

What our Experts by Experience say

"I've felt valued by staff and truly listened to, and felt more confident afterwards. It was very therapeutic for me to be involved as a service user, as it improved my relationship with mental health services. If you want to help make some positive changes to the Trust, I'd really recommend getting involved in a project. It's great work experience!"

Lucy

"Being involved with Patient Experience has really made me feel like I have a voice and that I will be listened to and can influence services. For the first time in a work situation, I have felt like my ideas and perspectives are valued, and that my lived experience is an asset rather than something viewed negatively".

Jenny

What will happen if there is a change to my mental health?

Being an Expert by Experience at BEH does not require you to be "well enough to work". If for any reason you feel as though you are unable to attend your scheduled activity, please do let the organiser know as soon as possible. Please be assured this will not prevent you from getting involved with any future projects.



How can I contact the Patient Experience Team?

Patient Experience Team
Barnet, Enfield and Haringey Mental Health NHS Trust
Ivy House
Chase Farm Hospital
The Ridgeway
Enfield
EN3 8JL

 020 8702 4700

 beh-tr.involvementandengagement@nhs.net

Involvement Register

What is the Involvement Register?

How can I get involved?

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The Trust's Involvement Register contains details of all our current or former service users and carers who would like to get involved with projects at the Trust as an Expert by Experience.

The Involvement Register is held centrally by our Patient Experience Team.



What is an Expert by Experience (EbE)?

An Expert by Experience is someone who is either currently using, has recently used our services, or is a carer of someone who is known or has been known to our services.

You do not need any particular skills or qualifications to become an Expert by Experience but you should have a positive attitude and be willing to use your expertise and experiences within the Trust to help us make a real change.

How can I apply?

Our application process is straightforward. We want to hear about your particular interests at the Trust and your strengths that you could use to help us improve our services. We will also need to know your basic personal information and your preference of Borough in which you would like to get involved with. You will also need to complete the appropriate right to work checks.



On completion of your application form, an appointment will be made for you to visit the BEH People Team at St Ann's Hospital to complete these checks.

Our Patient Experience Team is here to support you throughout the application process. Please contact us directly if you have any questions.

What will happen next?

The Patient Experience Team will receive involvement requests from our services Trust-wide, including both community and inpatient wards. You will receive information about projects according to your preferences. This will be sent to your preferred method of contact.

You will need to respond to the advert to confirm your interest and availability. You will then be booked onto the activity via our electronic rota.

The Patient Experience Team will liaise with the project lead and provide your personal contact details. It is then the project lead's responsibility to ensure you are clear with what is expected from you and to ensure you are provided with all the relevant information.

Example of projects you can get involved with:

Taking part in staff recruitment by sitting on interview panels

Working with staff to design and deliver training

Attending focus groups and workshops to help us deliver new services, strategies or policies

Becoming a group member, for example joining the Patient Experience Group