Learning Disability and Forensic SBU
Making Services Better Group
What is the Making Services Better Group?

The aim of the group is to improve the services we provide by listening to Service User and Family/Carer views on the service they receive.
Who are The Making Services Better Group?

Health Access Champions and Experts by Experience
Senior Support Worker
Service Experience Lead
Service User and Carer Involvement Manager
Pohwer Advocacy
Practice Governance Lead
Practice Governance Facilitators
Senior Managers
Medical staff
Guests from the University of Hertfordshire
What have we been working on?

• Local Groups
• Core Topics
• Accessible information standards
• Sharing Good Practice Events
Local Groups

• Each service has a service user group that meet regularly.

• Each member of the Making Services Better group are linked to a service area.

• We work with the Inclusion and Engagement Team to look at various ways to gather feedback and involve the people who use our services.
Core Topics

- Accessible Information Standards
- Easy Read Information - Medication Leaflets
- Service user feedback
Our other recent work

- Quality Checkers
- My Care Records Project
- Wordless Intervention in Epilepsy
Sharing Good Practice Events

We attended the POhWER ‘Shout About It’ event in Stevenage.

Some of our group attended the ‘Access all Areas’ event in Bucks. This event shows what information and support is available to help people with a learning disability or autism to stay healthy and happy.

https://www.youtube.com/watch?v=PIsOJz_gs5A
What's changed?

• We have collected lots of Service User and Family/Carer. This includes feedback about food, new staff uniforms and signs for buildings being clearer.
• People feeling listened to and heard. We have attended local groups and supported events. Contributed to HPFT carers strategy and annual plan.
• Advised on making information more accessible to those who use services.
Thank you

Any questions?