

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.

We can only do this with your help!



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"

Service User Meetings

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 they cannot make. Increasingly, such groups are likely to be on-line.



Training and Education Opportunities

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

- Values Based Recruitment Training
- Quality and Safety Review Expert by Experience Training
- Coproduction Training



Participation Events

Getting involved in Service Wide Participation events

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



Patient/Service User Newsletter

Helping to develop and produce articles.

There is currently no newsletter for service users, but one could be developed by service users with support, to keep everyone informed.

"Participating gave me a purpose and really helped in my recovery"



Service Quality Improvement

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

- Service Improvement
- Quality Improvement Projects
- Service Inspections



Service Development

Getting involved in providing Service User or 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"

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



Regional Wide Service User Involvement

Getting involved by offering Patient Views in the East of England Provider Collaborative... Workshops, Task & Finish Groups, Surveys etc