.



People should keep checking that the ideas are working or if other changes need to be made.