

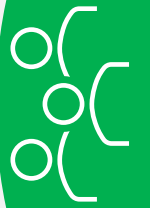
TRANSFORMING PATIENT EXPERIENCE

EAST OF ENGLAND
PROVIDER COLLABORATIVE
BETTER CARE CLOSER TO HOME



A map of South Africa is shown in the background, divided into colored regions. The northernmost regions are purple, the central-western region is green, the westernmost tip is orange, and the southern regions are blue and light purple. A thick green horizontal bar is positioned below the text.

**BETTER CARE, CLOSER TO
HOME AND OUTSIDE OF
HOSPITAL WHERE POSSIBLE**

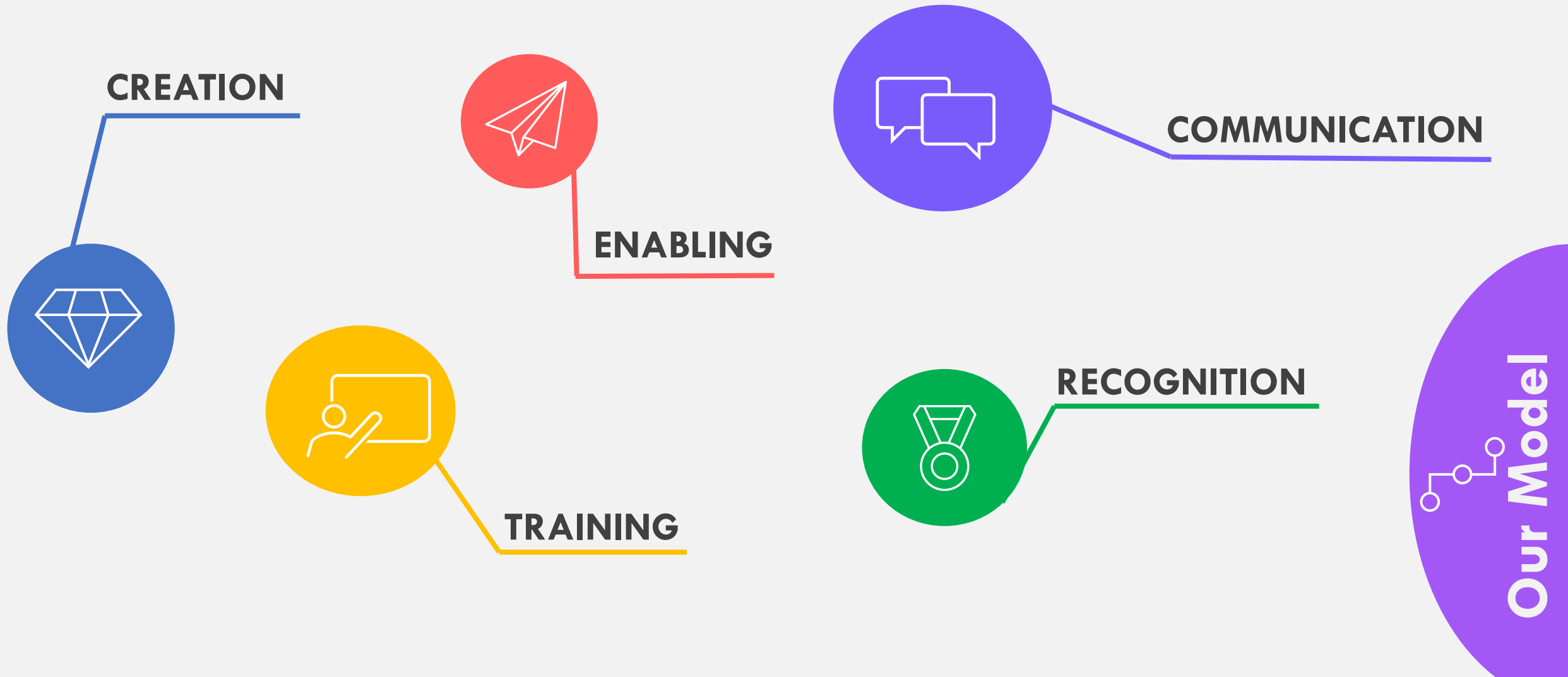


Our Vision

The East of
England (EoE)
Provider
Collaborative is
a partnership of
six specialist
Mental Health,
Learning
Disability &
Autism NHS
Trusts.



About Us



A STRUCTURED PARTNERSHIP MODEL OF ENGAGEMENT

“I have had the opportunity to speak out on aspects for service developments, such as the service user booklet for new services, and the SOP (Standard operating procedure) which gives details on how the program will run. I feel that my thoughts and opinions have been listened to and incorporated into the programs.”



Moving away from traditional methods of engagement

Attendance at key transformation and new commissioning forums.

An Integration of learnt professional experience and lived experience.

Achieving the objectives and ambitions of the East of England Provider Collaborative.



Service Design

SERVICE DESIGN

“Being part of the Provider Collaborative advisory group has increased my confidence to speak out. I now attend LGBTQ events and am proud of who I am, prior to the staff in the Provider Collaborative having belief in me I wouldn’t have been able to do this.”



Supporting recruitment

Clinical Delivery and
Design Groups

Sensory walkarounds

On site visits and hosting
group sessions

Sharing a collective overview of
services through feedback from
patients and their families



Delivery

SERVICE DELIVERY

“I wish I had known about your role when my daughter was first admitted. We had so many questions and struggled to understand what the process would be. Speaking with you has made such a difference.”



Patient Voice

GOVERNANCE

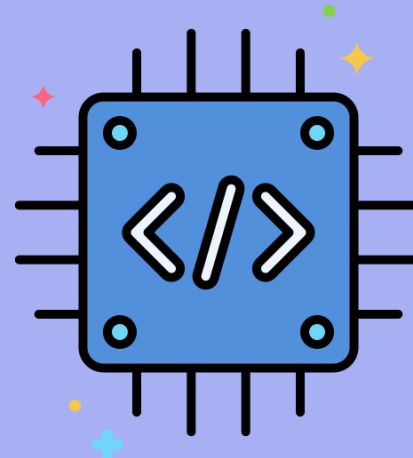
Quality oversight
formal and
informal
processes



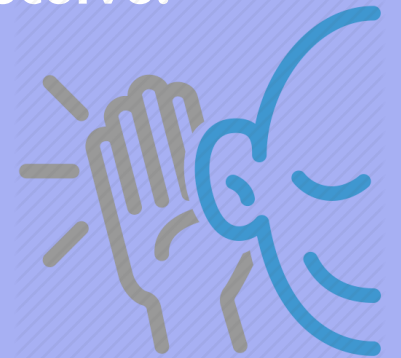
Evaluation of
services during
pilot phases



Fully
embedded
within
formal
governance
processes



The true measure
of quality is
listening to what
our patient,
families and
carers say about
the services they
receive.



“I’ve felt so left out and ignored by the unit that it was all hopeless. Thanks for speaking to the ward for me. They have really started to listen and give me much more information on how my daughter is doing.”





“...The confidence that I have gained from being an involvement partner for AED has allowed me to access other opportunities in the mental health sector, which has improved my knowledge and skills. I hope to keep being an involvement partner for AED and look forward to working on more projects in the future to help improve services for patients.



Patient Voice