

Who will it help?

Our goal is to benefit the people of Bristol by the development of effective, responsive and recovery focused mental health services.

Service user & carer involvement will ensure that services match as closely as they can the needs and expectations of those who use services.

It will help staff to constantly improve how they relate to service users and their input will help shape a common culture across all 18 organisations providing services in the new system.

By ensuring services are in tune with the needs of those who use them, service user and carer engagement will result in better care and support being provided by all the organisations who form part of the new system.

And feedback from service users will help the commissioners and providers to improve the system of mental health in Bristol to meet the evolving needs of the local population and its diverse communities.

Where will it be based?

Service user & carer involvement will be integral to all parts of the system, irrespective of the provider and irrespective of the location from which services are delivered. Co-production of services and initiatives will be the norm.

Why is it changing?

Bristol is adopting a new approach to delivering its mental health services. They now come together under the banner of **Bristol Mental Health**, which is made up of 18 organisations chosen because of their expertise and experience. The change process has taken nearly three years and included the involvement of people with experience of using mental health services, carers, voluntary organisations, community groups and health and social care professionals. In the past insufficient attention has been given to the views of service users and carers and all providers of Bristol Mental Health Services are determined not to repeat past mistakes and to create together a new culture where lived experience is at the heart of the all decision making.

Bristol
Mental
Health

service user
& carer
involvement

NHS

Questions & Answers

What is service user & carer involvement?

Service users and carers are at the heart of the new service model tendered by the Bristol Clinical Commissioning Group.

Its requirements were informed and shaped by the views of service users and carers who also contributed to the selection of the 18 organisations who will deliver the new services.

Each of these provider organisations involved service users and carers in the development of their proposals.

Our goal is to work with service users and carers to maximise service effectiveness and to ensure services develop in a way which best meets the needs of those who use them.

How will it work?

Fundamentally, service users and carers will be involved at every stage of the roll out of the new services.

Not only will they help shape the final structure but their feedback on the new services will influence and inform their evolution.

The system leadership team includes a Service User Director whose role is to champion the views of those with lived experience and to provide the voice of the service user at the highest point of decision making. They will hold all providers to account for the quality of their services.

A range of project meetings and forums to manage the transition to the new model of delivery is being

established and our aim to is to have service user and carer representation on each.

Each opportunity to get involved is being advertised and role descriptors are being published, giving those with lived experience an indication of the skills being sought and the time commitments required. Service users will be paid for this involvement.

Alongside formal involvement, feedback from service users will be regularly sought and as new opportunities to get involved arise, these will be promoted on our website at www.bristolmentalhealth.org. There will also be longer term representation on forums and other meetings.

For more information

If you would like any further information about **Bristol Mental Health service user & carer involvement** please contact

Duncan Cooper, Programme Director

Call on **0117 354 6200** or email duncancooper1@nhs.net

www.bristolmentalhealth.org

**Bristol
Mental
Health** service user
& carer
involvement