

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.

OUR STRATEGY: FIT FOR THE FUTURE



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.

Strategic Aim 1

"We will work in equal partnership with service users and their families or carers to improve service delivery and design"

2020

Year One

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

2021

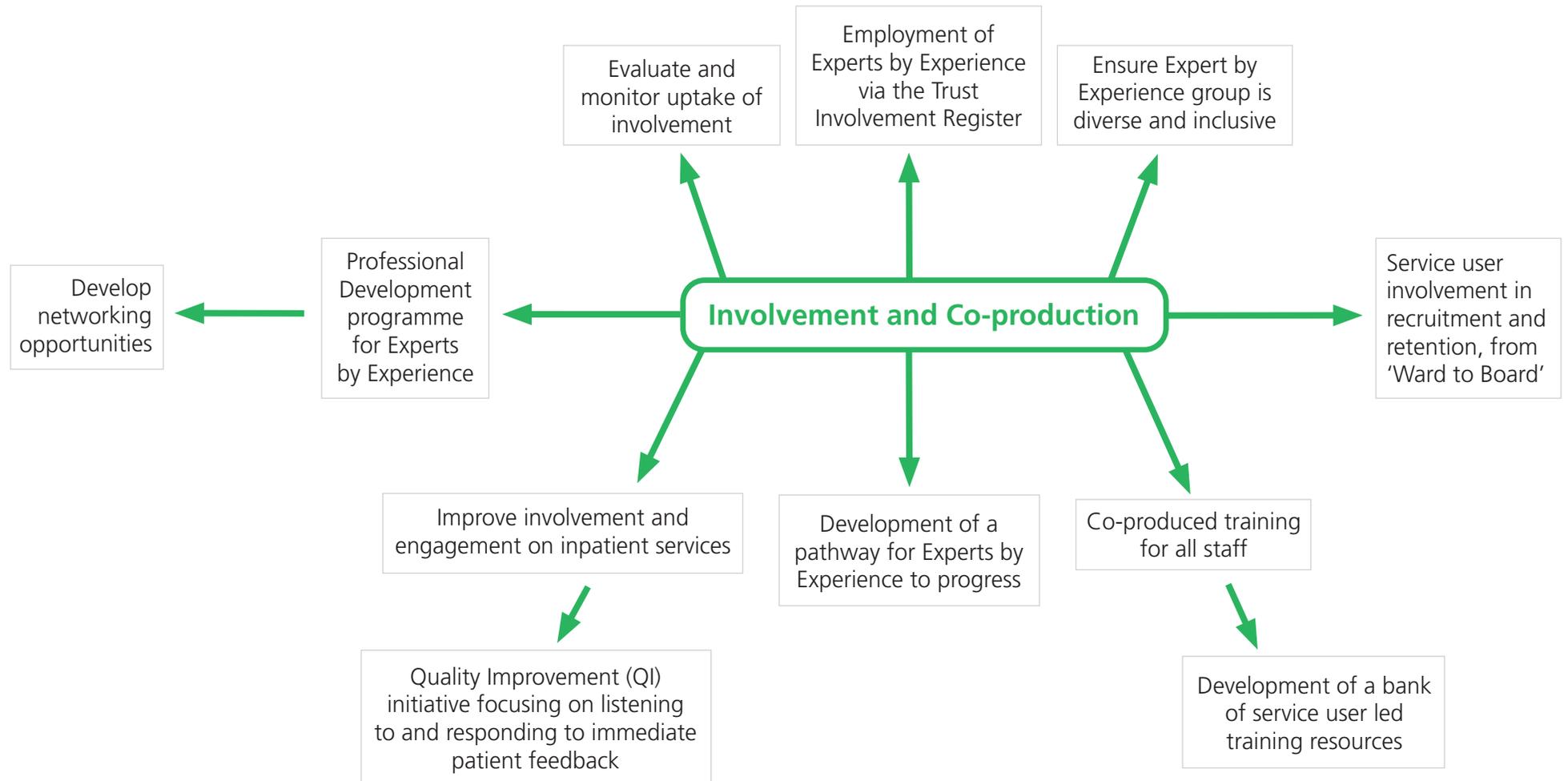
Year Two

Develop a service user employed role to support service user engagement in the Patient Experience Team

2022

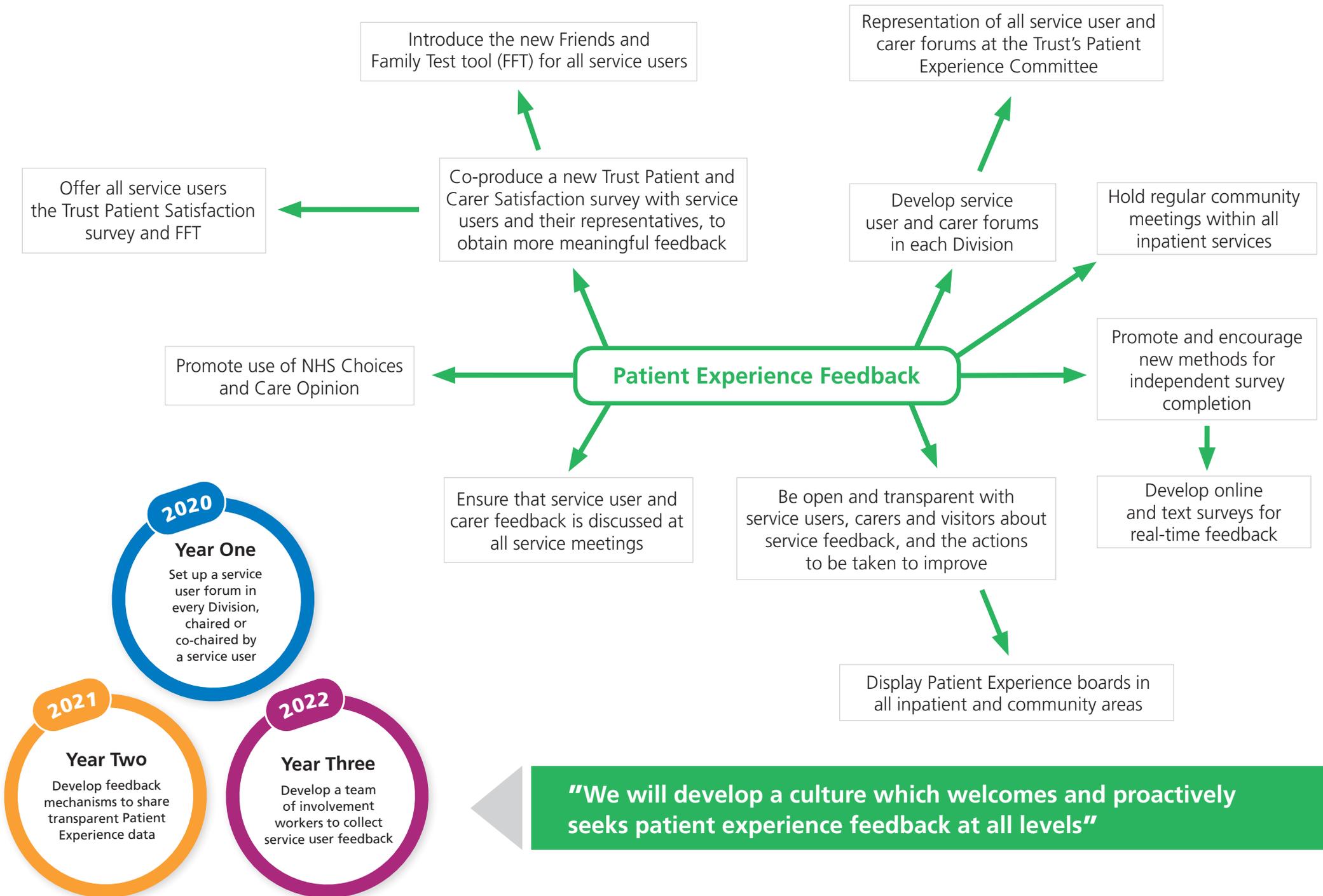
Year Three

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

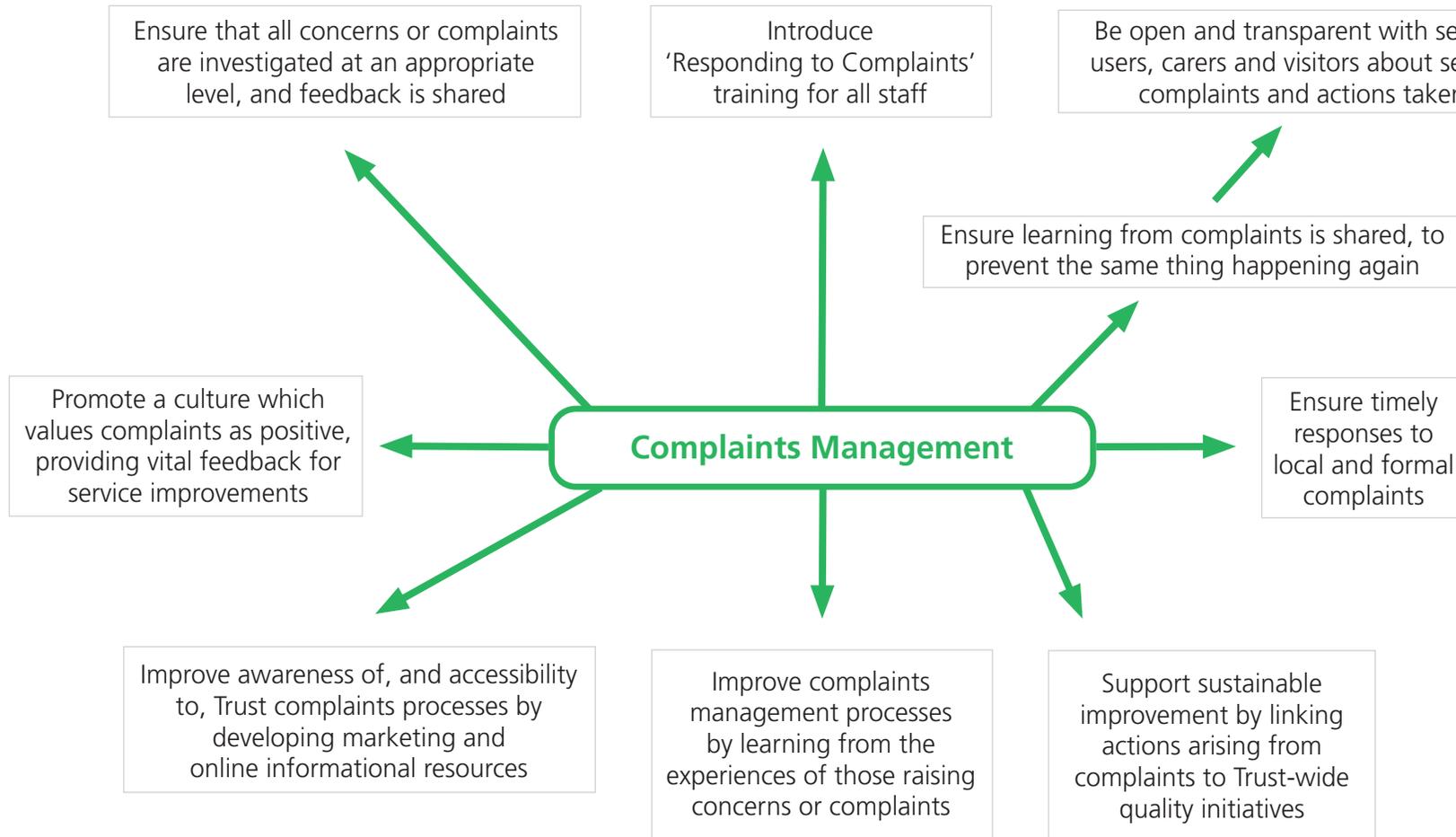


For service users, by service users.

Strategic Aim 2



Strategic Aim 3

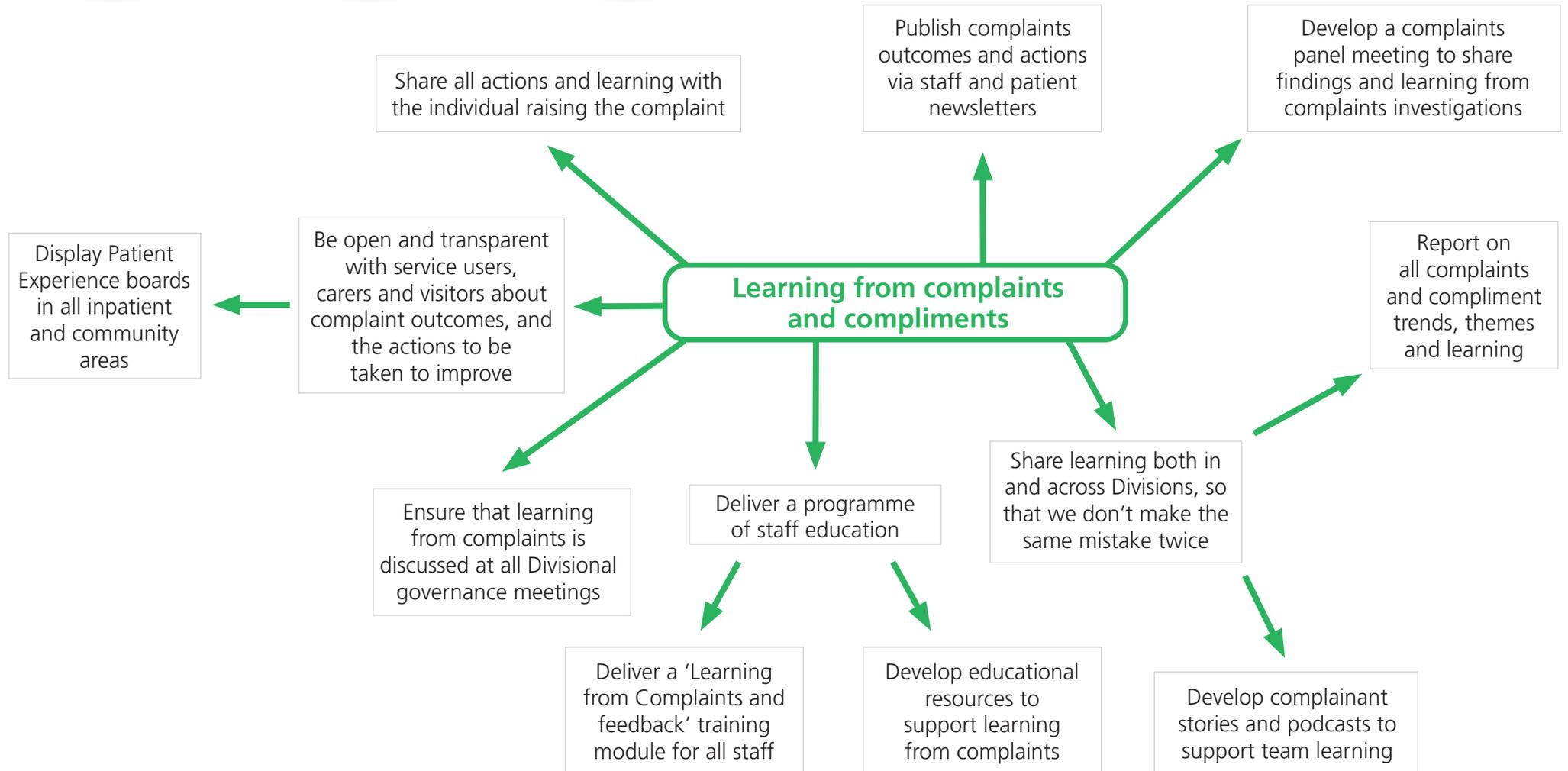


"We will ensure that all service users and their representatives receive full, accurate and timely responses to complaints and concerns relating to Trust services"

Strategic Aim 4

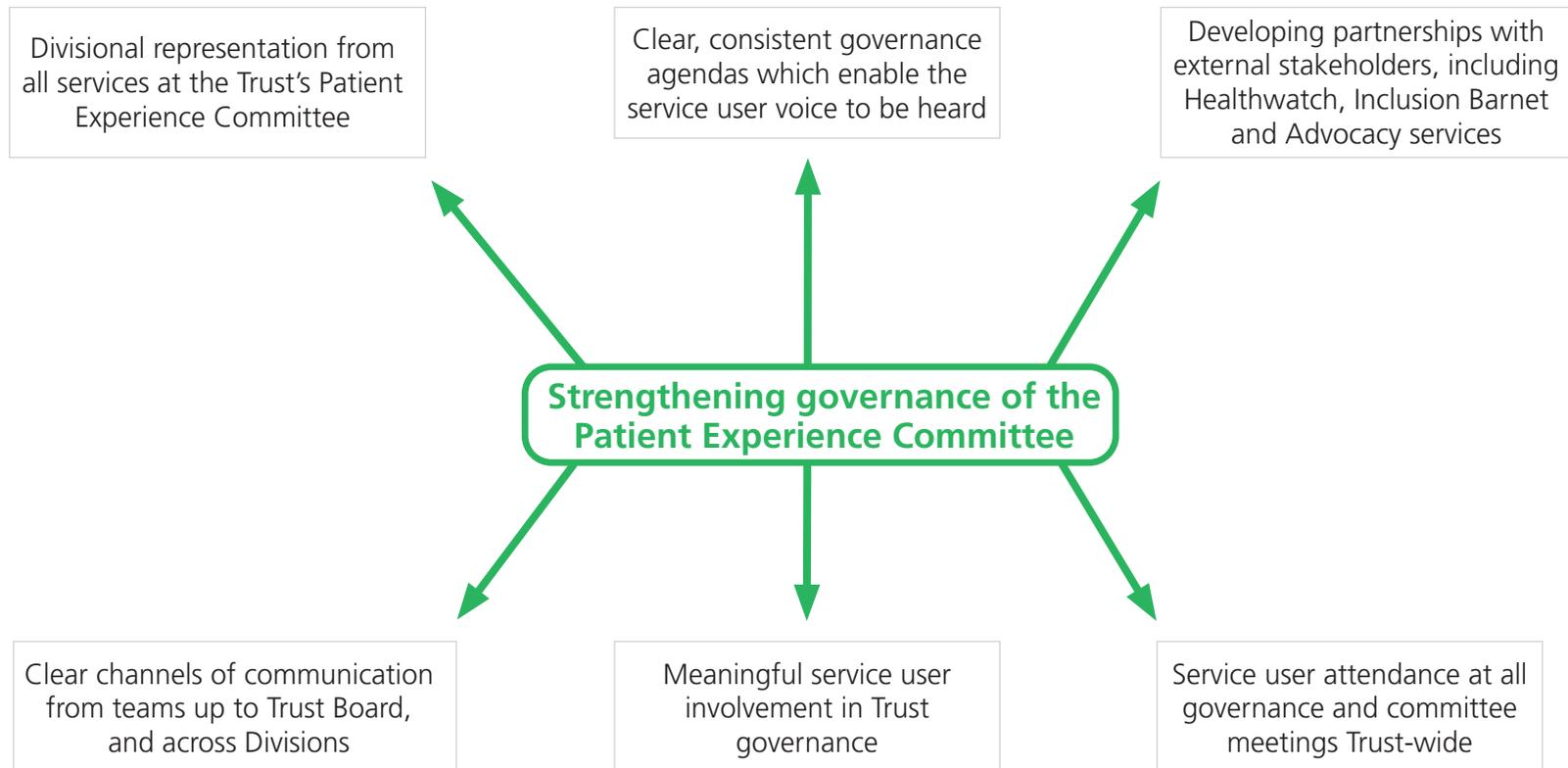


"We will support a culture of learning from complaints to improve Trust services"



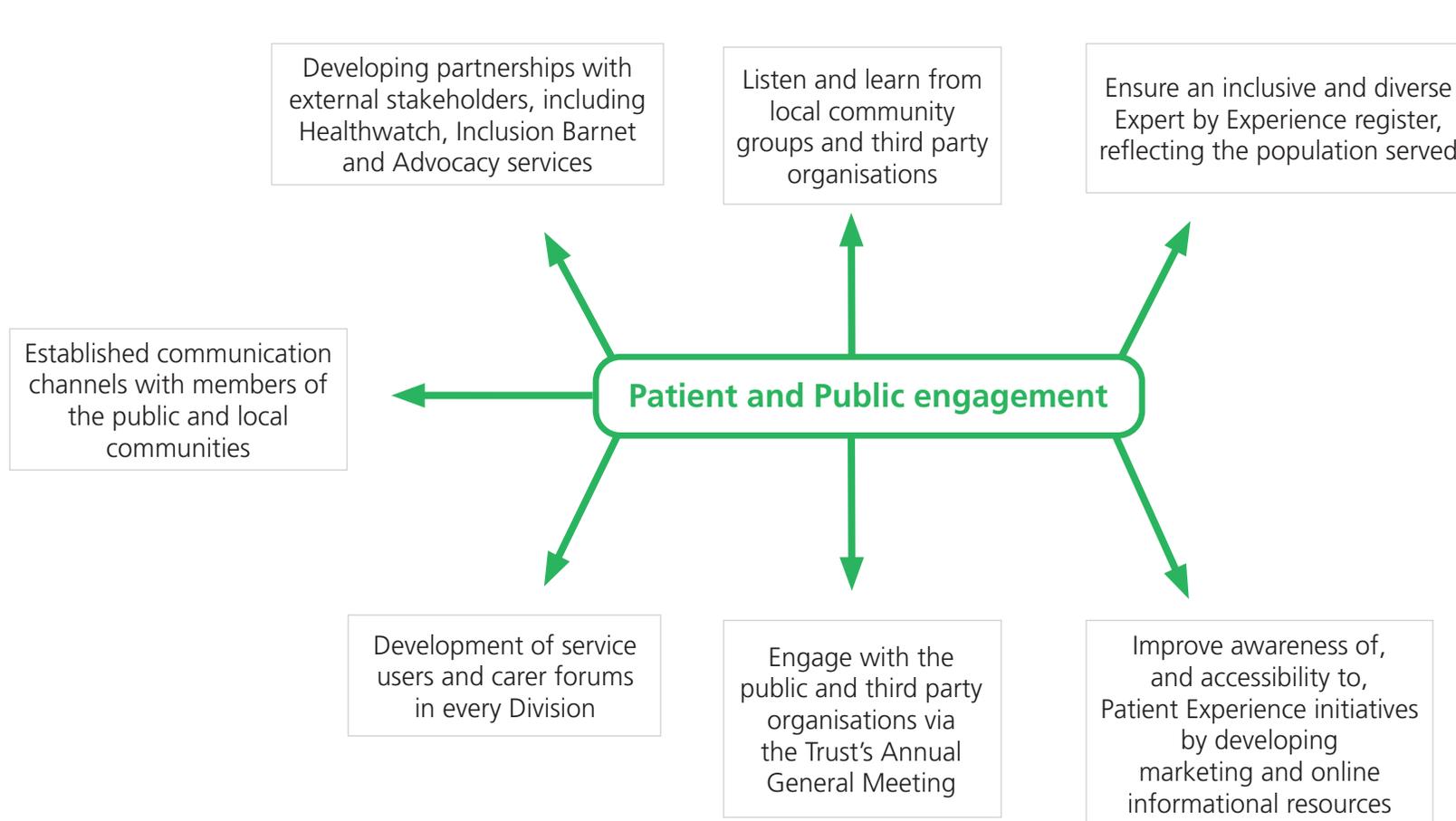
Strategic Aim 5

“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

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

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

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

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



If you wish for further information about the strategy,
please contact the Patient Experience Team:

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