



Mustak Mirza: Starting my QI Journey

Experts by Experience (individuals with lived experience of mental health and mental health care) are one of the most important pillars to any Quality Improvement initiative. They can provide the testimony, insight, and opinions needed in order to create positive change thanks to their unique experiences.

At BSMHFT we're very lucky and honoured to have committed and inspirational Experts by Experience involved in our QI work. One of these great people is Mustak Mirza, who kindly took some time out to talk to us about starting their QI journey and the work he's currently involved in with us.



Hello there, thanks for taking the time to talk to us! What made you want to start your Quality Improvement journey?

I have been working on myself for the last 6 years to improve the quality of my own life - if you want to change the world you need to change yourself first! Quality Improvement came to me at the right time and I was keen for my Quality Improvement Journey to begin.

Why is it important to have Expert's by Experience and service users involved in Quality Improvement?

It is very important, as service users are the people who will be affected the most by these changes and we have the experience to give insight on and back up any changes. I am ready to build bridges towards achieving that through my own recovery.

How did you find the Virtual QI training? Was there anything that was challenging for you at all?

I found the course was well prepared and managed, it was delivered with good content. Doing the course while in my home was therapeutic. The only improvement would be if the presentational slides could be given through the post as a resource, as I found them very useful!

What was your favourite part of the training? Was there anything that surprised you about QI?

The diversity of the group was really refreshing. The sessions I enjoyed the most were the consensus workshops, the dot voting systems, and the creative exercises.



What surprised me was what little knowledge and understanding I had on this subject and how much I had to learn.

How do you feel now that you have completed the training? What are you most looking forward to taking forward with you as you start your QI journey?

It felt good to complete the four-day training and building good peer connections along the way with foundations of mutual respect. I listened to others and was happy within myself in telling my own truth in goodness for all by being compassionate. I'm currently involved in the Reducing Restrictive Practice Collaborative, and I'm excited to have continued input in the steering group moving forward and contributing with my experiences.

Finally, if you could put it into one or two sentences, what does QI mean to you?

It means to start little and making small changes every day and allowing them to compound together to built habits. It is very similar to mental health recovery - it is all about little improvements that lead to greater changes.