

BE PART OF THE CONVERSATION

Getting Involved



GUIDE TO PERINATAL PEOPLE PARTICIPATION



Welcome to People Participation!

"Being involved on a regular basis has given me a sense of belonging, community, a sense of purpose, respect and feeling valued."

~ Service User



We welcome perinatal mental health service users, partners and carers from all backgrounds into people participation.

Your opinions matter! With our collaboration the Trust continues to develop and grow.

What is People Participation?

People Participation is an opportunity for service users, families/ significant others to become involved in many aspects of the Trust's work. Your expertise through living/ lived experience is invaluable. In order to improve the service it is vital that people with living/ lived experience are involved in developing and shaping the direction of the Trust.

The experience of People Participation is different for each person. It can be something as broad as influencing the direction of the Trust or as specific as being involved in decisions about your own care.

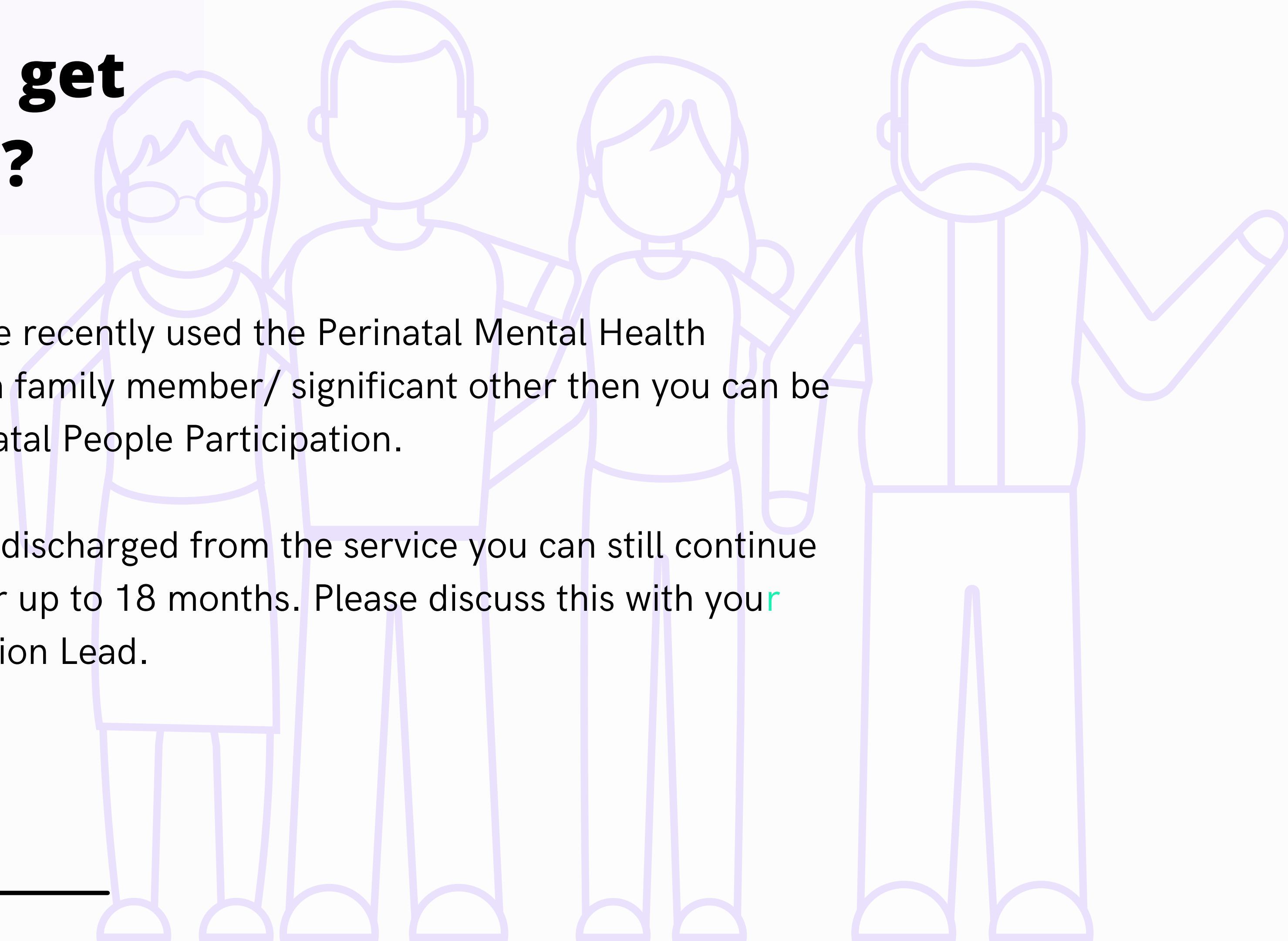
All involvement will be supported by your local People Participation Lead (PPL) who will ensure you are informed of all appropriate opportunities and will support you to access them.

You are entitled to payment and expenses for your participation through the Rewards and Recognition Scheme.

Who can get involved?

If you use or have recently used the Perinatal Mental Health Services, or are a family member/ significant other then you can be involved in Perinatal People Participation.

If you have been discharged from the service you can still continue to be involved for up to 18 months. Please discuss this with your People Participation Lead.



Involvement Opportunities

There are many opportunities available for involvement in your local area. People Participation Leads ensure service users and carers are trained and participate in the following:

- Accreditation Assessments

The Quality Assurance team (QA) trains service users to become Service User Assessors to evaluate different areas of the Trust and offer recommendations for improvement.

- Befriending

A Trust-Wide scheme supported by PP as a response to Covid-19. Service users and carers are trained to deliver this service with allocated weekly time slots to receive calls

- CQC Mock Inspections

Service users can get involved in mock Care Quality Commission (CQC) inspections accompanied by clinicians to get the Trust CQC ready.

- Interview Panels

A service user or carer is on the panel for every prospective member of staff to be interviewed and help ensure the right kind of people are chosen.

- PLACE

PLACE is Patient Led Assessment of the Care Environment to inspect the physical facilities of care.

- Quality Improvement (QI)

Trust staff and service users can initiate improvement projects using the QI method to identify, implement and measure improvement.

- Research

The Trust works with service users to design and carry out research projects.

- Staff and Bespoke Training

Service users and carers help design and deliver training for all staff including sharing experiences at staff inductions.

- Working Together Groups

Each area of participation has a Working Together Group (WTG), in Perinatal we call ours Perinatal Families Together Group (PFTG). These groups consist of actively involved service users as a chance to meet up as a whole, share experience, ideas, and work on projects together.

Perinatal Families Together Group - PFTG



Each area the Trust covers has a Working Together Group (WTG) and in the perinatal services it's called the Perinatal Families Together Group (PFTG). The group is made up of actively involved service users, partners, and the local People Participation Lead (PPL). It is a chance to meet regularly, get to know other members, share experiences of involvement, share ideas of improvement, and receive updates from the PPL. PFTG regularly invites staff members to update the group or to work alongside.

We meet monthly, on the first Wednesday of each month, from 13:00 – 14:30. Currently the meeting takes place virtually on Zoom or MS Teams and details of this will be sent out ahead of time. We might have additional meetings if we need to work on a specific project.

The group is co-chaired by the group's elected service users and co-chairs in the group rotate every 3 months to give everyone a chance at chairing. Group members also set the agenda based on the topics and discussions important to them. Terms of reference for this group is provided by the PPL.

PFTG meets as a Trust-Wide group meaning that service users come from all local areas that the Trust covers (East London, Luton, and Bedfordshire). There may also be specific PFTG meetings to your local area and your PPL will inform you of these.

All WTGs feed into what is called the Trust Wide Working Together Group (TWWTG), which is comprised of representatives of each group and is chaired by a service user. The TWWTG feeds into the People Participation Committee (PPC) which is chaired by the Trust chair but is also attended by members of the Trust board.



Why is People Participation important?



People participation is a different experience for each individual. The journey through participation is varied and flexible, but it is based on progress and positive change.

Participation gives a platform to develop and support services whilst also benefiting those who contribute personally. We have found that many of us gain so much we had not expected such as improved self-confidence, new skills, being part of a group with a purpose and can take you down a new path.

If you have goals or ambitions, either personal or service improvement ideas then you can discuss this with the local lead. People Participation is a great platform for affecting change to ensure we all get the service and care we expect, but it also gives opportunities for us to shape our own journey. Through involvement work many people have moved on to employment, including jobs within the Trust, education, volunteering, peer support, roles within the membership office and much more.

Experiences of People Participation -

Why is People Participation Important to you?

"People Participation has given me a chance to reflect on my experiences as a service user, the relationship doesn't end when I get discharged from the service. It gives me something to look forward to."

"By sharing my experience people participation lets me change a system for others using it after me."

"I've met amazing people and have enjoyed being part of a team that have made me feel valuable and important."

"People Participation has allowed me to travel down a new path and learn new skills."

"It has shown me I have a voice and my voice can help others and I can make a difference."

"I have felt really valued and empowered since being part of PP. I've learnt so much from others and about myself and my confidence has grown immensely. It has also helped with my recovery and putting my issues into perspective."

Nina, Newham

When I first began in the participation group in February 2020, I wasn't quite sure what to expect and didn't have a clue what Co-Production was or what was really expected of me. After a few meetings I started to realise how I could share my experiences and ideas without judgement and it was taken on board to help shape the services.

From this moment on I began getting involved in more and more groups and projects and I loved it. I felt empowered, enjoyed being with other people who had experienced similar situations and also it was one of the best therapies I found to aid my recovery.

I suddenly gained self confidence and was not afraid to speak up in groups or present which was unheard of in the past, I felt like I had become a new person embracing my negative experiences and scars realising how they could help others in a positive way.

It has actually led me to make a complete career change from working in Financial Services to now being employed by the NHS as a People participation lead myself

Amy, Luton & Bedfordshire

I joined People Participation in October 2020, I was so grateful to the few who had given me a second chance through the Crisis team, I wanted to pay it forward to others I wanted to help change a service for those mothers and families coming behind me to help ensure that those individuals didn't have a journey similar to mine.

I was put in touch with Lara who is the PPL, she was so kind and explained what people participation was (I had no clue what it was) and that I could get involved as much or as little as I wanted. For the first time in 22 months I felt people got me. I was with a small group of ladies with experience similar to mine and there was no judgement or repeating my story, it was lovely and something I wish I had known about sooner.

I have enjoyed being part of PP, I have been on courses, gained qualifications (I get to talk about cake), helped change a system for those who will use it in the future and whilst there is still so much to do I feel proud to be part of a team where our stories and experiences make a difference and now I'm leaving my career as a nursery nurse behind and going on an exciting new path with Perinatal.

Rewards and Recognition

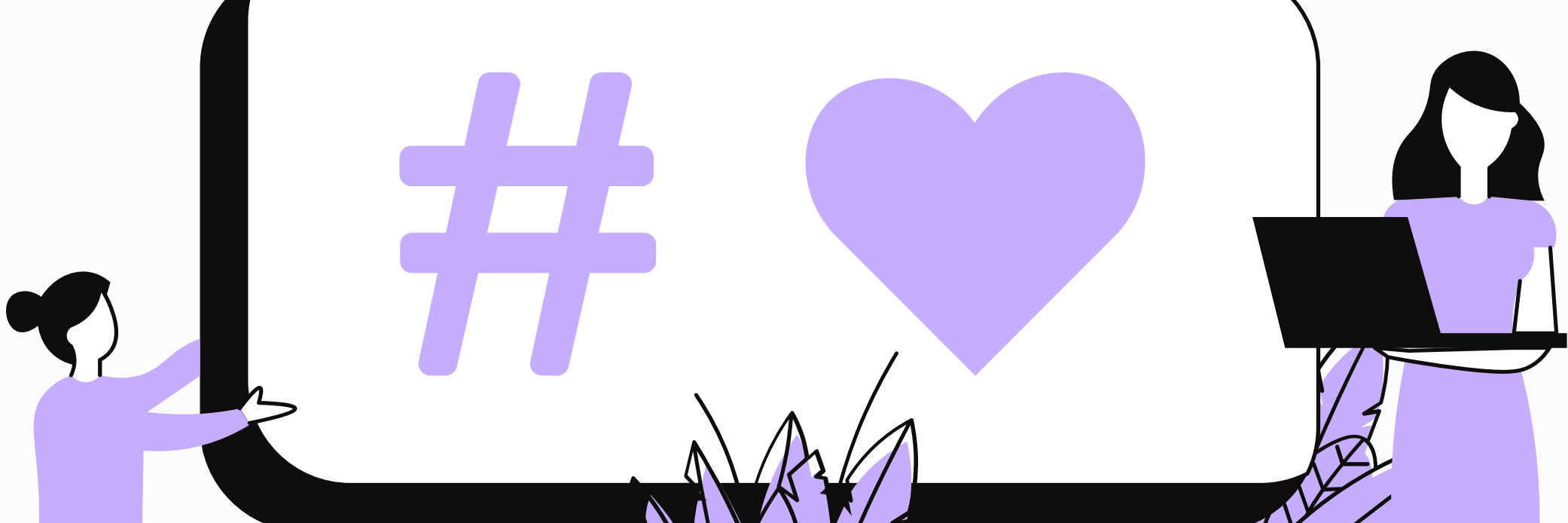
The Trust values your experience and expertise and wishes to strengthen the user/carer voice in the planning and delivery of the mental health and community health services. The Trust is committed to having a system to recompense service users and carers, which demonstrates the value the Trust places on their input.

The Trust pays service users and carers via BACS into their bank accounts. Any time we participate we complete a claim form and send this to your local PPL. We can also claim expenses such as travel, please always keep receipts and discuss this with your local PPL.

If you are receiving benefits it is your responsibility to inform the benefits agency of any earnings which may affect your benefits. Your PPL can support with filling in a PW1 form if needed.

Your local PPL will be able to provide you with the Rewards and Recognition Policy, the BACS form and claim forms.

Examples of some current projects



Moving Forward Together Group

LGBTQ+ Steering Group

Perinatal Comms Group

Perinatal Families Together Group

Poetry Group

Perinatal Equity Board

Research project into Barrier of participation

Website Development

Luton QI project increasing access to perinatal services

Walking Group for domestic abuse in East London

Training for Peer Support Workers in Perinatal

ELFT Perinatal Strategic Participation

HOW PEOPLE HAVE BEEN INVOLVED IN SHAPING PERINATAL SERVICES



INFORMATION

Updates at People Participation Committee

CONSULTATION

MBU Welcome Pack

Operational Policy Review

Perinatal PODS flyer

PARTICIPATION

Social Media

Meetings and workshops

Trust Wide Working Together Group

Perinatal Participation Pack

Service Poster

Perinatal Peer Support Worker Handbook

CO-PRODUCTION

Communications Steering Group

Perinatal Families Together Group

Perinatal Website

Moving On Together Discharge Group

East London Walking Group for people who have experience domestic abuse

Impact of Words Project

Discharge Booklet

OCEAN - New Service Shaping

OCEAN Logo design

Contact

Website:

<https://www.elft.nhs.uk/perinatal>

Social Media:

@elftperinatalservices

@elftperinatal

@ELFTPerinatalServices



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