

NHS experts by experience

Your experience counts

Introduction

The NHS knows that people who have used mental health services, and their carers, have gained special knowledge from their experiences, making them 'experts by experience'.

The NHS values the experiences of people who use their services and want to learn from them to help to improve the care they provide.

We want to work together to make changes happen.

Participation – keeping it real

Everyone's experience and ability to help are unique. There are many different opportunities that suit a wide range of abilities and interests. By sharing experiences of care and treatment, we can make real improvements that matter. You can get involved in as little or as much as you like.

Here are some examples of activities you could get involved with

- Service improvement focus groups.
- Local participation groups (discussing improvement ideas with others).
- Designing and revising leaflets, patient and public information.
- Helping to review or design relevant internet pages.
- Providing feedback and opinion on the language to ensure it is clear, understandable, kind and compassionate.
- Help with colleague recruitment by co-producing job descriptions for new posts, helping design job advertisements, devising interview questions or taking part in interview selection panels.
- Help to produce surveys user satisfaction surveys and review feedback with teams.
- Sharing recovery stories and your experiences of using services.

People Participation Support Team
Advice for patients

www.somersetft.nhs.uk

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- Help to produce Recovery College courses.
- Taking part in peer support activities.
- Influence and help to deliver training and development.
- Suggesting areas of interest which could be improved or developed.

Expenses are paid

We don't want it to cost you anything to be involved. Arrangements are in place to ensure that travel and other reasonable costs are reimbursed to you.

If you are commissioned to participate in a specific project you may be offered payment as an expert by experience, this can be discussed with you on an individual basis.

Get involved

To get involved call 07387 014 265

Please note, we are not always available to answer phone calls, but please leave a message with your name and contact details so we can back to you.

Alternatively, you can email us at EbErecoverypartners@somersetft.nhs.uk.

For more information, please visit our website somersetft.nhs.uk/recovery-partners/ or scan the QR code.



The proofing of this patient leaflet has been supported by the use of AI. For further information please contact: patient.information@somersetFT.nhs.uk

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