

Participation

- How can I get Involved?







Examples of Participation Opportunities within Wellbeing Services

There are many ways Service Users, their Carers (where appropriate) and Stakeholders can become involved and participate in the service.

We need and want to work with everyone impacted by our services to make them right for you and delivered in a way that works best for everyone.

Traditionally, service user groups and forums have been a way of meeting together to discuss service- related matters and to improve ways of working, leaflets, and language used in letters.

Some service users like this way of working and such opportunities can be created. For others,

this can be too formal and a time commitment

We can only do this with your help!

Service User Meetings

likely to be on- line.



Feedback and Suggestions

Giving feedback about experiences of care and living conditions with....

- Patient Experience Questionnaires
- Surveys & Questionnaires
- NSFT 'Your Service, Your Say'
- Advocacy support
- Complaints and Compliments

"I can see that this is making a difference. I feel really proud to be involved"



Training and Education Opportunities

Getting involved in writing, attending, and presenting Training Sessions and Courses....



Participation Events

Getting involved in Service Wide Participation events

- Information and Open Days
- Participation Workshops
- National Awareness Events (World Mental Health Day)
- Recovery Fair





and really helped in

mv recoverv"

Patient/Service User Newsletter

Helping to develop and produce articles.

but one could be developed by services users with support, to keep everyone informed.

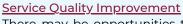


Service Development

stakeholder input in ongoing development & projects for the service.

- Staff Recruitment / Interviews
- Operational Planning & Environmental Reviews
- Task and Finish Groups (i.e. Internet Access)
- Physical Environment Waiting Areas, Rooms
- Client journey through the service
- Service Strategy Groups
- Special Interest Groups
- Service Welcome Packs
- Information leaflets
- **Event Organisation**

"Getting involved helped my confidence"



There may be opportunities to become involved in providing service users input/views in Quality Improvement.

- Service Improvement
- Quality Improvement Projects
- Service Inspections



Trust Wide Involvement

There are opportunities to get involved by offering Patient Views in Trust Wide Groups and Projects...e.g.

- Equality and Diversity
- Carers Engagement

Norfolk and Suffolk NHS



Regional Wide Service User Involvement

Getting involved by offering Patient Views in the East of England Provider Collaborative...

