

APPENDIX 5 – GUIDANCE FOR STAFF
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Booking & Supporting people with lived experience for involvement activities

Background

Involving people with lived experience in the work we do is one of the most valuable ways to ensure we are keeping patients and carers central in the development of our services and organisation. It ensures we are working co-productively to achieve the best outcomes.

This guidance document is intended for staff so that they are aware of their responsibilities when involving and recompensing people with lived experience of our services, whether they are patients, service users and/or carers.

What are the general involvement activities?

The Trust will recompense people, in line with procedure, for involvement in the following activities:

- Chair of a meeting/training session or a co-facilitator
- Recruitment panel member
- Co-production for service improvement or transformation

If a specific involvement activity is not listed here staff are advised to check with the Patient Experience Team to check if this policy can apply to that involvement activity.

Why are these important?

Involvement activities are designed to provide an opportunity for people with lived experience to participate in service development. The benefits of this are two fold, allowing the person with lived experience to gain skills and experience whilst providing the Trust with unique expertise and insight that is of a positive benefit to Trust projects.

Booking people with lived experience for an activity

- If you wish to book someone onto an activity you must first complete an Involvement Activity Description Form and local risk assessment for the activity and submit this to the Patient Experience Team for approval.
- Once approval has been received from the Patient Experience Team suitable candidate(s) will be sought
- Any queries on this process please contact the Patient Experience Team at [REDACTED]

Who oversees all bookings?

- Involvement activity within the Trust is overseen by the Patient Experience Team, including young people under the age of 18
- The Patient Experience Team support the sourcing of people with lived experience

What are my responsibilities towards the people with lived experience?

Once a booking has been confirmed with you and suitable people with lived experience found to support your activity, you must ensure there is a designated Activity Lead who will become the main point of contact for the people with lived experience and who will coordinate the activity. The Patient Experience Team will support this as required however finding the Activity Lead is not the responsibility of the Patient Experience Team. The Activity Leads responsibilities are detailed below:

- Informal conversation with people with lived experience before confirmation of involvement activity as required
- Feedback review/debrief with people with lived experience after activity
- Agree and sign the Lived Experience Agreement
- Supervise/oversee and support people with lived experience throughout involvement activity
- Timely sign off of people with lived experience timesheets and expenses claims for remuneration such as travel costs (including budget codes)
- Timely reimbursement of people with lived experience as detailed in the Involvement Activity Description Form for the activity
- Feeding back of progress with activities to Patient Experience Team, including raising any issues or concerns
- Complete and return feedback form to the Patient Experience Team

Points to consider

- The Patient Experience Team cannot guarantee a booking will go ahead. It depends on the availability of people with lived experience and their own personal circumstances at the time of the activity.
- Patient Experience Team do not arrange 'back up' people with lived experience but will support as much as able to should someone be unable to take part in an activity they have previously agreed to.
- The input of the people with lived experience should be fully valued by the Activity Lead and any staff associated with the activity. Any instances where the Patient Experience Team are not assured of this will be handled accordingly.

Recompense for Involvement Activity

The expertise and experiences that patients, service users and carers bring to the development of high quality services is vital.

The Trust is committed to ensuring that this expertise is valued accordingly, ensuring that reimbursement of expenses and recompense is given to people who participate in an involvement activity for the Trust.

All costs related to the involvement activity are to be met by the department leading the work which is why the Patient Experience Team will ask for a budget code prior to work commencing.

Time sheets and Expenses Reimbursements

As per the policy, people with lived experience who participate in involvement activities are required to submit a time sheet and/or any relevant expenses claims to the Activity Lead to give them timely reimbursement. The Activity Lead is responsible for authorising these documents and submitting these to the Patient Experience Team in order for individuals to be paid.

Policy

The Trust Policy of Payment of People with Lived Experience should be adhered to at all times by staff members.

Contact

Patient Experience Team

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SAMPLE ONLY