


# Service User Involvement in the Pathway Development Service

We believe that people who use personality disorder services are ‘experts by experience’ and that their involvement and feedback is vital to improve services.

## How we are responding to your feedback:

All service users are invited to complete a survey after their review by the Pathway Development Service. Here are some of your comments and what we are doing in response:



You said:	We did:
<ul style="list-style-type: none"> <li>• “I feel reports could be written in a simpler way to understand.”</li> <li>• “The reports used words that I don't understand.”</li> <li>• “The recommendations in my report were not clear.”</li> <li>• “I felt that I could have been listened to more.”</li> <li>• “I feel unsure about where I will be moving to.”</li> </ul> 	<p><u>Making reports and letters clearer:</u></p> <ul style="list-style-type: none"> <li>• A <b>Glossary of Terms</b> has been written with experts-by-experience. This aims to explain some of the unusual or complex words sometimes used in reports. This <b>Glossary</b> is included with all reports.</li> <li>• <b>Letters</b> have been reviewed by experts-by-experience to ensure that the referral &amp; review process is clear.</li> <li>• A new <b>service information leaflet</b> for service users and carers has been co-produced with experts-by-experience.</li> <li>• A <b>short animated film</b> is being co-produced with service users to explain how the service works.</li> <li>• The <b>PDS website</b> has been updated to ensure that the information is clear.</li> </ul> <p><u>Improving our Questionnaires:</u></p> <ul style="list-style-type: none"> <li>• The online tool ‘<b>Survey Monkey</b>’ is now in use to provide easier access to the Questionnaires.</li> <li>• The <b>questionnaire</b> has been <b>reviewed</b> with experts-by-experience to make sure the questions are clear.</li> </ul> <p><u>Increased contact with staff and service users:</u></p> <ul style="list-style-type: none"> <li>• We have <b>changed our re-review process</b> so that we have more regular contact with staff and service users in secure and CAMHS inpatient services. This includes regular attendance at your CPA meetings. This will give you more opportunities to talk to us about your pathway, and help you to feel clearer about the plans for your future care and treatment.</li> </ul>

“From first meeting with my caseworker she explained her job and what her role would be, also the time length and she understood how anxious I was. I left feeling confident that someone had finally understood. What a great team.”

- Service User, 2019

# How we are involving service users in improving the Pathway Development Service



## Involvement Events:

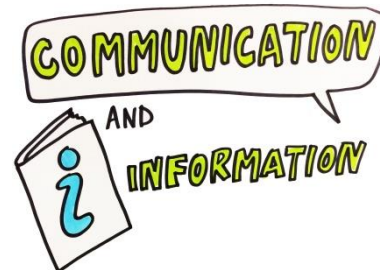
Leeds Personality Disorder Services hold an Involvement conference every two years. The conferences have been coproduced and co-facilitated with experts-by-experience, including PDS service users.

The conferences are an opportunity to share good practice, celebrate success and reflect on challenges from across the year. They also provide an opportunity to hear service user feedback and to make plans together to improve services.



## Recruitment:

Service users have been involved in interviewing new members of staff for the Pathway Development Service.



## Improving information:

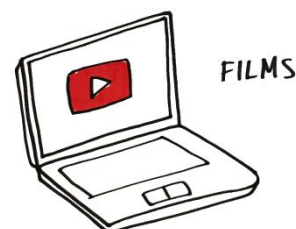
The Garrow House Service User Involvement Group have worked with the Pathway Development Service to improve our letters and information leaflets, to develop a 'glossary of terms', and to coproduce our satisfaction questionnaire.

Service users from Garrow House and Waterloo Manor have co-produced two films with the Pathway Development Service about our Hospital Reviews and Housing & Resettlement service.



## Mission Statement and Strategy:

We have coproduced a mission statement, involvement action plan and strategy for improving involvement in the Pathway Development Service.



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