SERVICE USER INVOLVEMENT

Theory Education:
New approaches in education

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BACKGROUND

• PARADIGM SHIFTS - “to move from a National Health Service that does things to and for its patients to one which is patient-led, where the service works with patients to support them with their health needs” (DH 2005 iii).

• REVALIDATION

• MODULE
LITERATURE

• "skills for the job of living" necessary for independent and satisfying lives (AOTA 2008).

• a ‘holistic interpretation of health’ (Boote 2002 p 217).

• Higher Education - promote user-centred interventions (Gruppen, Branch et al 1996, Barnes, Carpenter et al. 2006)
LITERATURE

• ‘integrate service users perspectives within the educational process’ (Simons, Tee et al 2007)
• Identified the issues and developing strategies for the emergence of authentic partnerships (Downe, McKeown et al 2007).
• Role, discriminatory behaviour (Simons, Tee et al 2007)
• Power relationships have been found to prevent effective service user involvement (Felton and Stickley 2004).
• Learning can influence health professionals attitudes (Gruppen, Branch et al 1996) and clinical reasoning (Spencer, Blackmore et al 2000).
AHP & HEALTH PROMOTION
Needle et al (2011)

Occupational therapists
N=28 studies
7 groups
  • mental health
  • arthritis
  • pain and fatigue
  • pulmonary rehabilitation
  • drug and alcohol problems
  • falls prevention

Community - Lead profession
In policy informing research, practice and service delivery

• Policy is aiming to improve the quality of services and to shift the balance of power.
• A First Class Service: Quality in the new NHS (1998)
• Patient and public involvement in the new NHS (1999)
• Research and Development for a First Class Service - R&D Funding in the New NHS (2000)
• A Research and Development Strategy for Public Health (2001)
• Shifting the Balance of Power (2002).
YEAR 1

STUDENT & SERVICE USER - ACTION LEARNING
YEAR 2

STUDENT’S EXPERIENCES

Eleanor Ginn  Emma Ball

Play Clip 1
Play Clip 2
SERVICE USERS’ EXPERIENCE

The Liverpool PCT Expert Patient Programme magazine
Issue 1 Spring 2010

Volunteer of the Year!
Read Sandra’s award-winning story...

Plus:
What is the Expert Patient Programme?
Expert Patients: doing it for themselves
CONCLUSION

Preliminary evaluation suggests positive benefits for students, staff and service users when service users are actively involved as tutors to represent a service user perspective in the teaching of evidence based interventions.

Opportunity to build upon capacity for involvement within the organisation and to influence future practice.
USEFUL REFERENCES

Downe, S., M. McKeown, et al. (2007) "The UCLan community engagement and service user support (Comensus) project: valuing authenticity, making space for emergence." Health Expectations 10(392-406).

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