

Lived Experience Network

World Café 2017

(just for clarity, a World café is a conversation that matters to those involved. People sit informally at tables and discuss the questions. Each table has a menu with the questions on. By Coffee stage each group gives feedback on their main points)

Starters



What do students get out of service users being involved in their education?

Real people, real lives

Variety of views, lasting impression, what you don't learn from a book!

Feedback from service users and carers

Interviewing – would you want this person as your nurse/ Occupational therapist

Open days

Learning about different experiences to use in future situations

Reflecting on what has been said

Values/attitudes/beliefs

Teaching people to work with people

Care & compassion

Learn a lot, building relationships

Extra perspective – Open days

Preparation – bridge theory/practice

Home visits – medical students

We are all service users

Main Course



How can we make sure our service user involvement includes a wider variety and more diverse group of people?

Don't pay them – controversial

Get in touch with local support groups, and Hard to reach groups. Minorities

Target people outside support groups

A good induction process

Buddy people new to the group

Offer beer and curry (think about the environment service users/carers are coming to)

Advertise

Smaller groups

Students themselves e.g. midwives

Help make a difference

Got something out of it – see beyond a condition

Chance encounter

Head hunting – actively recruit = injustice

Paid roles

Dessert



“We label jars, not people” V. Jones

To what extent are service users the recipient of labelling despite their involvement in healthcare education?

We are all labelled – husband, wife, son, daughter

Self- labelling, cancer survivor/ carer – can be convenient

Talking to students doesn't affect service users being labelled, but can help people to gain confidence and challenge. Join Time to Change

People are still judged by appearance

Different prejudices need to be challenged

Happens less but still some labelling

Promoting understanding – need time

Values

Hierarchy – where do we fit in?

Service user

Assumptions

How do we introduce ourselves?

Tokenism

Ethics

Coffee & mints



What are your 3 key learning points from the café?

Perspective of experience

A two-way street between student and professionals

There is more out there than we can ever imagine – keep learning & talking

Learning from people with clinical need

A different perspective and feedback from users

Encouraging emotional intelligence

Practice soft skills

Asking questions they could not ask

Think about the family situation

Learning has occurred when behaviour changes

Tokenism can occur

Language barriers

We are unique, but have similarities and everyone has something to bring to the table

Service user involvement is best when matched to the activity (broad or specify as required)

Service users and professionals can both be as good/bad as each other, treat them both with as much respect as you would appreciate yourself