



Meeting: Lived Experience Network, Southampton Showcase 2
Date: 7th May 2013
Time: 10.00 – 15:00
Venue: Room 1007 Nightingale Building, University of Southampton

Attending: Jools Symons, Joannie Tate, Susan Thornton – Leeds Medical School, Trevor Kettle, Sandy Walker, Louise Dubras, James Wilson, Annabel Smoker, Rachel Dodswell, Tracey Harding and Alison Ford – Southampton, Elspeth McLean – Liverpool, Barbara Riddell – Surrey, Julie Dix – UCLAN, Kim Scarborough – UWE, Peter Atkins and Angela Warren – Bournemouth, Claire Glenton – Staffordshire, Sarah Bite - INVOLVE

Welcome and Introduction –Jools Symons LEN Lead

Research Presentation: Academic staff attitudes to involvement strategies – Trevor Kettle (see attached PowerPoint)

Presentations from the Faculty of Health Sciences: Human Library – Sandy Walker and team

Feedback from the Action Working Group: meeting at UCLAN 25 March – Elspeth McLean

1. A recruitment strategy to the network to ensure inclusivity (include PPI leads from HEI's, ensure social care representation and student engagement):

- A Collective Group- user led? How will we make decisions?
- Working group reporting to collective and/or steering group. Possible steering group who helps define decisions via discussion responsible to the larger collective.
- Funding issues- not base focus on meetings. HEA has travel fund. Bid for travel applied for this group.
- Publicise group on bulletins, web sites, a stand at HEA conference
- Regional focus- we also publicise LEN.
- Student engagement- how e.g. may include HEA stands at conference. Meetings for student engagement
- People who don't engage in SUC education networks- how do we engage them.
- Ask initially service users and carers who already have experience of engaging in HEI's.
- How often does LEN meet?

2. A communication strategy:

- Define who we are, who we are not and how we are different than other networks
- Explain we are not empire building but wanting to share and spread good practice.
- We need to embrace research.

- We are a service user, carer initiative.
- We need to cover both health and social care strands
- Look for and share good practice- organisational, practical, and educational.
- Need to define who and how will it be overseen- responsibility.
Jools- help set up hub- LEN.
Resources, shared developed- responsibility rotate.
A central contact- who to engage with for access to LEN.
- How can we find information- have web page at HEA- discipline information officer.
- We need to decide on our values and a strategy
- Web page – what is on it e.g. CETL, DUCIE, SWETN
- Accessibility strategy for all- SU/C community groups
- Politics- power, boundaries, challenges current practice, collective view.
- Student experience – student voice approach
- Students as partners
- Modelling
- Is this a service user led network (Lived Experience Network)? (Sub group focus)
- 3 part leadership alliance
SU/ C. how to get your voice heard
academics – how to share power
students- how to recruit
- Culture change to embrace service user/carers involvement - HEA, HEI, community, students

3. Explore potential resource repository:

- Collective space for policies that can be taken off the shelf for new groups, updates etc
- Needs to be up to date
- Look at model we are working with
- Needs to discuss what is 'Open Policy', what is accessible to all
- FAQ section
- Student narrative and perspectives included
- Digital stores will be included
- Research, conference, presentation.
- Literature list, publications etc.
- Links to others
- Service user/ carer knowledge
- HEI's own stories
- Practitioners SU/C engagement- historical
- Inter professional learning
- International focus- HEA funding

- Students as partners- link- HEA funding
- Training resources for service users
- Guidance on how to embed things in validation
- Statutory polices and legislation
- Service user/ carer involvement in placements guidance
- How do we want it to be set up
- Is this something that is repeated
- Ian Light awards- good practice
- Link to others
- How and who
- Branding- is this suitable for all
- Moderation- good quality – panel to moderate
- Discussion overseen- like blog
- Open access – currently on some sites only certain email address allowed access e.g. addresses that end in ac.uk.

Group discussion – What’s in it for us: personally, professionally and institutionally?

Group1: **Why service user/carer is important in training**

- In line with validation/accreditation requirements by Unis and professional bodies – e.g. HCPC
- Offers learning from real lived experience that can be offered to other disciplines
- Provides access to unique experiences
- Can LEN give its own awards?
- Enhances the student experience
- Provides evidence
- Students should rate SUC involvement
- SUCs should rate courses’ levels of SUC involvement
- Unis get a different perspective
- Pre-prepared protocols – from courses and programmes that are already doing SUC involvement
- Ideas can be used across faculties
- Audit using Arnstein’s ladder of involvement
- Can provide evidence for funders, Unis, and other bodies

Group 2: **What’s in it for us?**

- Hearing what other patients and carers are involved in
- Plugging into an awareness of what’s happening at undergraduate and postgraduate level
- Looking at the long term impact as well as the short term
- Have to work hard to overcome prejudices and attitudes in the workplace

- Looking at a ladder as a model isn't necessarily helpful – doing something small is helpful too
- Good for student researchers to be involved in – to learn about the issues
- We can help each other in setting things up and developing them
- We can save time by not having to start from scratch
- We can have conversations as well and looking at websites
- Less isolation – the coordinators role can be isolating
- **What's in it for our universities and colleges?**
- They could win awards
- There could be a LEN kitemark of some sort
- Being able to include some feedback from LEN on an audit
- It would be interesting to compare where universities are on involvement
- Defining good practice and what is expected of patients and carers
- Students find it very good –students like it when it's good practice
- Improves student experience
- Increased interest post-Francis report in what students will be like as professionals
- Support for meeting revalidation requirements
- Endorsement from an external body like LEN gives support for developing involvement

Group 3:

- To rotate meeting venue around the country to give all a chance to attend
- To target your surrounding area's to encourage 'take up' of LEN
- Sharing good practice guide which will in turn feed back to academics
- HEA - What money can they offer LEN?
- Will hopefully stop duplication of the good and bad working ethics
- Find out what works and what doesn't
- To change culture and eliminate myths of patient and carer involvement
- To build up evidence and show research on website to sell LEN

Next meeting:

Late August 2013 University of Surrey Showcase (TBC)

Late November 2013 University of Liverpool Showcase (TBC)

April 2014 University of Newcastle Showcase (TBC)

Jools E Symons – HEA LEN Lead Patient & Public Involvement Manager

Medical Education Unit

Room 7.09 Worsley Building

University of Leeds

Leeds LS2 9NL

Tel: 0113 343 8833

Mob: 07598 028024

E-mail: j.e.symons@leeds.ac.uk