

How to get involved with our work

A booklet for patients and carers

We want you to get involved and take part
in our work.

We want you to help make our services
better.

What does getting involved mean?

Getting involved and taking part in our
work means you can

- ✓ Be heard
- ✓ Have more say in how we run our
services





Working together means we can run better services – for you and the people who care for you or you give care to.

Taking part and having your say can help some people to get better more quickly.



People participation (PP)

People participation means working together with the people who use our services and their carers. We call this **PP** for short.



There is a person in charge of PP in every area of the Trust.



This PP lead gives support to the people who use our services so they can get help to

- Run services



- Plan services
- Develop services

They can talk to you about the different ways you can get involved.



They can help you to choose the way you want to take part.

Ways to take part

You can take part by



✓ Being on a committee that decides things

✓ Helping to recruit new staff to the Trust

✓ Training – you can help our staff to understand what it is like to use our services





✓ Research – this is when you find out more about a subject or area

✓ Translating information into a different language or format – this is helpful to us if you can share your knowledge of other languages



✓ How our different services run – these might be local services or **forensic** services. **Forensic** means looking closely to find out more.



✓ Writing our **policies** – **policies** say what our work is and how we will do it



Talk to the PP lead to find out about other ways you can get involved and take part.



How much time do I need to give

This is up to you. You could start with getting involved for a small amount of time at first. You can do more once you find out what you like.



Here are some of the small things you can do when you first start to get involved.

You can



- ✓ Email us to let us know what you think about our services

- ✓ Get in touch with your PP lead

- ✓ Answer questions about our services in a survey

- ✓ Make a suggestion to say what you think we could do better and put it in our suggestion box





✓ Go to our website

Getting involved in a bigger way



You might decide you want to get involved more and give up more of your time.

You might want to



- Help us recruit more staff
- Help us make our policies easier to read

- Come to one of our committee meetings



- Come to one of our public events where we ask people what they think about our services – this is called a **consultation**



- Tell us your story about getting involved

If you want to get involved for a longer time then you could



- Work with our audit team to check our services are good quality – this is a good way to take part if you like asking questions and meeting people



- Be a **peer support worker** – a **peer support worker** is someone who knows what a patient has been through and can give them support

- Take part in a research project.

These are just some ideas about how you can get involved and take part.

Your PP lead person can tell you more.



What we want from you

If you want to get involved and take part in our work, we need you to

- Take care of yourself
- Let us know if you are not feeling well
- Understand what it means to get involved in our work – if you do not understand then we can explain but you need to ask us
- Let us know if you are worried or think things are not going the way you expected.





What you get from us

There are lots of good things you can get from getting involved in the Trust.

You can



- ✓ Get training in lots of different areas
- ✓ Get rewarded for the time you give to us



- ✓ Work flexibly so you can fit the time in with other things in your life

- ✓ Get support from your PP Lead

Lots of people who have taken part like this told us that it helped them to feel better about themselves. It also helped them get better more quickly.





Getting involved with the Trust can give you support to learn new skills.

This can help with

- ✓ Getting an education – for example, you might decide to go to college
- ✓ Getting a job
- ✓ Moving on to a new part of your life.



How to tell us you want to get involved



You can get in touch with us by

Email

people.participation@eastlondon.nhs.uk



Or you can call or text your PP lead. They will call you back as soon as they can.



Who to contact about services

For services in City and Hackney please call
or email Zaffran Jami

0208 510 8630

Zaffran.Jami@elft.nhs.uk



For services in Tower Hamlets please call or
email Paul Binfield

07944 015496

Paul.Binfield@elft.nhs.uk



For Newham Mental Health services please
call or email Leigh Bell

07960 880002

Leigh.Bell@elft.nhs.uk



For Newham community services please call
or email John Kauzeni

07939931650

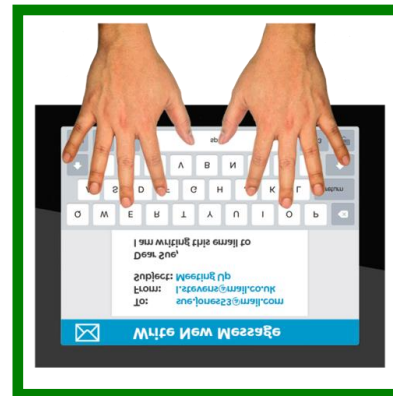
John.Kauzeni@elft.nhs.uk



For Older Peoples Services (MHCOP)
services please call or email
Helena Maine

07944 441352

Helena.Maine@elft.nhs.uk



For Forensic Services call or email
Sophie Akehurst

07908 194553

Sophie.Akehurst@elft.nhs.uk



For services in Central Bedfordshire call or email William Fitzpatrick

01582 709012

William.Fitzpatrick@elft.nhs.uk



For Child and Adolescent Mental Health Services please email Alan Strachan

Alan.Strachan@elft.nhs.uk



For services in Bedford please call or email Kamila Naseova

07768854991

Kamila.Naseova@elft.nhs.uk