Service User Involvement and Engagement Strategy September 2020-2022

Barnet, Enfield and Haringey Mental Health NHS Trust
Introduction

This strategy outlines the importance of actively involving service users, their families and carers, in shaping, delivering and evaluating their care and the future direction of Trust services.

Engagement and involvement is about how we work together with the people who use the Trust’s services to ensure their voice is heard; from ward and team level through to the Trust Board and beyond. This includes having a range of supportive and effective mechanisms to feed back about the experience of services as well as systems and structures to ensure this experience is listened to, learnt from and acted upon to improve the services we offer.

This strategy has been developed and designed by service users of Barnet, Enfield and Haringey Mental Health and Community services, through a series of workshops held throughout the Trust. Service users were asked what involvement and engagement would look like to them, how we could approach this at the Trust, and what milestones we should aim to achieve within the three years of strategy delivery. The resulting document is an Involvement and Engagement strategy written by service users, for service users.

We aim to involve and enable service users in everything we do, in order to ensure that equal and diverse opportunities are promoted to all. This will give every individual the chance to achieve their potential, free from prejudice and discrimination.

Our strategic aims are ambitious and exciting, and set out to ensure Barnet, Enfield and Haringey Mental Health NHS Trust is an organisation which continues to work in partnership with our service users, their families, and carers to improve and develop our services. Progress against these milestones will be monitored via the Trust’s Patient Experience Committee, who will report progress to the Quality and Safety Committee.

We hope you enjoy reading our strategy and will work with us to achieve these aims!
The strategic aims identified in the Service User Involvement and Engagement Strategy will provide a great framework to enable the Patient Experience Team to support delivery of the Trust Strategy.

WHO ARE WE

We are an integrated provider of mental health services for the London boroughs of Barnet, Enfield and Haringey and community health services in Enfield. We also provide specialist mental health services to a wider population across London and beyond.
“We will work in equal partnership with service users and their families or carers to improve service delivery and design”

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**Strategic Aim 1**

**2020**

- **Year One**
  - Recruit 100 Experts by Experience roles and actively work with them on involvement activities in the Trust

- **Employment of Experts by Experience via the Trust Involvement Register**
- **Evaluate and monitor uptake of involvement**
- **Ensure Expert by Experience group is diverse and inclusive**

**2021**

- **Year Two**
  - Develop a service user employed role to support service user engagement in the Patient Experience Team

- **Service user involvement in recruitment and retention, from ‘Ward to Board’**
- **Develop networking opportunities**
- **Professional Development programme for Experts by Experience**

**2022**

- **Year Three**
  - Develop a service user Non-Executive Director role to sit on the Trust Board

- **For service users, by service users.**
"We will develop a culture which welcomes and proactively seeks patient experience feedback at all levels."

For service users, by service users.
"We will ensure that all service users and their representatives receive full, accurate and timely responses to complaints and concerns relating to Trust services"
Strategic Aim 4

"We will support a culture of learning from complaints to improve Trust services"

2020
Year One
To develop and embed systems for learning from local service level concerns and compliments

2021
Year Two
Deliver comprehensive complaints handling training to staff at all levels including team leaders and investigators

2022
Year Three
To establish a complaints review panel to review and learn from investigation findings

Learning from complaints and compliments

- Display Patient Experience boards in all inpatient and community areas
- Be open and transparent with service users, carers and visitors about complaint outcomes, and the actions to be taken to improve
- Share all actions and learning with the individual raising the complaint
- Ensure that learning from complaints is discussed at all Divisional governance meetings
- Deliver a programme of staff education
- Deliver a ‘Learning from Complaints and feedback’ training module for all staff
- Develop educational resources to support learning from complaints
- Develop complainant stories and podcasts to support team learning

- Share learning both in and across Divisions, so that we don’t make the same mistake twice
- Publish complaints outcomes and actions via staff and patient newsletters
- Develop a complaints panel meeting to share findings and learning from complaints investigations
- Report on all complaints and compliment trends, themes and learning

For service users, by service users.
"We will ensure robust governance structures, to enable the service user voice to be heard from 'Ward to Board'"
Strategic Aim 6

“We will engage with patients and the public to ensure that the work of the Trust reflects their views and needs”

2020
Year One
To have a clear and accessible online presence, to promote involvement in Trust operations

2021
Year Two
To strengthen partnership working with external third party organisations

2022
Year Three
To develop a service user newsletter, available to patients, their families, and local communities

Established communication channels with members of the public and local communities

Developing partnerships with external stakeholders, including Healthwatch, Inclusion Barnet and Advocacy services

Listen and learn from local community groups and third party organisations

Ensure an inclusive and diverse Expert by Experience register, reflecting the population served

Patient and Public engagement

- Development of service users and carer forums in every Division
- Engage with the public and third party organisations via the Trust’s Annual General Meeting
- Improve awareness of, and accessibility to, Patient Experience initiatives by developing marketing and online informational resources
I believe that including service users in the development of this strategy demonstrates that BEH Mental Health Trust is genuinely interested in hearing the voices of those who have experienced the service first hand. What we recommended came from wanting to improve the experiences of people that use the service in the future.

This piece of work was a genuine piece of co-production between professionals in the Patient Experience Team and Service Users. We discussed each area together and agreed on priorities. From a personal perspective I found it an empowering experience to have my thoughts heard and, some of them, reflected in the strategy. I hope that the development of this strategy shows what can be achieved when professionals and service users come together in the spirit of mutual trust and a desire to learn from each other.”

Paul

Redesigning the Patient Experience Strategy has been a fantastic piece of work and has been made even more interesting and valuable by coproducing this with our service users. I think often as staff we can have our own preconceived ideas and plans for ways in which we think will improve our services.

By co-producing our new strategy with service user’s this has challenged some of my previous thoughts and encouraged different perspectives and experiences to be considered. It was such a great feeling having a mixture of experience and skills within the room with the same goal of producing a meaningful Patient Experience strategy for service users by service users!

Casey

I really enjoyed working with others who have used BEH services to contribute to this strategy. It was so interesting to hear everyone’s diverse perspectives and to have opportunity to use our experiences to influence this work.

Involving people with lived experience in the development of this strategy indicates a real commitment from BEH to work collaboratively with people who use their services, and I look forward to the growth of involvement and co-production into all areas and levels of the Trust.

Jenny

As a service user/carer, I have found it very useful to be more actively engaged in the co-production by redesigning and reshaping the patient experience strategy in equal partnership with the staff/professionals in order to create better services, pathways and outcomes in the future.

It is about giving service users/carers a say in how services are planned, designed, delivered and evaluated. It is a great therapy for me as it is helping me to recover in many ways and achieving my goal which is contributing to the community as I was in my previous job for many years.

I am also happy not to be viewed as only a consumer but also as a contributor in my care and others.

Mohamed

For service users, by service users.
If you wish for further information about the strategy, please contact the Patient Experience Team:

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