Finding Your Voice 2018-19
Giving Service Users and Carers a Say in Healthcare Planning

Involving People
Service Users, Carers and their families are the people most directly affected by how our health service is run.

In recognition of this, the Health and Social Care system needs and wants them to have input into the planning, commissioning and delivery of health and social care services.

Indeed, this is a key policy of the Department of Health. It has a formal commitment to Personal and Public Involvement (PPI) and one that is formally enshrined in law through the HSC Reform Act (2009).

Personal and Public Involvement (PPI) and Co-production
You will hear a lot more about PPI and co-production. In the coming months. It is a feature of the new health strategy, Delivering Together. The Public Health Agency, and the Health & Social Care Trusts will continue to encourage engagement and active participation in the planning, promotion and improvement of health and social service delivery.

It might well be a legal requirement, but if PPI is to work, we need to build the knowledge and skills of Service Users and Carers so that they are well informed and can make their opinions count when dealing with the professionals whose role it is organise health and social care services.

How Can the Programme Help You?
If you are a Service User, Carer or their representative, this programme will help you to find your voice in the system – this means knowing what, when and how to use your voice and get it heard.

We will help you to understand the system, raise your confidence and build your capacity to be actively engaged in the planning of health care in your area of interest.

About the Finding Your Voice Programme

- Understanding the Big Picture – how is the health and social care service set up, who makes decisions, what is PPI and co-production about, and how can you have a say in all this?
- Taking the Lead – what does a Service User or Carer have to do to lead and influence healthcare planning.
- Making Opinions Count – how do you build relationships with health service decision-makers, and make your opinions count?
- Engaging with Others – how do you get to know and represent the interests of other Service Users and Carers and feel confident that you can speak for them in a representative or advisory role?
- Communicating Your Message – learning how to get your message across and being heard and understood by others in the room.
- Looking after Yourself – how can you build your own resilience, and where can you find resources and support to help you in this advisory role?
Finding Your Voice

We have developed a programme to help you understand and influence planning and decision-making in the health service. Over the course of six half-day workshops, you will develop your skills to better represent the interests of service users.

What Can You Expect?
We will guide you through a free programme of practical learning, using examples and sharing ideas to give you the confidence to go out there and try new skills and techniques in your role as a Service User or Carer or their representative. We will provide:

- Workshop inputs to help you acquire new knowledge and skills
- Background notes, checklists and other learning materials that you can draw on for future reference
- Action learning sessions using practical examples.

On completion of the programme you will be eligible for an ILM Level 3 Award in Leadership and Management. To qualify for this you must have attended all the workshops and make a presentation of your personal learning at the end of the programme. We will guide you through this.

Who Can Apply?
You might be or have been, a Service User or Carer on a HSCB panel, or sit on an Integrated Care Partnership (ICP) or be part of a charity or a member of any other committee, forum or group as a Service User or Carer representative.

If you are not currently on a group, joining this course will be an ideal way to prepare yourself to join one.

Programme Dates
The six workshops will start in September 2018 and run through to March 2019. A full schedule of dates will be announced in April 2018.

All the sessions will be held at 10:00am to 1:00pm in NICVA, Duncairn Gardens, Belfast, BT15 2GB.

Interested?
Feel free to contact Jacqueline Magee, Health and Social Care Board, for further information.

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Take care to get what you like, or you’ll be forced to like what you get.

(George Bernard Shaw (adapted)}