



Sharing personal experiences
of health and social care
to educate future professionals.

Service User Involvement – How do we develop a network for IAPT service users?

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INNOVATIVE THINKING
FOR THE REAL WORLD



What does Comensus mean?

**Community Engagement and Service
User Support**

What does Comensus do?

We provide a central hub for the coordination, facilitation and development of service user and carer involvement across all Schools delivering health and social care related education and research

Why have Comensus?

“Service users and carers must be involved in the programme”

HCPC Standards of Education and Training Guidance, 3.17

Why have Comensus?

“Institutions must... involve service users and carers in all aspects of programme design, delivery and evaluation”

NMC Quality Assurance Framework, p.14

Why have Comensus?

“Medical school curricula must give... the opportunity to gain knowledge and understanding of the needs of patients from diverse social, cultural and ethnic backgrounds, with a range of illnesses or conditions and with protected characteristics”

GMC (2016) Promoting Excellence: Standards for Medical Education and Training

Some of the values we aspire to:

- community engagement
- promotion of social justice
- criticism of objectification
- deliberation, dialogue and democracy
- coproduction not incorporation

Volunteer motivations:

- challenging professional practice
- achieving change for the better
- patient safety awareness raising
- giving something back to the NHS
- getting out of the house

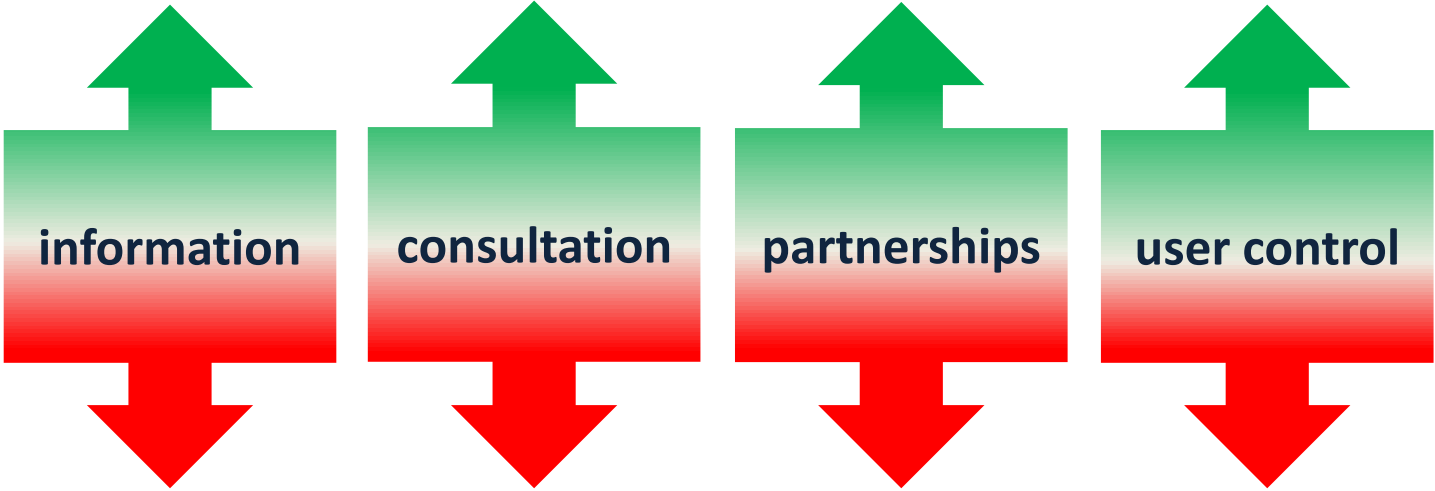
Involvement in Increasing Access to Psychological Therapies / Primary Care Mental Health / Psychological Wellbeing?



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Things to consider when planning involvement / coproduction:

- involving people from the beginning
- identifying common interests with other providers (whole systems approach)
- viewing service user care pathways from their perspective(s)
- holding a listening event

Things to consider when planning involvement / coproduction (2):

- harnessing existing feedback data
- commissioning Patient Experience focussed research
- **changing your organisational practices**
- telling people what happened

**Is an IAPT service user involvement group /
network needed?**

**What do you want one for?
What are the barriers and enablers?**

What might an action plan look like?