

*A Joint Healthcare Conferences UK
and the NSUN Network for Mental Health Conference*

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Creating Connections **Service User Involvement** **to improve Mental Health Services** ***What is Value in Practice?***

Wednesday 25 June 2014 ICO Conference Centre, London



Chairman and Speakers Include:

Dr Geraldine Strathdee
*National Clinical Director for Mental Health
NHS England*

Kath Lovell
*Chair of NSUN &
Managing Director of Emergence*



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Creating Connections

Service User Involvement to improve Mental Health Services *What is Value in Practice?*

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This conference is a Partnership Conference between The National Survivor User Network (NSUN) for mental health and Healthcare Conferences UK. NSUN is an independent, service-user-led charity that connects people with experience of mental health issues to give us a stronger voice in shaping policy and services.

The conference has user involvement at its very heart and has been co produced with service users and survivors of mental health services. Chaired by **Kath Lovell**, Chair of NSUN and Managing Director of *Emergence* the conference will open with a keynote address from Dr Geraldine Strathdee, National Clinical Director for Mental Health on the NHS England commitment to meaningful involvement for positive change. The conference aims to support delegates with practical tools and techniques to ensure meaningful involvement for improvement in the services they provide.

The conference will highlight the national standards for involvement and implementation in practice. The National Involvement Project has been developing and refining national standards for involvement called 4PI and a report is due to be published early this year. 4PI identifies the key things enabling real and meaningful involvement of service users and carers in organisations and groups to take place under the headings: Principles, Purpose, Presence, Process and Impact. Alison Faulkner who has been working on these standards will discuss the practicalities of implementation in practice.

The conference will also provide guidance on values based commissioning, ensuring integrated care, revisiting values through creativity, ensuring the direct voice is included in strategy development, developing inclusive methodology and will conclude with a panel session focusing on how we approach this in practice.

Through practical case studies, user led sessions and the user voice, this important conference aims to ensure meaningful involvement that leads to improvement in your service.

"The purpose of involvement is to empower people with experience of mental health problems, and their family and friends, to work in partnership to create and deliver services that promote mental health and well being, offer optimism and hope and support individuals to manage or overcome their mental health problems, shift the balance of power, challenge stigma and discrimination, respect and value diversity and promote social inclusion and active citizenship." NSUN Network for Mental Health

10.00 Joint Chairman's Introduction

Kath Lovell

Chair NSUN
& Managing Director of Emergence

10.15 The NHS England Commitment to meaningful involvement for positive change

Dr Geraldine Strathdee

National Clinical Director Mental Health
NHS England & Consultant Psychiatrist, Oxleas NHSFT &
Visiting Professor, Integrated Mental Health Programme, UCL Partners

- the importance a joint survivor and clinical narrative
- survivor research to develop best practice
- an update from NHS England

10.45 Values-based Commissioning for good practice

Emma Perry

Project Coordinator
The National Survivor User Network for Mental Health
In partnership with the Joint Commissioning Panel for Mental Health

- a survivor led approach to values based commissioning
- how to involve survivors in the commissioning process
- keeping safe and preparing yourself

With Dr Neil Deuchar

Director Commissioning Centre Royal College of Psychiatrists &
Co-Chair The Joint Commissioning Panel for Mental Health

11.15 Question and answers, followed by coffee and exhibition

11.50 National Standards for Involvement

Alison Faulkner

Researcher
The National Survivor User Network for Mental Health
In partnership with The Institute for Public Policy Research

- developing national standards for involvement
- implementing the national standards in practice
- how the '4PI – principles, purpose, presence, process, and impact' standards are being adopted for more meaningful public and patient involvement

12.20 Planning good integrated care: creating a shared narrative

Dorothy Gould

Independent Survivor Researcher
The National Survivor user Network for Mental Health
In partnership with the Mental Health Foundation

- what makes good integrated care?
- how do you create a shared narrative?
- case studies and examples in practice

12.50 Question and answers, followed by lunch and exhibition

14.00 Revisiting values through creativity

Alisdair Cameron

LAUNCHPAD Team Leader
Vice-Chair MHNE, Board Member Net (North East together)
NSUN NTWSU&C n/wk co-chair

- revisiting values through creativity
- what the voluntary sector can offer for good involvement
- dispel myths, tackling discrimination and maximising impact

Aidan Moseby

Artist LAUNCHPAD North East

14.30 Ensuring the direct voice is included in the strategy

Representative

People's Network of Hackney

- demonstrating meaningful involvement in strategy
- the role of the Peoples Network
- case studies in practice

15.00 Inclusive methodology

Naomi James

Regional Development and Research Manager
The National Survivor User Network for Mental Health

- developing inclusive methodology

15.30 Question and answers, followed by tea

16.00 The clinicians role in supporting and developing involvement at an individual clinical practice level

Dr Asad Siddiq

Consultant Psychiatrist and Lead Consultant

With **Members of the Bury Involvement Group**
NHS Bury

- developing a discussion/conversation approach
- developing independent service user feedback and involvement in clinical practice
- the experience of the Bury Involvement Group (BIG)

16.30 Closing Keynote Panel Session: How do we approach this in practice? Where do we go from here?

Panel Members include:

Professor Edward Peile Professor of Medical Education University of Warwick

Colin King Co-Author 'Race, Values & Models' The Mental Health Foundation & Lecturer Lambeth College

17.00 Question and answers, followed by close

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Service User Involvement to improve Mental Health Services

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> How to book

Book with credit card and receive a 10% discount*

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8 Wilson Drive, Ottershaw KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

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Surname

Job Title

Department

Organisation

Address

Postcode

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Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

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Signature

Date

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Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date

Wednesday 25 July 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.
- ☐ Free Service User Place (first come first served)

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

For more information contact Healthcare Conferences UK on **01932 429933** or email **jayne@hc-uk.org.uk**

The information provided will be held on the Healthcare Conferences UK database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

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10% discount when you book with credit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

There are a limited number of funded service user places - please contact us for more information

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

Accommodation

On confirmation of your booking you will receive details of accommodation.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email Carolyn@hc-uk.org.uk

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