

Psychosis involvement newsletter



Thank you for reading this

We want you to get involved!

Your views based on your lived experience are really important – read on to find out why

HELLO FROM THE PSYCHOSIS INVOLVEMENT ADVISORY GROUP

- We are a small, time-limited group of service users, carers and staff working together to improve the psychosis services through involvement.
- We highlight issues of concern and pass them on to senior management; we flag opportunities to join current and future activities to improve the services; we investigate different ways to tell people about the importance of involvement.
- ♣ We need everyone with experience of psychosis services to get involved across the services to help ensure those in charge know what is good and where action is needed.
- **♣** We want all who use psychosis services or care for or about someone using them to have a voice that is heard there are many ways to do this (see over for some ideas).

Spread the word about involvement - pass this newsletter on!



To find out more

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WHAT HAS THE GROUP ACHIEVED IN ITS FIRST SIX MONTHS?

- ★ We have raised the profile of service user and carer involvement with managers and front line staff by reporting issues and providing 'expert by experience' consultation.
- ♣ For example, we identified our priorities for a quality service and managers are now using this information.
- We offer drop-in training for staff on why we need involvement and how to do it.
- We get involved in recruiting senior clinicians.
- We support research and education; some of us via SUITE (Trust Service Use Involvement in Training and Education).
- We are involved all over the Trust, e.g. Maudsley Charity; workshops for new carers and new staff ... and much more.



WHAT DO WE STILL WANT TO ACHIEVE?

- We want all staff to fully understand about patient and carer involvement and how to work in co-production.
- **♣** We want all those who want to be involved to know how to go about it, and all staff to know how to support them.
- We want more people with experience of psychosis to be involved at every level – some ideas over the page.

Our Psychosis Services involvement triangle - action needed, levels of

involvement, some opportunities, and examples from 2017

Shift in culture needed to share power more

Delivering services

- Value of lived experience to staff
- Paid trainers and peer supporters
- Service user and carer governors

2017

- 40+ in paid peer roles
- 10+ in SUITE (service user and carer training) and Recovery College paid peer trainers
 - Carer governor

Raise awareness of existing processes and create more opportunities

Supporting management

- Advisory groups
- Involvement Register and volunteer roles
- Advisory group (10) alerts and advises managers; supports feedback, training
- 50+ volunteers
- 25+ link workers
- 1,000+ hours of Involvement Register activity

Create more opportunities!

Contributing to developments

- Obtaining and analysing feedback
- Quality Improvement; research
- Recruitment; best practice visits
- Rehab strategy
- Large-scale initiative
- Staff recruitment
 - 'Fast-R' research

Monitor take-up levels and find out why if low

Giving feedback

- Family and Friends Test (FFT)/patient survey
- Surveys/link workers
- Involvement forums; public meetings
- 1,750+ FFT responses
- 2,000+ 'feedback' conversations

Participating in research

Good information

Spread the word!

Use new media

- Conversations both formal and informal
- Written information e.g. leaflets and newsletters
- Information stands / trollies e.g. Lewisham / Lambeth wards
- Social media Twitter, Facebook, websites
- Text messages

- 1,500+ service users with psychosis signed up to participate in research
 - How many conversations held and written information shared?

Reach out!

This is where it all starts!

Raising public awareness

- Community events e.g. Lewisham People's Day;
 Lambeth Country Show
- Special days e.g. World Mental Health Day
- Local press
- Schools citizenship classes and less formally

We hope reading this will make you want to know more! Contact us on 07805 745105 or jane.lyons@slam.nhs.uk