

CO-PRODUCTION CHARTER

This charter sets out our principles for our approach to co-production.

Co-production, in mental health, is where experts by learning and experts by experience work together to develop and strengthen our services.

Co-production can take place in lots of different ways e.g. workshops, joint working, interviews, attendance at meetings and involvement in QI projects.

Our aim is to ensure that we design, develop and strengthen our services in partnership with experts by experience who have lived experience of mental ill health and who often will have accessed services. This ensures our offers to service users have them at the heart.

MAKING A DIFFERENCE

LISTENING AND
COMMUNICATING

BEING FLEXIBLE
AND RESPONSIVE

THE
CO-PRODUCTION
CHARTER

DONE WELL

VALUING LIVED
EXPERIENCE

WORKING IN
GENUINE PARTNERSHIP

BEING OPEN AND HONEST

CO-PRODUCTION CHARTER

Co-production is about providing Mental Health Care Professionals colleagues and people who have experienced (or are experiencing) using our healthcare services the opportunity to work together to improve our services from efficiency and outcomes to participant experience. This Charter details the requirements for Co-production to be done well.



Making a difference

- Our focus is to make improvements for participants using our services
- We engage with participants at the earliest stages of service design, development and evaluation.



Being flexible and responsive

- We are willing to learn and want to bring improvements to our service.
- Accepted service changes should be acted upon.



Listening and communicating

- Potentially challenging points are made with care and diplomacy (being a 'critical friend').
- Potentially challenging points are received with assumed good intent and time is created for reflection.



Valuing lived experience

- A person centred focus is maintained throughout care pathways, when considering how things can be improved.
- People with 'lived experience' are equally valued to those with learned experience (healthcare professionals) when it comes to views on what may help to improve services.



Being open and honest

- Everyone involved has access to all information relevant to the issue raised.
- We are clear about who is responsible for decision making and outline where and when these decisions will be made.
- Keeping it real: people feel safe to speak out honestly about their experiences.



Working in genuine partnership

- We respect all individuals involved.
- Everyone receives the same level of communication about meetings (agenda's, minutes, cancellations and venue changes).