

Involving Service User Stories in the development of Mental Health services: capturing, enabling & supporting service users' expertise and experiences.

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# First Steps....



“It makes me feel that, I really appreciate the service.. I guess it makes me feel that on the one hand we haven't really got the help here that we need, on the other hand I feel really positive that the people here really want to help and that they try so hard. I guess now is the time that I need the help because when you're very ill you aren't actually very receptive to help cause you can't take it and right now I feel like I'm now at a turning point I suppose where losing the weight thing, carrying on doing that is quite strong but there is also the part of me that thinks I've lost a piece of my life and I haven't done anything and I'd really, really like now to be able to do something with it.....”

# Participatory Action Research



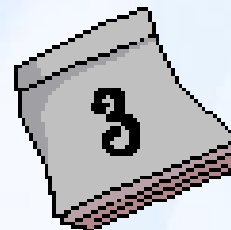
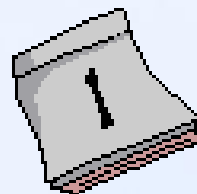
“Silent majority”



# Why?



# OUR STORY...



# Barriers ?....



“I’ll tell you what does stick in mind is that in this day and age mental health is always betrayed in the media, the television and newspapers is always sensationalized right it’s always somebody knows someone or killed someone and they always make out people with mental health are completely potty.... they never ever show anyone who does normal things, they go shopping, who do the tea, who does the washing, does the ironing, does normal things, day to day life that everybody else does. They never ever portray anything like that on the television and if they do interview anyone with mental health problems they’re always completely over the top. That does annoy me because there must be millions of people that are like me that just get on with their daily life, they don’t cause any problems to anyone, the only one they’re ever harmed in their entire lives is themselves and, but no one speaks up for anyone who does normal things..”

# Our Findings..



“Now you’ve offered me a drink, this is great. I mean I come here, I’ve started getting all these things since I got older, so I’ve got Stage II Diabetes and one or two other things and possible the drugs I’m on, but sometimes I come here and you don’t get offered a drink or there’s not even any water there.”

# Connecting through Compassion



“But you know things like that mean a lot to me isn’t it. Like I said to her, you know if I came here today and you said no we’re not going on the trip, it meant so much to me anyway, because you asked me in the first place. Things like that I think with the CPN’s mean a lot to people.” ..





# Transformative Potential



“We have moved from being service users, to being researchers, a positive identity, which has motivated us all, yes we are useful, we have a purpose, we are being valued for helping to compile, an incredible piece of work, for many of us, confidence has returned, passion and purpose too, as well as an overwhelming feeling of pride, to be part of such a courageous project... For us, being part of a team, sharing, supporting, discovering and importantly, laughing together, has been incredibly affirming.

# What Mattered to us..The Process..



“Well let’s hope all of us telling our stories makes a bit of difference, it should. It’s the most important things about us”

# Value of the Narrative



“I mean, you know, I try and keep calm, behave like a lady but I could sometimes just stand up and shout at him to listen to me. You know, listen to me. I don’t want to be like this. He didn’t seem to take in you know how frightened, I’m very, very frightened and scared. It eats away at me sometimes.”

# Individual & Organisational Benefits



“There are moments in your life that make you and sets the course of who you are going to be. Sometimes they ‘re subtle moments. Sometimes they’re big moments you never saw coming. No-one asks for their life to change, but it does. Its what you do afterwards that counts. That’s when you find out who you are.”

...Future

