Service User Group
Learning Disability Service
Hello – My name is ... 

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SUG Representative

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Birmingham Community Healthcare NHS Foundation Trust (BCHC) is a provider of core community health services across Birmingham.

The Learning Disability Division offers a broad range of services to people with learning disabilities who have complex health needs living in Birmingham.

The service is comprised of:
- A citywide multi-disciplinary Community Learning Disability Team
- Intensive Support Team & Community Forensic Team
- A residential unit
- 2 respite units (currently suspended in line with covid19)
- A day service (currently suspended in line with covid19)
- Acute Hospital Liaison Team and Learning Disability Care Home Teams
Who are the BCHC Learning Disabilities Service User Group

Our Service User Group is a wonderful group of people with learning disabilities, who provide real insight and vision to help us to understand and improve many aspects of our service delivery.

The group has been designed and built together with our Service Users.

We believe that the group supports adults with learning disabilities and their contribution helps us deliver a service that will make a difference to so many.
How it all started

Initially established in 2018

Started as the “Service User Working Group”

The service users decided they would like to be called the “Service User’s Group” also known as SUG!
What happened next?

The group set up a monthly meeting

Aim was to feedback patient experience of accessing our services

We set up our objectives and structure

Developed an annual work plan

Contribution toward service review

The group expanded and recruited more service users
What does the Service User Group do?

Hold monthly meetings that are co-chaired by a service user

Review the service

Gives feedback

15 steps challenge

Provides an opportunity to network with others
We review information such as...

- Learning disability service welcome pack
- Meal time leaflet for carers and families
- Review of sepsis awareness leaflets
- Review of domestic abuse leaflet
We have created an inclusive, open and inspirational environment

Since developing the group we have worked to ensure the group is structured and involves everyone

Service user group leaflet

Celebrating our success
Examples of how the group works and makes an impact

The Service Users have made huge impact in the division
- Staff engagement & requesting feedback
- Improvement in provision of accessible information

The Service User Group have participated in the following:
- Visited a college to speak with students about the services BCHC offer and their experience
- Attended the BCHC Annual General Meeting
- Attended the Executive Board meeting
Impact on our Service Users

The group has had an impact on our Service users in many way and has improved their individual skills in the following areas:

- Public speaking
- Creative thinking
- Developing and articulating ideas
- Leadership
- Communication
- Interpersonal skills
- Problem-solving
- Social networking
What the service users say

We asked the group why they liked taking part, this is what they said:

“I like coming to SUG to help improve the services in the NHS and the trust”

“I like coming because of the nice people, understanding people”

“I am learning a lot - very helpful”

“I like that my voice gets heard”

“It’s good to share ideas”

“I like coming to the meeting as it is friendly and good to make the video to help GP’s in the future”

“It is interesting and good to see things in a different perspective”

“All that SUG do is great”

“Good to include service users”

“Everything is explaining in an easy way and friendly way”

“SUG helps you, Good to have someone to talk to”
We have worked collaboratively with our CCG to develop a video to help others increase their understanding of support that people with LD and autism need to access primary care services.

This will become part of a body of online resources to help people with Learning Disabilities and Autism access primary care.

Full Video here: https://www.youtube.com/watch?v=Lzbvn04svhg&feature=youtu.be
A Service led by experience

“Nothing about us without us”

We found that it was imperative to make time and celebrate all of our achievements.
During COVID-19

Our group hasn’t met formally
We have been contacting our members

We are looking at ways to re-start the group virtually

We know our service users are keen to get back to our SUG
In Memory

Mandy

Louise
Thank you - any Questions?