

Implementing DIALOG and enabling meaningful co-production with Service users



**South London
and Maudsley**
NHS Foundation Trust

Measuring what matters

- mental health
- physical health
- job situation
- accommodation
- leisure activities
- relationship with your partner/family
- friendships
- personal safety
- medication
- practical help you receive
- meetings with mental health professionals

- Rated on 1-7 scale
- 1-totally dissatisfied
- 2. Very dissatisfied
- 3. Fairly satisfied
- 4. In the middle
- 5. Fairly satisfied
- 6. Very satisfied
- 7. Totally satisfied

Focus on the positive



someone rates them as doing well in certain domains or there has been an improvement, focus on it.



Supports people to think about their strengths and networks

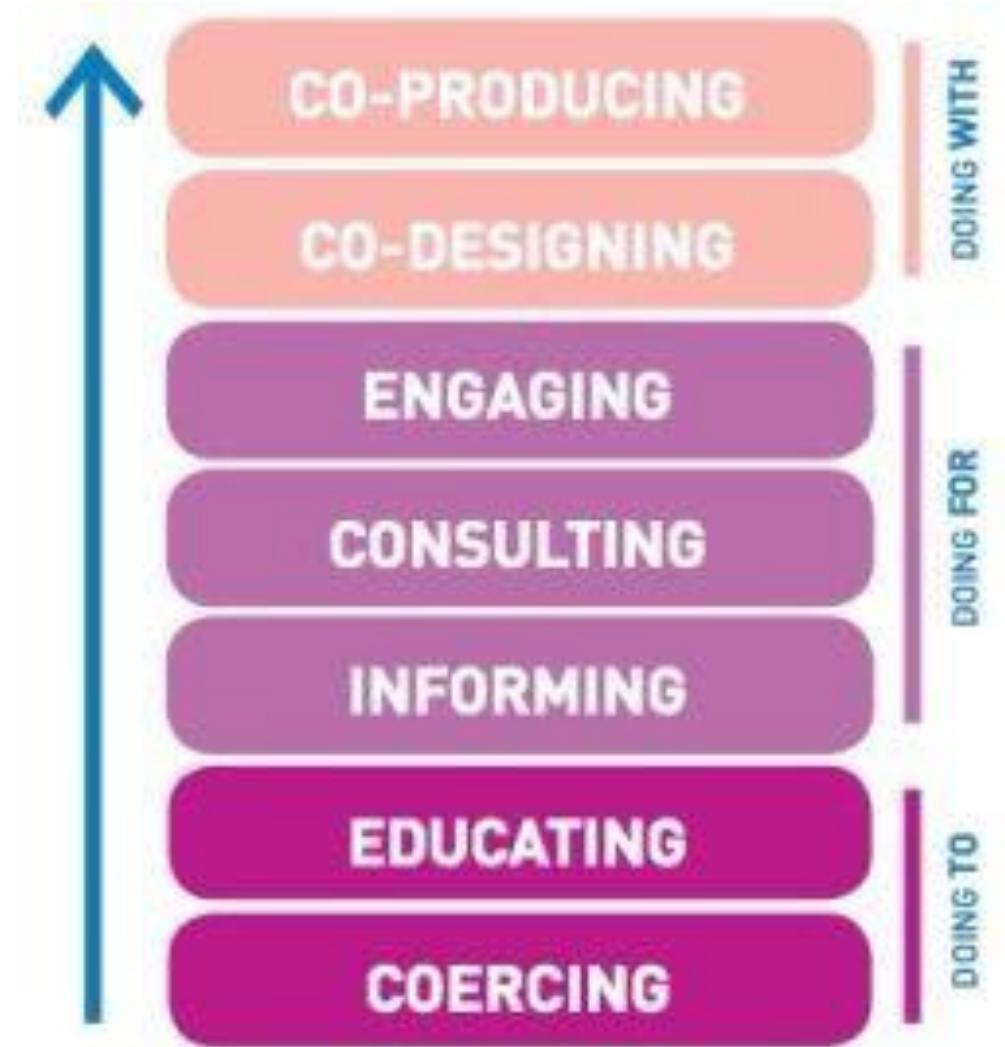
Don't overwhelm

- Focus on 3 things
- Support the person to think about what they can do and where they made support
- Mental Health services are only part of the picture. Strength in our networks and communities

Co- production

- The scores are determined through a conversation between service user and clinician
- Dialog+ supports service users to find their strengths
- Empowering service users to develop networks helps independence
- Accessing the communities helps develop strengths
- Focusing on life rather than symptoms improves hope and motivation
- It's easy to understand
- Higher service user satisfaction

Challenge to Ladder of participation



Source: new economics foundation

Co- production in the NHS

Training

Co-designing services

QI projects

Consultation

Focus groups

Limitations

Not just Person Centred Planning

- Individual
 - Service
 - Team
 - Regional
-
- Using this information means we are able to learn from service users who don't engage with traditional involvement activities

Dialog and Coproduction

- 8 Service Users and Carers 'Trained as Trainers'

- **Challenges**

Planning training for teams across a large geographical footprint

Lining up Trainers that fit into teams schedule

- **Successes**

- ✓ Organic Developments
- ✓ Carer Perspective addition to training
- ✓ Being used as an IAPT screening tool
- ✓ Potential for PCMHT – Short term intervention use