

Who are the experts?

(interviewer) Dave, the NHS
5 Boroughs Partnership is undergoing
a really large scale
co-production of services,
so you must've overcome
some obstacles.

Can I ask, in an environment
of highly qualified
and experienced professionals,
how do you get recognition
for skills and knowledge
from outside the organisation?

(Dave Thomson) There needs to be a will
from the organisation, from the core,
from the executive team,
there needs to be a will to engage,
and to listen, and learn.

And I think it's *that*
that makes the difference.

We have a chief executive,
a deputy chief executive,
a board of executives
that have bought into the fact
that service users in our case,
carers in our case,
we've even given them a title,
that they themselves helped
to work up, *Experts by Experience*.

Now, the Experts by Experience
are the people who use our services,
and EbOs, Experts by Occupation,
and they are the staff
who deliver our services.

And, together, the EbEs and EbOs
work hand in hand,
and that's come from
the top of the organisation.

And once you have that top
of the organisation buy-in,
things can move on.

(interviewer) In museums
there's a common perception
that community stakeholders
should be given lower risk projects,
smaller spaces, and there's a lot
of questions about quality.

But I understand the input

from your Experts by Experience
is not just limited to choosing beds,
they also engage with investigations?
(Dave) Serious Untoward investigations
is where, in our services,
somebody has possibly killed themselves,
or they killed others,
- very small amounts and numbers there -
or they could've done is something
that could seriously cause damage or harm,
and they are called the SUI,
Serious Untoward Investigations.
The STU, that was literally done
by internal--sort of how you might get
an internal investigation in an
organisation, a statutory service.
Or BSTU, they were
internal investigations.
Now we involve
service users and carers.
When we first started to talk
about that nationally,
the people had eyes wide open,
saying, "Are you sure?"
And, actually, we were very sure,
because it's been found that
our service users and carers
have a different view on things.
They'll ask questions
that staff sometimes avoid,
and sometimes the most obvious questions
that we sometimes forget,
but the service users and carers don't.