

Who are the experts?

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?

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.

And the Experts by Experience

are the people who use our services

and EBO's, Experts by Occupation,
and they're 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.

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?

Serious untoward investigations
is where, in our services,
somebody has possibly killed themselves,
or they've killed others.

Very small amounts of numbers there.

Or they could've done is something
that could seriously cause damage or harm.

And they're called the SUI's,
Serious Untoward Investigations.

Yesteryear, that was literally done

by internal...sort of you know, you might get

an internal investigation in an

organisation, a statutory service.

Well in yesteryear they were

internal investigations.

Now we involve service users and carers.

And when we first started to talk

about that nationally,

the people had their eyes wide open,

saying, "Are you sure?"

And, actually, we're 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.