



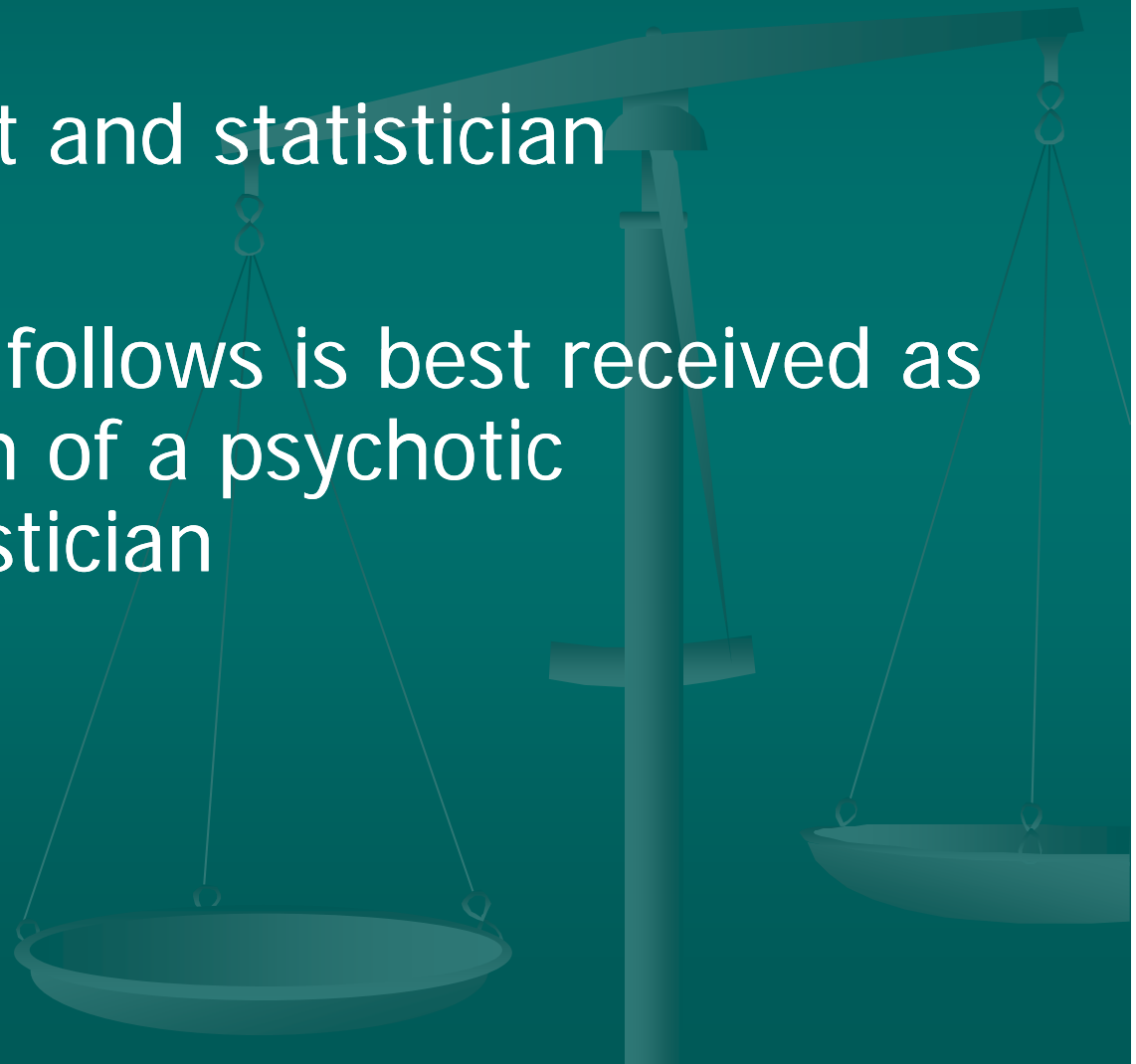
Measuring effective service user involvement

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Introducing me...

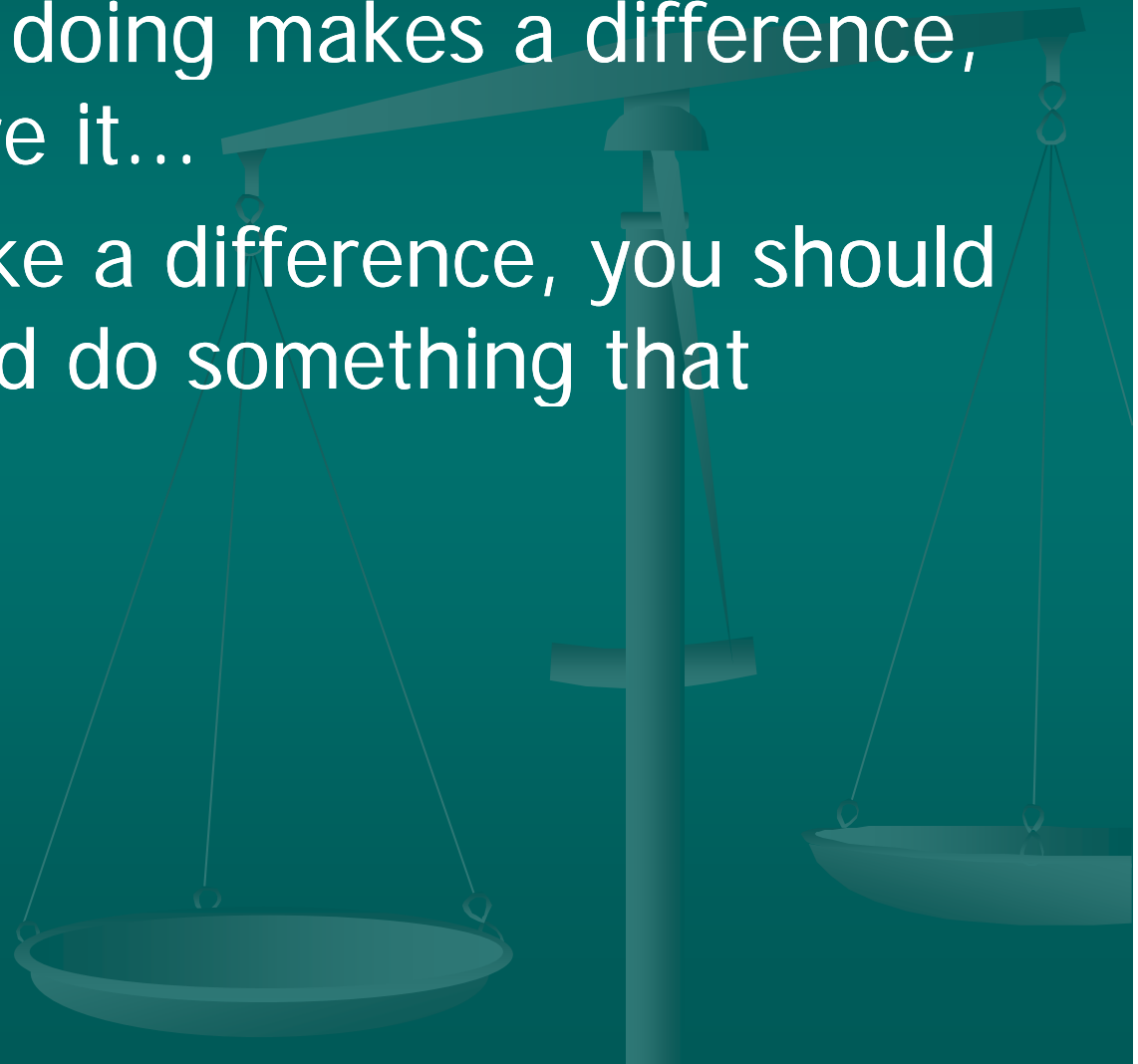
My parallel lives:

- As an economist and statistician
- As a psychotic
- Everything that follows is best received as the presentation of a psychotic economist/statistician



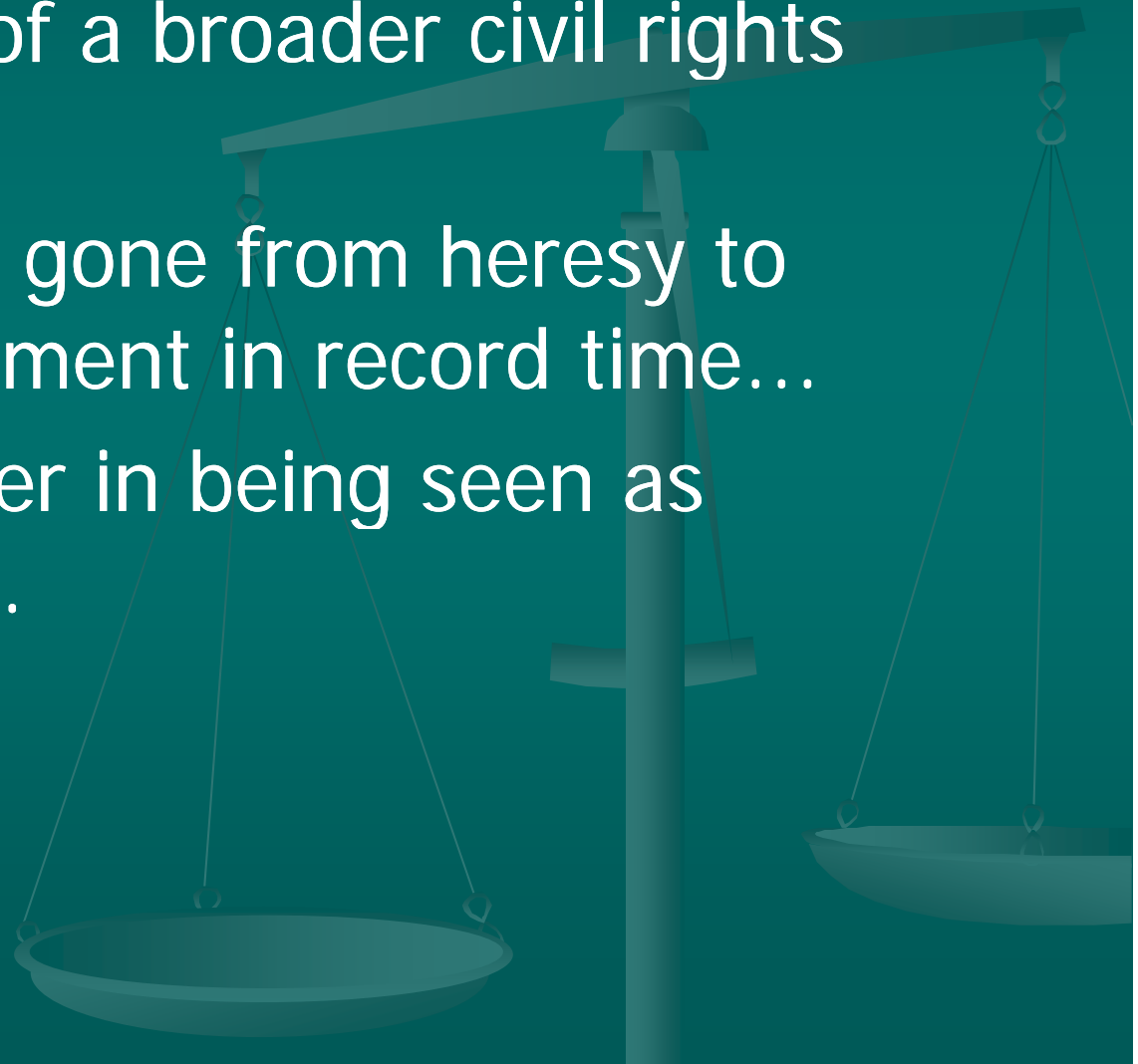
I believe...

- If what you are doing makes a difference, you can measure it...
- If it doesn't make a difference, you should stop doing it and do something that does...

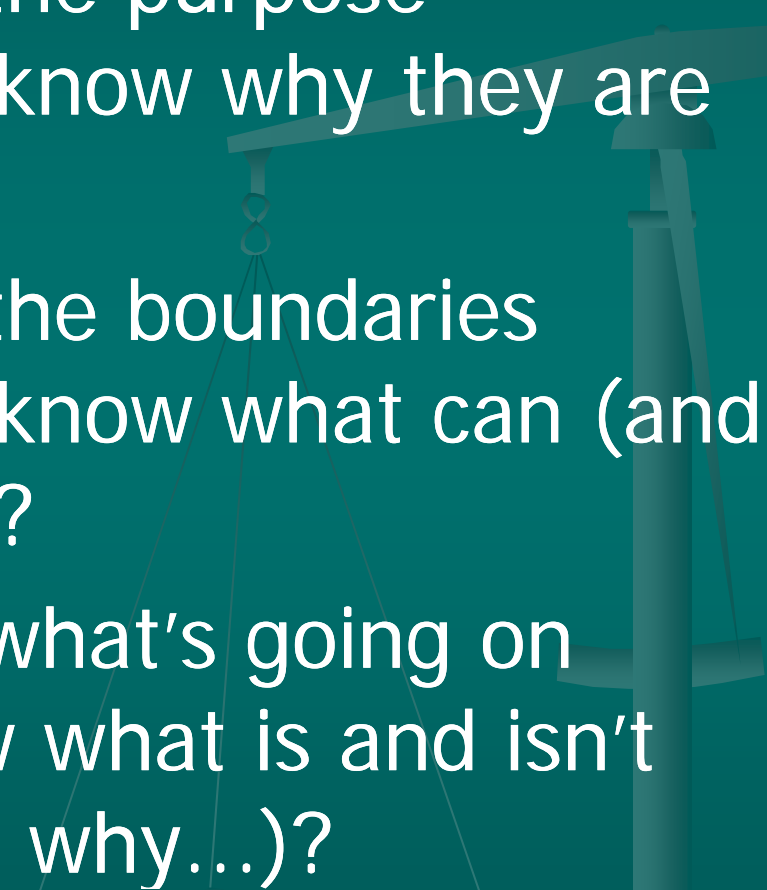


Service user involvement in context:

- I see it as part of a broader civil rights agenda...
- In the UK it has gone from heresy to contract requirement in record time...
- There is a danger in being seen as "a good thing" ...



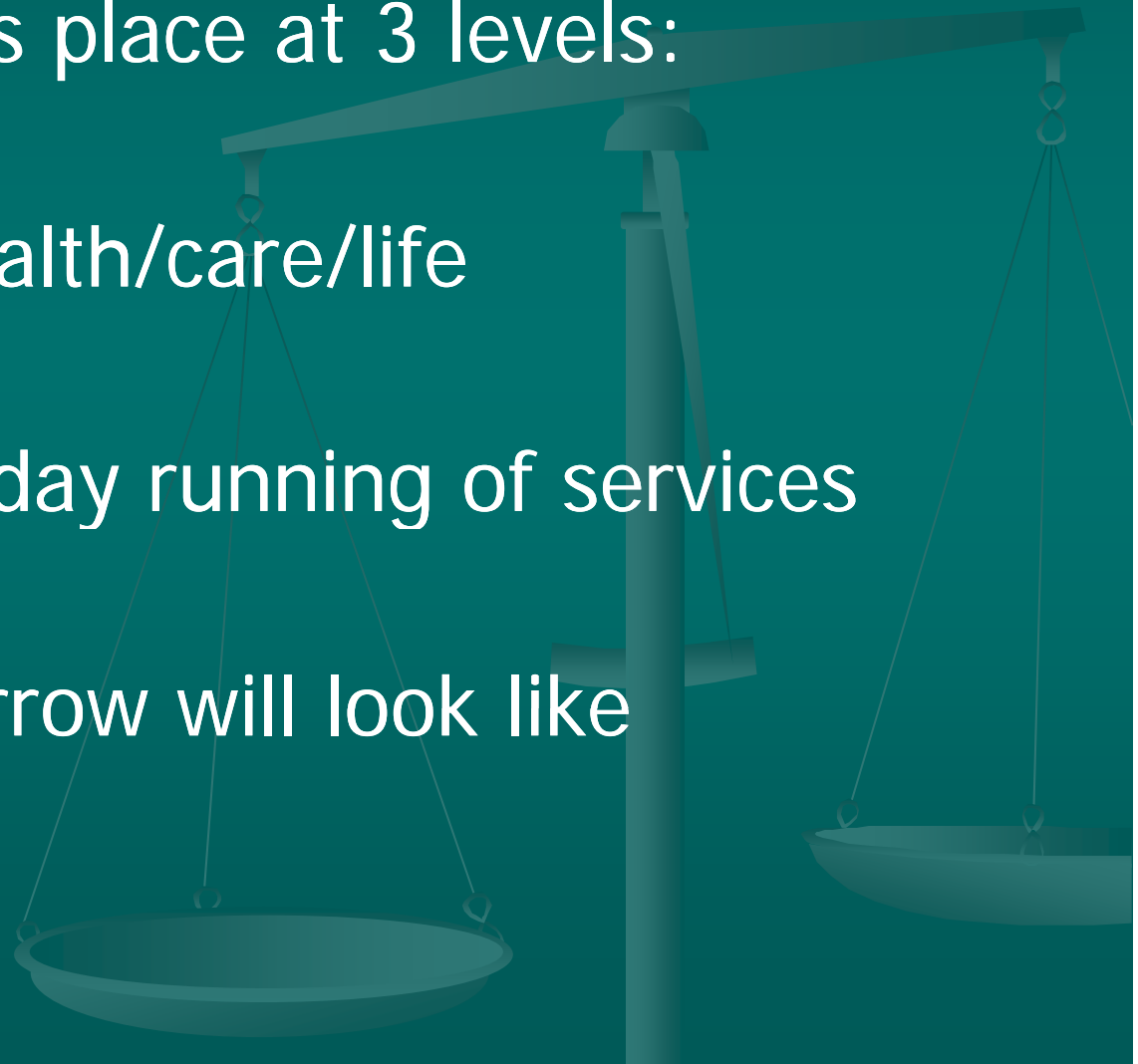
Three golden rules

- Be clear about the purpose
Does everyone know why they are involved?
 - Be clear about the boundaries
Does everyone know what can (and cannot) change?
 - Be clear about what's going on
Do people know what is and isn't happening (and why...)?
- 

A framework

Involvement takes place at 3 levels:

- Individual
...in my own health/care/life
- Operational
...in the day to day running of services
- Strategic
...in what tomorrow will look like



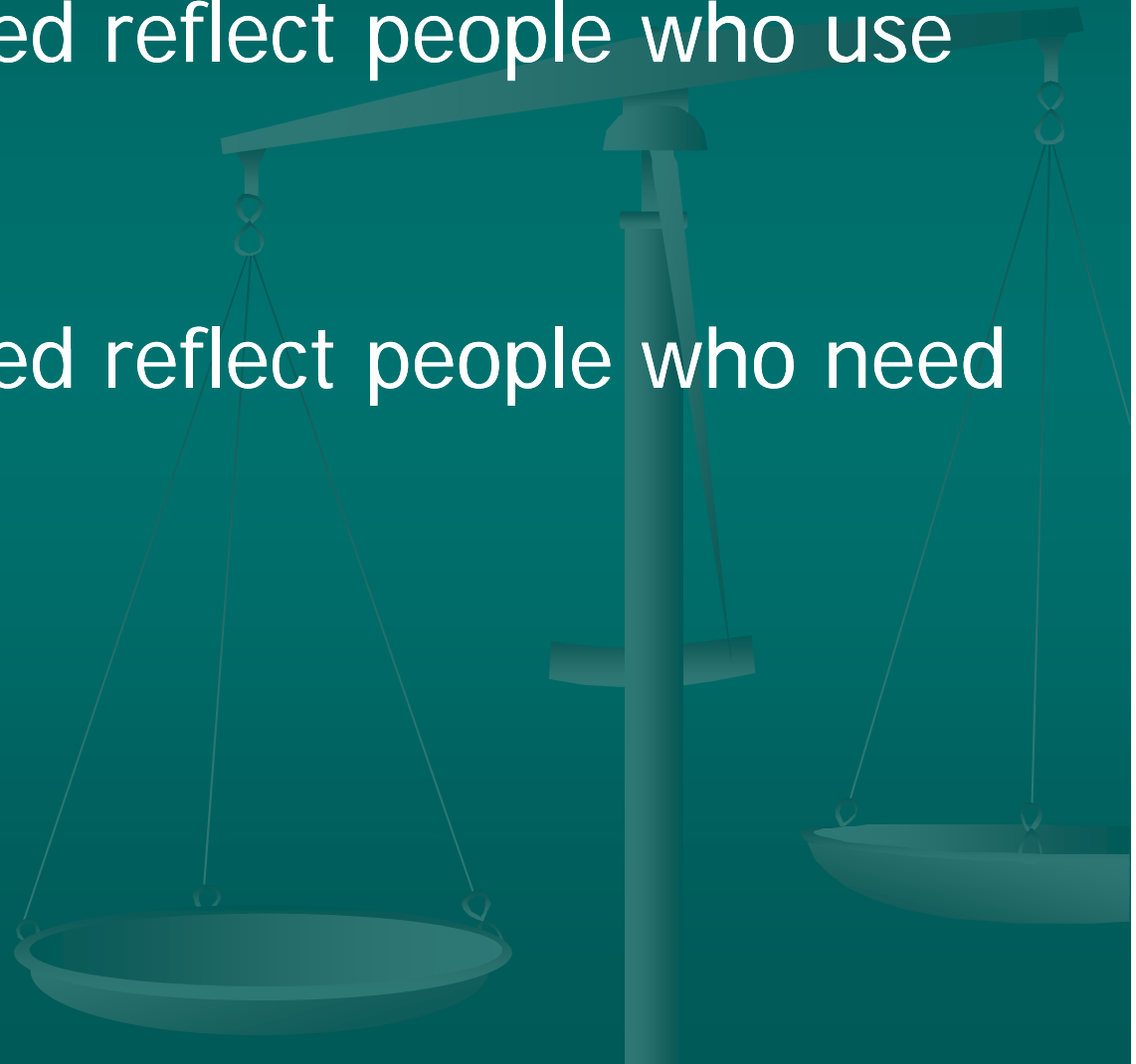
Three key questions:

- Who?
- How?
- Why?



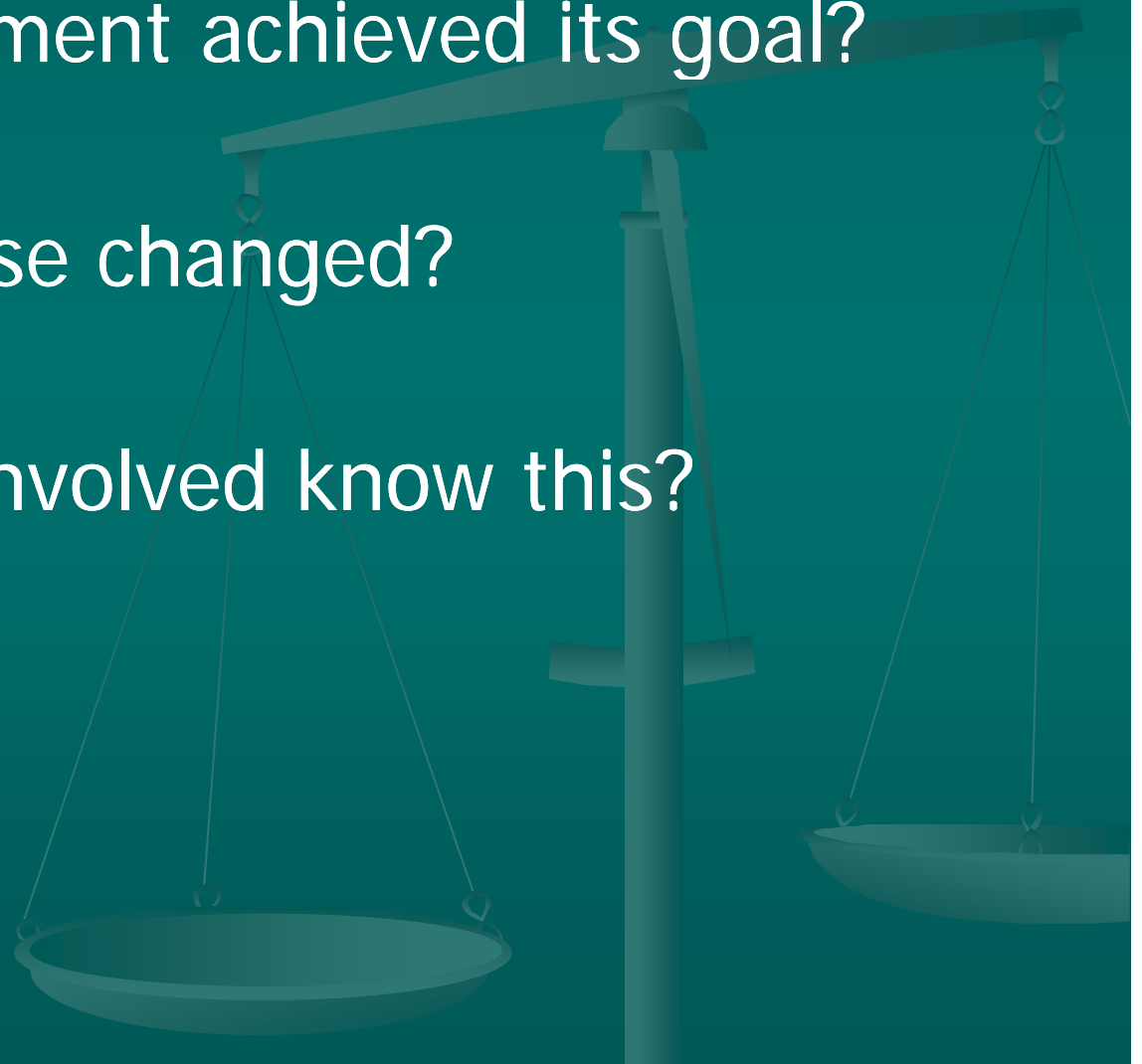
Who?

- Do those involved reflect people who use your service?
- Do those involved reflect people who need your service?



Why?

- Has the involvement achieved its goal?
- Has anything else changed?
- Do the people involved know this?



Where do we go from here?

- identify characteristics of effective service user involvement
- Turn them into indicators
- Collate indicators as an audit tool
- We all live happily ever after...

