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**NHS Experts by Experience**

 ***Somerset Recovery Partners Mental Health Group***

**WELCOME!**

We are delighted that you have chosen to join our ‘Somerset Recovery Partners’ enterprise.

**SOMERSET RECOVERY PARTNERS (*‘Experts by Experience’***)

‘Somerset Recovery Partners’ is our local brand name for what is nationally referred to as ‘Experts by Experience’. The terms mean the same thing and you will often hear both being used.

As an NHS provider of mental health care, we believe that Experts by Experience play a vital role in helping us to understand how the services we provide are experienced by those on the receiving end. In addition to this we want to involve you in bringing about continual improvements in what we do.

Everyone’s experience and ability to participate is unique. There are many meaningful opportunities to get involved that suit a wide range of abilities and interests. We are very grateful to each and person who takes part.

Here are some examples of activities you might get involved with:

* Service improvement focus groups
* Local participation groups (discussing improvement ideas with others)
* Designing and revising leaflets or patient and public information
* Helping to design or revising internet pages
* Providing feedback and opinion on the language we use in communications to ensure it is clear, understandable, kind, and compassionate.
* Being engaged in staff recruitment; co-producing job descriptions with staff for new posts, helping design job advertisements, devising interview questions, and taking part in Interview selection panels
* Being involved in evaluating Patient Satisfaction Surveys with staff.
* Sharing recovery stories and your lived experiences of using services to help staff improve their practice.
* Helping develop and deliver Recovery College courses with others.
* Suggesting areas of care and service provision which could be improved or developed based on your own lived experience.

**PEOPLE PARTICIPATION TEAM**

The People Participation Team is part of the Mental Health Service Group and are there to support you in getting involved as an Expert by Experience.

The team hosts a range of in person and online meetings to enable people to connect and share ideas and experiences.

The team can engage mental health professionals and managers in listening to your experiences which can in turn feed into service improvement plans.

The team also has an important role in matching Experts by Experience to join up with improvement projects relevant to their lived experience.

The team does not provide a clinical service so we do not maintain clinical records (electronic case notes). We do ask you to provide some basic information about yourself and we store it on a database which is safely protected within the NHS electronic system.

When you chose to leave Recovery Partners (ie no longer wish to be a registered Expert by Experience) your data is deleted.

The team can provide payment for your involvement time in certain activities and any member of the team can tell you more about this.

We do not want you to be left out of pocket through getting involved. Arrangements are in place to ensure that travel and other associated costs are reimbursed to you.

You can contact the People Participation Team by email:

EBErecoverypartners@somersetft.nhs.uk

Or telephone 07387 014265 (Please leave a voicemail if no answer and someone will get back to you)