

# Service User Group

## Learning Disability Service



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@bhamcommunity



# Hello – My name is ...



**Mark Chadwick**  
SUG Representative



**Emma Flanders**  
Acting Divisional Director  
of Nursing & Therapies



**Jeanette Hill**  
Patient Experience Lead



# We are ...

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



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# 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 be to called the “Service User’s Group” also known as **SUG!**



# What happened next?

**Service User's Group Meeting**

**Rules**

- ↔ Only talk about **relevant** topics
- ↔ Don't ask **personal questions**
- ↔ What is **said** in the group **stays** in the group
- ↔ If someone asks a question we don't want to answer, we be reply with "I'm sorry it is not relevant and I don't want to answer"
- ↔ If we want to ask a question, we say "Do you mind if I ask ...?" before.
- ↔ No **bullying, violence or threats**
- ↔ Talk to people **after** the meeting if you have a problem
- ↔ Be able to **suggest** things to talk about at the next meeting

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



Birmingham Community Healthcare   
NHS Foundation Trust

**Learning Disability Division**

**Service User Group  
Annual Work Plan 2019 - 2020**

Month	Topic/Work Plan	Completed	Comments/Actions
June 25 <sup>th</sup>	Service User Leaflet final feedback	Yes	
July 30 <sup>th</sup>	ToR for SUG	Yes	
August 27 <sup>th</sup>	To discuss AGM Video Recording	Yes	
September 24 <sup>th</sup>	Welcome Pack Review NHS anniversary celebration	Yes	
October 29 <sup>th</sup>	15-step challenge in each base LD celebration 10 years – Discuss ideas for a celebration	Yes	



# 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





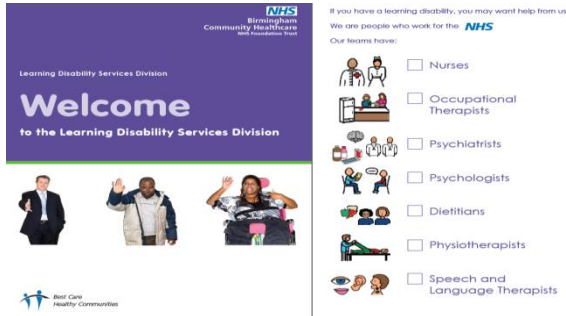
# We review information such as...



Meal time leaflet for carers and families



Review of sepsis awareness leaflets



Learning disability service welcome pack



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

**What do we do?**  
We give our opinion on the Learning Disability Service and the things they make! We make sure that other Service Users will like the documents and will understand them!

**Do you want to join SUG?**  
Are you a service user of the Learning Disability Service?  
Do you want your voice to be heard?  
Do you want to give the service your opinion?

**Please contact:**  
0121 466 7219

**Why do we do it?**  
**To speak up!**  
To improve the service for us and others!

**SUG**  
BCHC Learning Disability Service "Service User's Group"

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**D**  
**Service user group leaflet**

**Hearing your voice...**  
**To help the service have a voice of the service users**  
We want to inspire other services to have service user groups!  
We need to talk about ideas and plan things

**What have we done?**  
We have given feedback on:  
- Posters  
- Leaflets  
- Easy Read feedback forms

**Hearing your voice...**  
**It is important to give every-body a chance to speak up**  
I enjoy social networking with others  
We are improving the service and helping others



**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



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# Impact on our Service Users

The group has had an impact on our Service users in many ways 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 am learning  
a lot - very  
helpful"

"It's good to  
share  
ideas"

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

"I like that my  
voice gets  
heard"

"I like coming to the  
meeting as it is  
friendly and good to  
make the video to  
help GP's in the  
future"

"Everything is  
explaining in an  
easy way and  
friendly way"

"I like coming  
because of the  
nice people,  
understanding  
people"

"All that  
SUG do is  
great"

"Good to  
include service  
users"

"SUG helps  
you , Good to  
have someone  
to talk to"



# Supporting Access to Primary Care for people with Learning Disabilities



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=Lzbnv04svhg&feature=youtu.be)

<https://www.youtube.com/watch?v=Lzbnv04svhg&feature=youtu.be>



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# 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 COVID19

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



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# In Memory



Mandy



Louise



# Thank you - any Questions ?



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