

The benefits to service users

Find out more about how our Service User Involvement strategy benefits you!

- Meaningful involvement right at the very heart means you are involved in your own care. We work with you to design treatment and support which is right for you.
- It gives you the opportunity to influence and shape our service, what we provide and plan for the future, locally and nationally.
- It gives you a forum where you can give feedback, this could be things that we haven't got right, ideas of how to make things better or where we have done well.
- It helps us develop open and transparent working relationships. We listen to you and truly value your contributions.
- It gives you opportunities to get involved, share your own knowledge and experience of what works and what doesn't.
- When service user involvement is working well, it can help to increase and maintain self-esteem, self-confidence and support your progressions through your journey of recovery.
- You have the opportunity to help and support us in ensuring our services are inclusive and accommodating to people from all walks of life.



**Bring your skills,
life experiences,
feedback and ideas
to our services!**

*Everyone is
welcome*

HOW TO CONTACT US

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You. Me. Us

NHS
inclusion

*Service User
Involvement
Strategy*

Have your say!



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About the Service User Involvement strategy

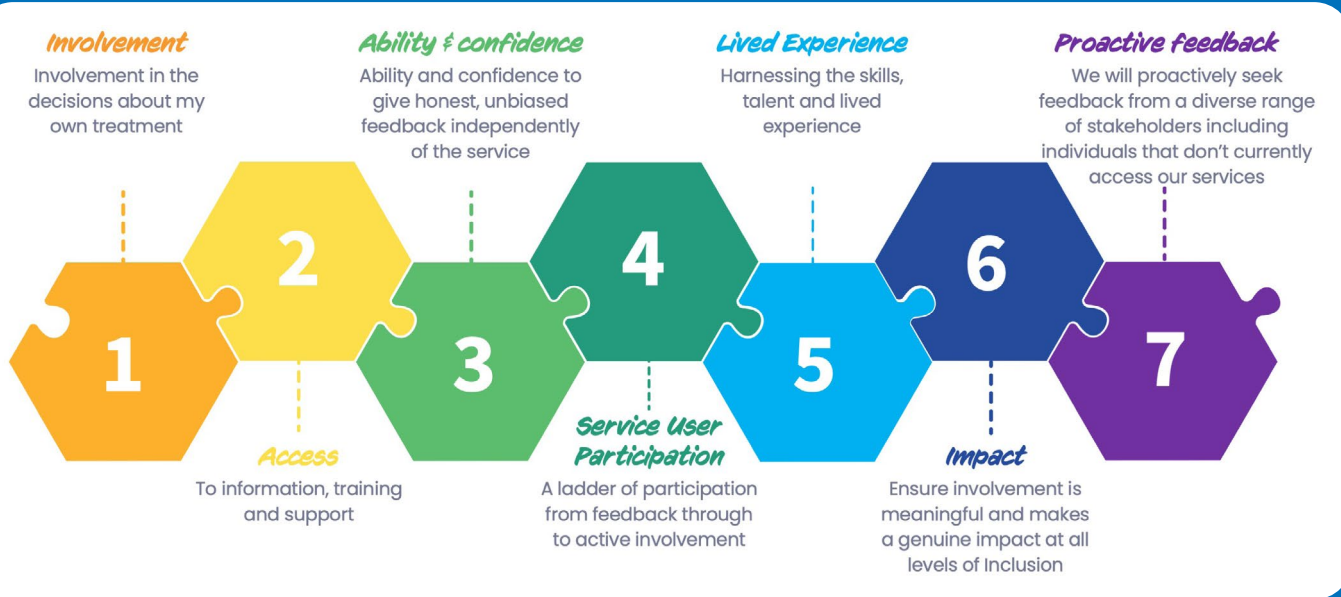
Inclusion provides a number of different services including sexual health, prison addiction services, prison mental health services, Psychological Therapy and wellbeing services, and community addiction services.

We would like to be more responsive to the needs and wishes of those that use our services – like you! We need to ensure that service users and their families and carers’ voices are at the centre of our services, from planning, design, delivery and evaluation of services at a local, regional and national level.



The variety of methods available to involve service users, families and carers means that you can participate at a level that you feel comfortable with.

Our 7 core principles



The benefits to our services

Find out more about how our Service User Involvement strategy benefits our services!

- We learn more about the experiences of people we work with and their families and carers and encourage the development of closer working relationships between them and our staff.
- We use these experiences to change current provision, or develop additional services to meet the needs identified by our service users.
- By encouraging you to express your views and use your energy and experience, we are able to make long-term improvements to our services.
- We are able to use the information and feedback to evidence outcome measures and report to those involved with the commissioning and design of our service.
- It promotes the development of transparent and open services and decision-making processes.
- Effective service user involvement creates a working environment where both staff and people who use our services feel comfortable about expressing their opinions and experiences – both positive and negative.
- Service user involvement is used to inform training and reflect on practice.
- Effective service user involvement helps to ensure our services are inclusive and accommodating.

