4 Why get involved?

- Improve the service user and carer experience.
- Make a difference to services and their delivery.
- Get your views heard.
- Gain confidence and new skills.
- Access to training.

Training and support is available across the Trust for service users and carers involved in decision making and service development activities free of charge.

You will be allocated a supervisor who will guide you in your role and be your first point of contact.

Service users and carers can end their involvement with the Trust at any time and must be mindful of their own wellbeing and recovery.

What is the recruitment process?

When services identify that they require a service user, patient, family member, friend or carer to support them they will develop a role description and person specification and advertise this paid role.

The role will be advertised as widely as possible to encourage a range of people to apply. Ask your healthcare professional about opportunities that are available.

Check noticeboards and look out for posters and flyers locally or visit our website and check the ‘Get Involved’ section for updates.

Who can I contact?

If you would like to speak to someone about getting involved, please contact a member of the team on the contact details below.

They will explain the process to you, what to expect, what we expect of people working with us, and what you need to do.

Helen Macklin
Administrator for Service User Engagement and Volunteering
Tel 0161 358 1771  helen.macklin@gmw.nhs.uk

Claire Watson
Trust Lead for Service User Engagement and Volunteering
Tel 0161 358 0232  claire.watson@gmw.nhs.uk

Feedback

Customer Care Team
Tel 0800 587 4793  customercare@gmw.nhs.uk
(freephone)

Please contact us if you require support with this information, including other languages, audiotape, braille or larger print.

For more information about GMMH

www.gmmh.nhs.uk
@GMMH_NHS
GMMentalHealth
Greater Manchester Mental Health NHS Foundation Trust (GMMH) is committed to working and engaging with service users, patients, family, friends, carers and the public in a wide range of ways.

Ensuring that people's views are heard at all levels and across all parts of the Trust is essential for creating and delivering better health and care services.

1 | Why not get involved in the following ways?

- Providing your views as a representative at a service improvement meeting or working group.
- Getting involved in the recruitment and selection process of staff.
- Helping inspect our buildings for the purposes of audit or PLACE inspections (Patient-led Assessments of the Care Environment).
- Co-deliver our training (as part of the Trust Induction or as a Course Tutor for our Recovery Academy).
- Speaking at an event.
- Contributing to the development of policies or reviewing information.
- And many more.

Service users and carers work across our services to improve the lives of everyone affected by mental health and substance misuse problems.

2 | Who can apply for a role?

We want to make sure that a variety of voices are heard and current experience is learned from.

When a vacancy is advertised, we are looking for applications from lots of people who have used Trust services, particularly in the last six months, as well as their carers and families.

There may also be occasions when someone with experience of our services over six months ago, either directly themselves, or indirectly as a family member/carer, can apply for a role.

For example, roles looking for people with lived experience to facilitate training or take part in learning events as this person is only being asked to share their personal experience for the purpose of learning, and not to represent the views of current service users for the purpose of decision making.

3 | The small print

We won't ask service users or carers to be involved in any engagement activity for more than 7.5 hours per week.

The reason for this is:

i. Our aim is to widen participation – to engage with as many people as possible, so that our services represent the diverse needs of our service users and carers.

Payment for taxis will only be approved in special circumstances (e.g. where the service user or carer is not a car user and their involvement is outside public transport hours, or the person's mental health condition makes it extremely difficult for them to travel on public transport).

Payment for taxis must be discussed and agreed in advance of the activity.

Payment to cover travel expenses will be given at the exact amount only.

Payment & expenses

You will be paid for your time. The rate of pay is £10 per hour.

Payment for mileage will be reimbursed at the same rate as our staff who use their own vehicle for business mileage (currently 56p per mile). If you carry passengers as part of your Trust duties you will also receive a passenger payments allowance (currently 5p per mile).

Payment will only be reimbursed on the evidence of a current driving license and insurance policy which covers the person for business use.

Payment to cover public transport costs will only be made with a valid receipt.

People entitled to free public transport will not be reimbursed unless the travel is outside of the hours of the scheme.

iii. A person working for the Trust would earn £75.00 for a full day's work. Even an additional half days work would take them over their permitted earnings allowance.

All information provided correct at time of print but subject to change if the Department for Work and Pensions (DWP) update the Employment and Support Allowance (ESA) in relation to 'permitted work'.