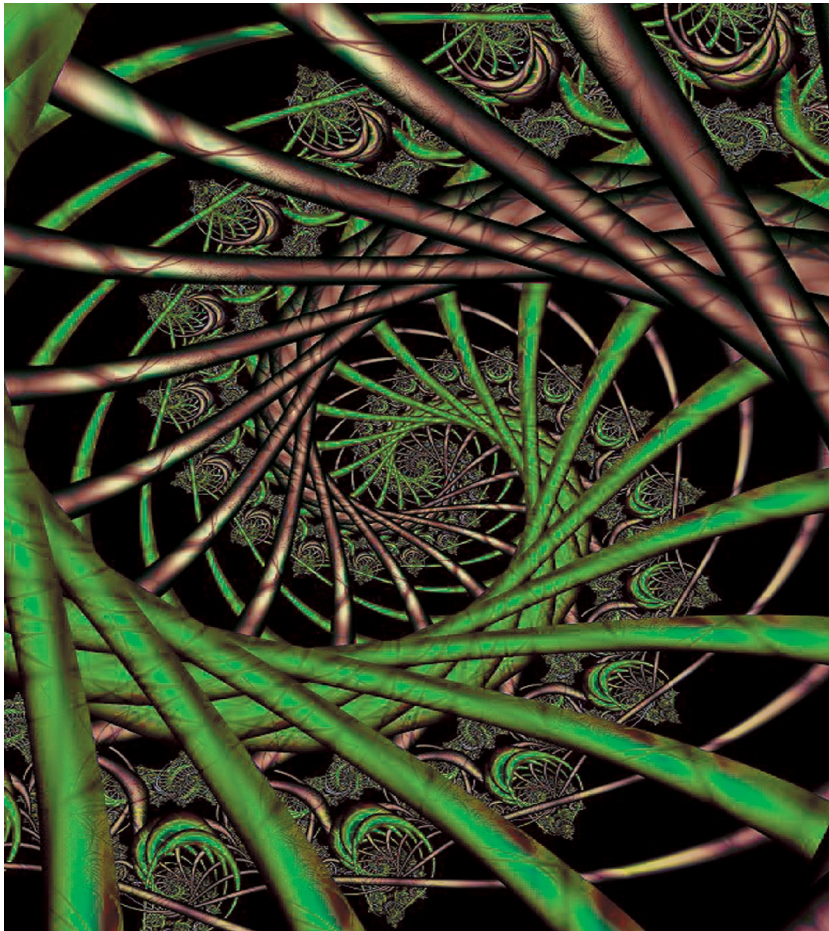
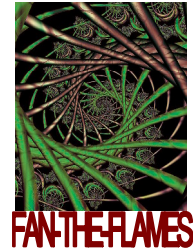




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*FAN-THE-FLAMES
BME SURVIVORS and CARERS NETWORK
'CIC' STARTING A FIREBALL OF CHANGE*



BME MENTAL HEALTH SYSTEM SURVIVORS

LEARNING...

TEACHING...

GROWING...

FAN-THE-FLAMES

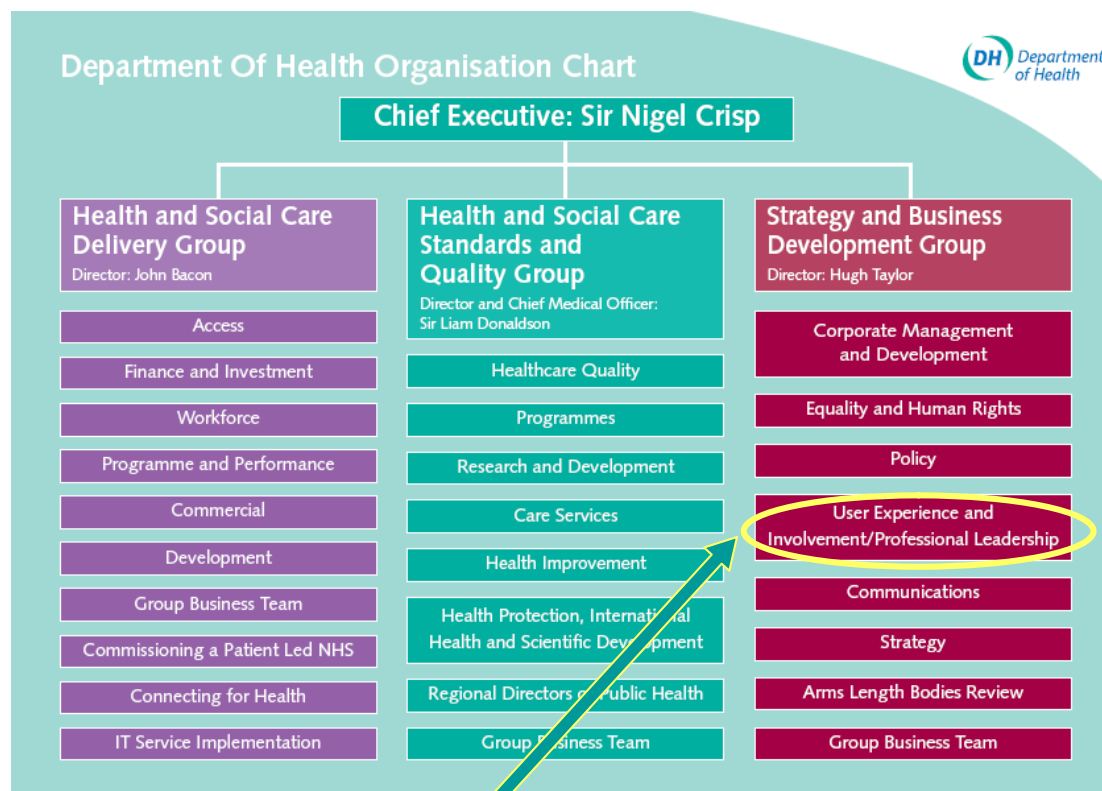


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CATCH-A-FIYA BME SURVIVOR & CARERS NETWORKLEARNING.....TEACHING....GROWING...



Service user involvement in a health and social care context ?



Close relationship between Service user involvement & Professional Leadership (Strategy & business development group)

Source: DoH Departmental Report, May 2006

Co-designing services with the client: The continuum of patient influence

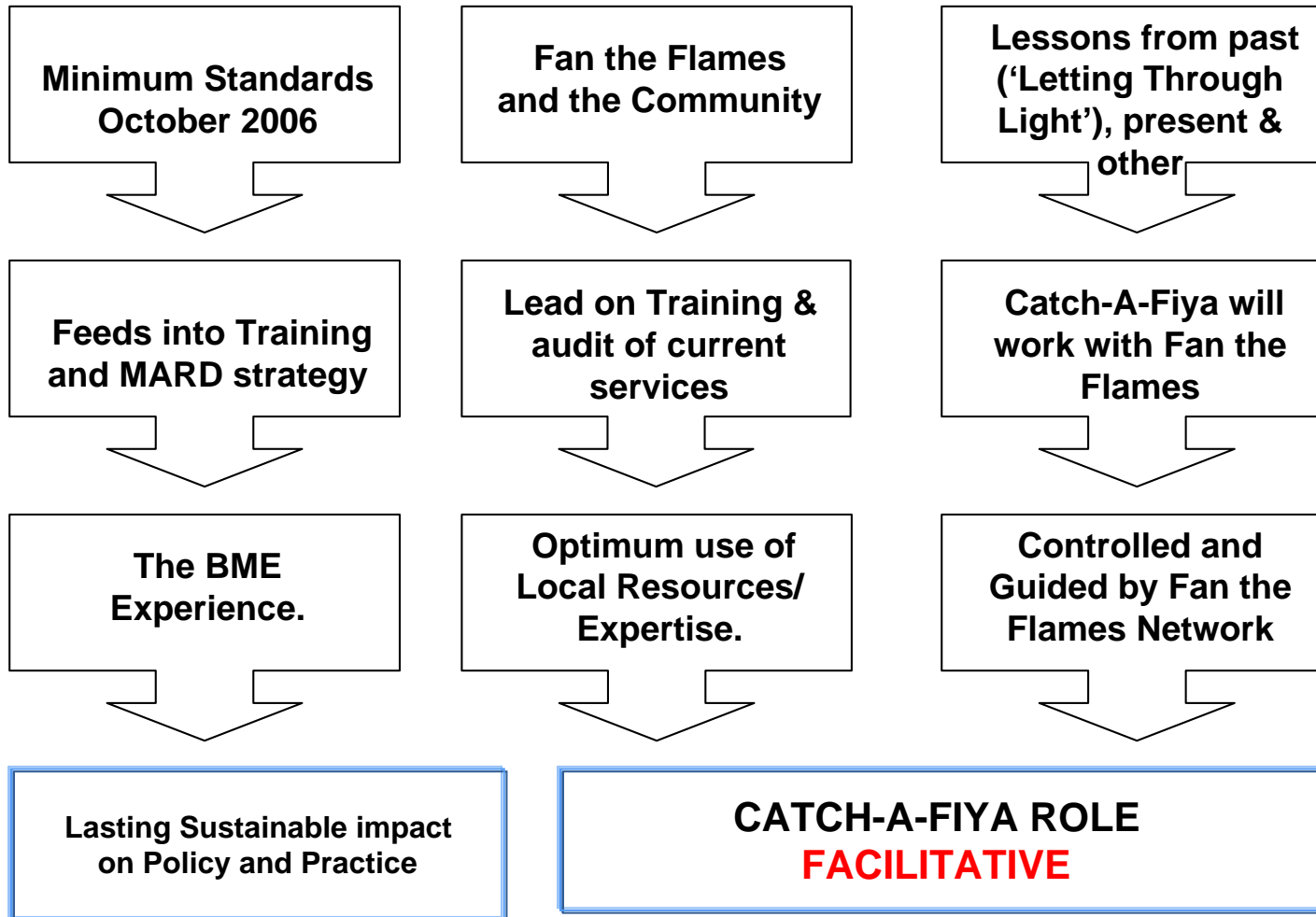


ADAPTED FROM Bate, P & Robert, G (2006) *Experience-Based Design: From redesigning the system around the patient to co-designing services with the patient*, BMJ Qual Saf Health Care 2006;15:307–310. doi: 10.1136/qshc.2005.016527

‘In this (model), the traditional view of the user as a passive recipient of a product or service gives way to the new view of users as the co-designers of that product or service, and integral to the improvement and innovation process.’

(ibid)

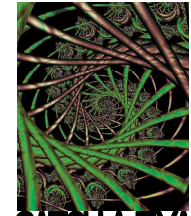
VISION FOR THE FAN THE FLAMES NETWORK'S STRATEGIC PARTNERSHIP





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BME SURVIVOR NETWORKS
....LEARNING.....TEACHING....GROWING...

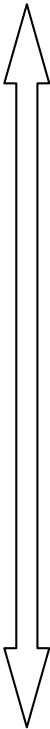


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A phased approach to Capacity Building

The Letting Through Light Model

❖ Everyone with a demonstrable passion to improve MH services for BME communities - especially those who **have used** or **currently use** MH services - invited to participate.
❖ **It is a must** for every participant's contribution be validated.



Different degrees of Participation

Some may attend 1 or more meetings

Agree to take part in Focus Groups

Training in Various skills

Offer skills to others who've used services more local to them

Present results of projects to other partner agencies

Agree Scale, Scope & Guiding principles

Respect for each other

Everyone's views is important

Ethical issues: e.g. all discussions confidential

Participation is voluntary

Preparation & Next steps

Let most people know about the work

Invite interested people

Develop more project plans

Agree how people keep in touch

FOCUS

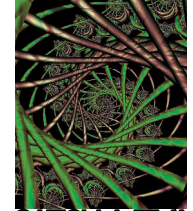


Experience-Based Design (EBD)



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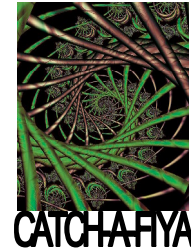
Co-Design....?

**What does it look like
in West Midlands
at the moment ?**



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....LEARNING.....TEACHING....GROWING...*



**Letting Through Light
Model for Audit work**

- ❖ Everyone with a demonstrable passion to improve MH services for BME communities - especially those who **have used or currently use** MH services - invited to participate.
- ❖ **It is a must** for every participant's contribution be validated.

Establish and train a pool of BME service users.

Construct or find an audit tool.

Develop skills and confidence to use the audit tool.

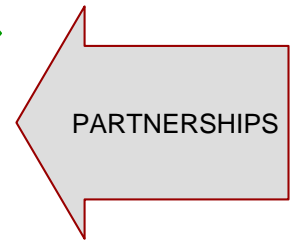
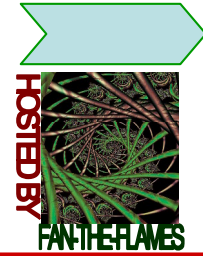
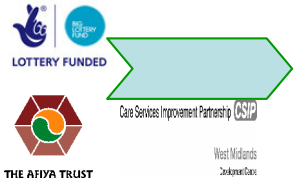
Agree a sample for the audit work.

Make practical arrangements for the audit work.

Project manage and support the people involved.

Collate the data and produce a report.

Follow-up work to ensure the audit report leads to action.



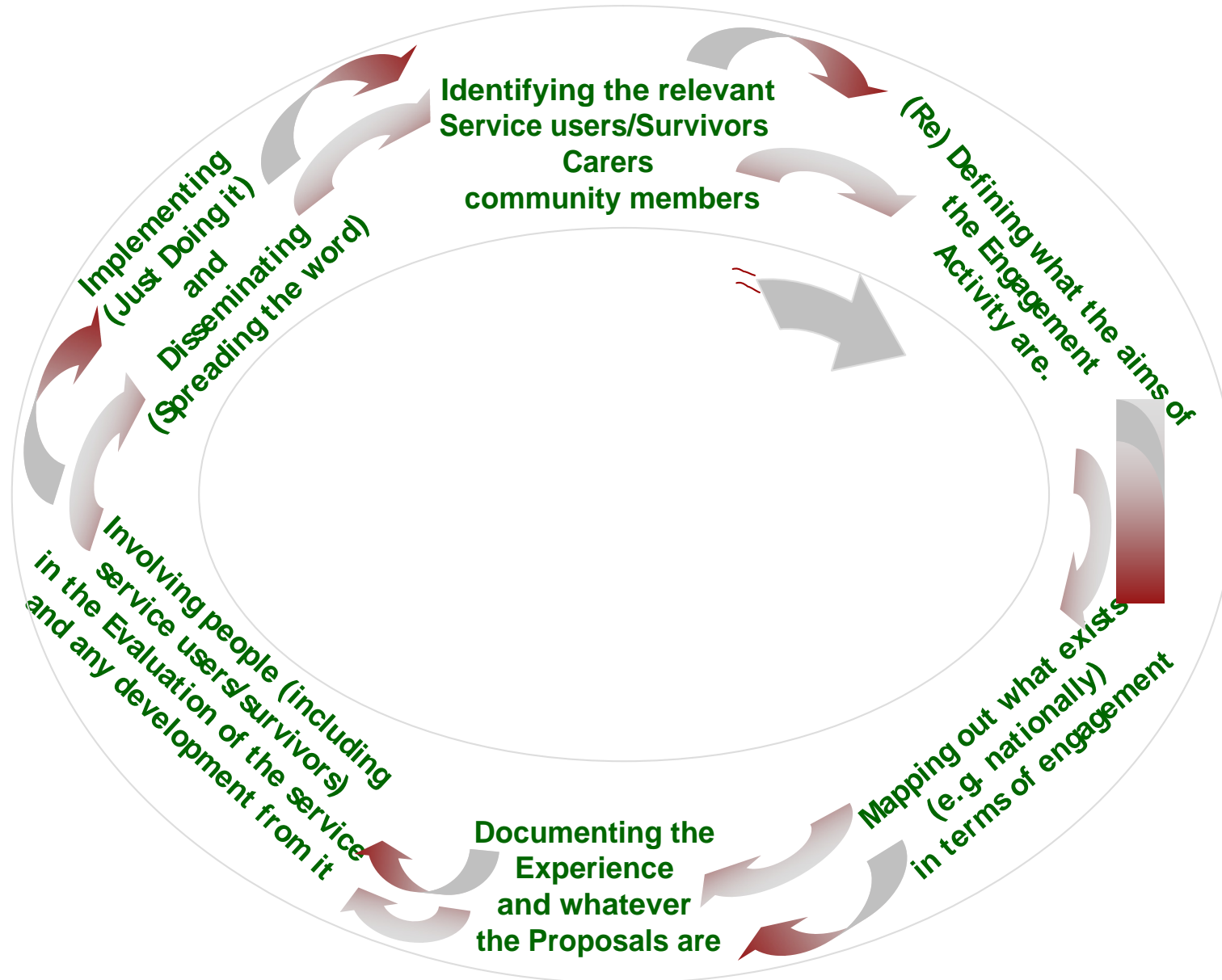
MARD Min. Standards	Template for 1 Day introduction	Template for 2 day Workshop	Regularly Meeting 'linked up' Network	Train The Trainers Skills Development Programme	
Project Lead	Trainer Project Lead	20 Participants	MARD	Trainer and Survivor Co-Trainers	
	Administrator		NSUN	Co Facilitators	20 Agents of change
Co Facilitators	Co Facilitators	Co-Trainers	CATCH-A-FIYA	Shared Values	Regional Network
		Auditors/ Researchers	UIP & other CIC's	Range of Options to focus on	Personal Skills Development
		Tools for Review / Scoping	An-other	Skills Development	Links with other Groups
Growing Regional Database					



- People (FTF team and CAF team)
- Potential Network Links
- Drivers for change & Areas for Development
- Specific Products from the Work

Fan the Flames Vision – 2007/08

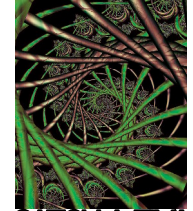
The Patient and Public Engagement Cycle (PCX, 2007)





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KICK STARTING A FIREBALL OF CHANGE*



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Patient Citizen Exchange (PCX), 2007, ***The Patient and Public Engagement Cycle***, NHSIII, Warwick, UK

http://www.pcx.nhs.uk/resources/practicalstuff/?id=70&start2=&order=created_date

Ferns P, 2006, ***Letting Though Light – A Holistic Approach Black and Minority Ethnic mental health***, Pavilion Publishing, UK.

An example of using Co-Design as a way of achieving Sustainable Change

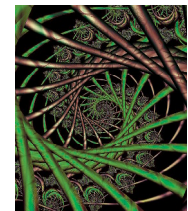
Survivor controlled study to establish a baseline of information about (local) Mental Health (MH) services.

Stakeholder workshops to identify some key areas of improvement for MH.

Project group to ensure that objectives set in stakeholder workshops are included in local development plans.

Put together a training strategy for workforce around agreed priorities

A Survivor controlled service evaluation to check on progress improvements through reforms



Next steps may be that we need to be even clearer about what we want to achieve

We then have to get everyone talking together & really understanding each other's point of view

We build on people's talking and listening skills to improve their communication with each other in Action Learning groups

We make sure there are concrete improvements in the ways we worked together based on the ideas coming from Action Learning groups, making sure that the rest of the Action Learning Groups support this work

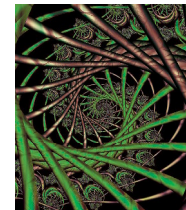
Make sure that we manage things well as we do the work & check on our progress

Let other people in the community know what we are doing in these projects

Encourage other service users within & outside the BMEMHN to get more involved in the planning and running of CATCH-A-FIYA now & in the future

Share our results and celebrate the achievements of each projects

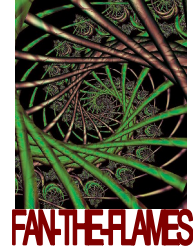
Next steps and Conclusion





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The Government and the Quest for Change in Public Services

Public Services face four key challenges:

Customer Focus – Ensuring delivery is focused on what the public want in the way the public want

Continuous Improvement- There is no room for resting on laurels

Joining up Services – Delivering seamless services to the user, through linking up and working in partnership: and

Cost Effectiveness- getting the most from the resources available

(Keynote speech to the County Councils Network Annual Conference Nov 2003)

BME Carers In The West Midlands

- Meridian Carers Education Programme
- BME Carers Event
- Chinese Carers Programme

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