

Service user and carer representative involvement with the MHSIP



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Our approach and ambition

- Embed involvement at its most meaningful and strategic level
- Recruit service users and carers for the skills, insight and the unique perspective
- All are regarded as equals
- Create a culture where co-production is just 'how we do things'

Embedding service user and carer representatives as strategic advisers

- Honest and open communication, relationship development, building trust and connections across the network
- Experienced involvement practitioner on hand to support and peer support check-ins
- Senior level commitment
- Participation payments
- Ongoing and task specific involvement opportunities

Defining the role and recruitment

- Detailed consideration to the role and skills needed—emphasis on understanding inequalities and discrimination, advocacy, communication skills
- Similar recruitment process to paid roles
- Duty of care and psychological safety

Activities and benefits

- Co-production of national patient leaflet
- Co-production of Tips and Suggestions guide to help staff collaborate with patients on the ward
- Learning event on co-production
- Co-production v faux-production webinar
- Community of practice monthly meetings
- Influencing agendas
- Equality impact analysis scrutiny

“I feel that by contributing my own lived experience to the proceedings, I have added another aspect to the knowledge of both pieces of work. However, it is not just one-way; my own recovery has been based on work such as this and I get out of it as much as I put in.”

Service user representative

“We have been extremely fortunate to have service users involved in this work; it has been an invaluable addition for us as healthcare professionals.”
Health service partner