Valuing Lived Experience – Learning with National Voices

#VoicesforImprovement

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Learning with National Voices

10:50am
How did we get here?

11:05am
What's changed at National Voices?

11:25am
How we can support you

11:45am
Q & A

12:00pm
Close
How did we get here?

Voices for Improvement

Shared interest

We brought together a diverse co-design group

We explored evidence and experience

How did we get here? 2020/2021

We co-created ideas

What we learned

We now commit to:

Learning and leading by example

We listened carefully

We needed to change things

To bring together lived and learned experience

National Voices

Co-Production Collective 2022

Drawn by Sandra Howgate
How did we get here?

**Shared interest**

**The Brief**

- How can we bring the insights of patients into improvement work?
- How can we strengthen collaboration between patients and healthcare?

**We brought together a diverse co-design group**
How did we get here?

We explored evidence and experience

We co-created ideas

Have we understood this correctly?

Is there anything we’ve misheard?

We listened carefully
How did we get here?

What we learned

We needed to change things

We now commit to:

Learning and leading by example

Resetting relationships, rebalancing power and its effects on health outcomes

To bring together lived and learned experience
What we learned

- Be flexible
- Build from existing experience
- Commit to tackling difficult issues
What's changed at National Voices?

**Voices for Improvement**

- **We introduced co-leadership** with lived & learned experience.
- **Lived experience** is more central to our work.
- **We diversified our trustee board**.

**What we’ve learnt by doing**

- **We co-designed a coaching and mentoring skills programme**.
- **We’ve learnt by doing**.
- **What else is different?** We have a bigger, more diverse network.

**Voices for Improvement**

- **We all helped to shape this opportunity**.
- **We’re holding ourselves to account** more.

**Better:**
- **Insight & reach**
- **Decision making**
- **Accountability**
- Fewer assumptions

*Drawn by Sandra Hoggate*
What's changed at National Voices?

We introduced co-leadership with lived & learned experience.

Lived experience is more central to our work.

This is what I've learned...

Let's include this in our strategy, policy and delivery.
What's changed at National Voices?

We diversified our trustee board

Lived Experience Panel

We've tapped into our networks and supported the recruitment process

Appointed trustees

We co-designed a coaching and mentoring skills programme

We all helped to shape this opportunity
What's changed at National Voices?

We've learnt by doing

Questioning
Evidence
Experience
Examples

What else is different?

We have a bigger more diverse network

New talent and skills
More experience and expertise

We are holding ourselves to account more

Better:
- insight & reach
- decision making
- accountability
- Fewer assumptions
What we learned

**PHASE 1**

- Be flexible
- Build from existing experience
- Commit to tackling difficult issues

**PHASE 2**

- Bring together lived and learned experience
- Invest in shared learning
- Build in regular reflection and be ready to adapt
How we can support you

**Voices for Improvement**

** Coaching and support from our co-leadership team**

- What do you want to change?
- What's the real challenge here?

**How we can support you**

**Learn with our lived Experience Partners**

- We can help you work through your challenge
- We can share our experience
- Strategic Co-production

**We can connect you**

- Let's tap into community knowledge and experience

**Moving you from ideas to action**

**Join a learning community**

- We bring insight to influence and improve care

**Build experience, grow confidence with lived and learned experience**

- Be the change you want to see

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National Voices

Co-Production Collective

2022

Drawn by Sandra Howgate
How we can support you

Coaching and support from our co-leadership team

What's the real challenge here?

Learn with our lived Experience Partners

We can help you work through your challenge
We can share our experience

Strategic Co-production
How we can support you

We can connect you

I know plenty of people who have useful practical ideas

I'd love to meet them

Lived experience partner

System leader

Let's tap into community knowledge and experience

Moving you from ideas to action

Tell me more!

Have you thought of

New actions
How we can support you

Join a learning community

Build experience, grow confidence with lived and learned experience

We bring insight to influence and improve care

Be the change you want to see
What we learned

**PHASE 1**
- Be flexible
- Build from existing experience
- Commit to tackling difficult issues

**PHASE 2**
- Bring together lived and learned experience
- Invest in shared learning
- Build in regular reflection and be ready to adapt

**PHASE 3**
- Offer coaching and mentoring
- Invite fresh insight
- Address inequality and improve health outcomes
Thank you!

**Advisory Group**
- Annie Laverty, Northumbria Healthcare NHS Foundation Trust
  - Anindita Ghosh, Q Community
- Laura Fulcher, Mission - Remission
- Kirit Mistry, South Asian Health Action
- Peter Johnson, Rosamund Snow Community
- Rachel Killick, NHS Greater Glasgow and Clyde
  - Trevor Fernandes, Rosamund Snow Community
- Ella Wright, National Voices

**Lived Experience Partners**
- Helen Hassell
- Isaac Samuels
- Marlon Patrice
- Pauline Kenton-Batt
- Richard Chapman
- Richard Falvey
- Samantha-Jane Ofoegbu
- Sandra Jayacodi

**Partnership Group**
- Jenny McAteer & Natasha Howard – Murray for early conversations
- Adele Leighton, Alzheimer’s Society
  - Alicia Bainbridge, Independent Age
- Angela Slater, Mind
- Christine Douglass, BMA
- Eleanor Ogilvie, Macmillan
- Emma Sparrow, RCPCH
- Megan Peng, RCPCH
- Gemma Winsor, Crohn’s and Colitis UK
- Jo Brown, Groundswell
- Suki Westmore, Cancer Research UK
- Vicky Thomson, Every One
  - Viv Evans, Adfam

And especially Sandra Howgate! And many others along the way who have informed our work.
Stay connected

Please visit our website to see the Voices for Improvement storyboards.

Please visit our YouTube channel for a recording of this event.

Please register your interest via the Expression of Interest form to find out more. There will be a link in the chat, we will also send this to you via email.

In March 2022, Lizzie will be sharing her findings in a report – this will be on our website.
Get in touch

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