Mission Statement

“To influence positive change and increase care, empathy and communication through a model of user-led training which can expand beyond health and social care professionals, to impact on all areas of public sector, voluntary sector and private provision’

Our Vision

To develop a User Led Training social enterprise and expand our training remit to reach more health and social care staff, and involve other local providers e.g. Hackney Homes, Hackney Council, Hackney Learning Trust, the voluntary sector and hopefully private companies, retailers, any organisations who wish to bring positive impact to their customer experience.’

Who are User Led Trainers?

• Our pool of trainers are disabled Hackney residents who use health services. They include carers, people with mental health issues, physical impairments, learning disabilities, and visually impaired people.

• We use the ‘social model of disability’ which states that disability is caused by the way society is organised, rather than by a person’s impairment or difference. It looks at ways of removing barriers that restrict life choices for disabled people.

‘Feeling valued at one of our get – togethers’

Our User Led Trainers in action

User led training course for Homerton Hospital administrators

What did we achieve?

• A pool of 16 service users were trained in Hackney

• An innovative bespoke and interactive training programme for health and social care staff was designed. Our Journeys was based on actual user experiences using case studies

• 22 training session and course were delivered across health and social care

• 144 NHS and voluntary sector staff were trained including

  o 16 Practice Nurses in primary care
  o 20 GP and Pharmacy staff
  o 12 Voluntary sector H & S care providers
  o 30 Trainee Adult and Children’s Nurses
  o 39 Care Certificate Trainees
  o 27 Administrators

• 2 transferable training resources have been created

Impact and Reach

Key findings and feedback

• A dedicated pool of user led trainers created a popular, interactive training programme focused on their personal experiences as service users.

• The user-led training has had a direct and immediate impact on improving service delivery. 97% of NHS staff trained said it has changed the way they will work.

• There is a demand for this programme –to extend programme widely through and beyond the NHS, The project has generated enquiries placing the NHS pilot as a replicable model for cross-sector statutory service delivery as well as with voluntary sector health and social care providers.

Catherine Thompson, Experience of Care Lead, Patient Experience Team, NHS England:

‘it’s great to hear about this initiative to involve service users in the training and development of staff. If we want our services to be truly patient centred, service users must be involved at all levels and this initiative will really help to make this happen’.

Evaluation feedback from staff trained:

[This training] gives me a better understanding of how to treat patients’

‘The session opened my eyes – will try hard to improve the practice to help patient with difficulties’

‘Made me more aware of difficulties disabled people face and how we can make a difference and be empathetic to patients needs’

What’s next? Our ambitions

• To implement recommendations from the evaluation

• To expand our pool of user led trainers in Hackney

• To expand and widen reach and range of numbers of NHS staff trained in user led experience

• To develop a training resource pack for staff to takeaway.