



A big thank you to all of you who took part in the recent Personalities In Action survey that was sent out several weeks ago.

This was an opportunity for us to take stock, step back and understand how you have experienced this forum, over the last year. We are mindful that this gives a “snap shot” and not everyone’s views are included in this. We would like to summarise what “you said” and then to think about “what we will do” next.

**In terms of your experiences of PIA, you said:**

- ❖ 71% of you felt PIA was either excellent or good this year and 29% of you felt it was either average or poor.
- ❖ Some of you described this as friendly, supportive and interesting groups where you could keep up to date with what is going on in the service.
- ❖ Just knowing it was there felt important for others.
- ❖ Equally sometimes it felt like little changed.



**In terms of your experiences of PIA, what we will do:**

- ❖ We need to make it more transparent how your feedback and response directly impacts on service changes and to be realistic that change does take time.
- ❖ We need to make sure that what is discussed is not “lost into the ether”.

**In terms of what motivates you to attend, you said:**

- ❖ Very little and especially if you felt that service user feedback didn’t count for much.
- ❖ There was a theme of passing on experience, meeting up with people, finding out what is happening and learning that motivated you.



**What we will do in terms of building motivation:**

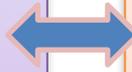
- ❖ We need to be more creative and to learn from other services or service-user forums as to what will motivate you to attend.
- ❖ It sounds like having a mixed approach to meeting up in person and keeping a virtual group going for those who are not able to attend might be an option going forwards. We would really like to hear your ideas on how to build motivation.

Some of you shared some reflections and comments and we wanted to include these here too:

*You felt that the group still has a place in the network, but needs to be adaptive to the needs and wants of the current and future service users. Some of you shared how it is nice to feel accepted and wanted and that in the wider community many people with PD do not feel this.*

**In terms of the barriers of attending, you said:**

- ❖ It can feel quite anxiety provoking on a virtual platform and not knowing was another theme.
- ❖ Equally people expressed time constraints and other responsibilities which makes it harder.
- ❖ Some of you also noted the lack of participation, which makes it more difficult to attend.

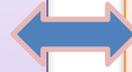


**What we will do in an attempt to break down these barriers:**

- ❖ We want to include an excellent written piece from our PIA member into validate and share this with you (Beccy).
- ❖ We want to know if knowing what topic will be coming up in advance and having the meeting minutes is helpful.
- ❖ We are going to explore whether SMS text messaging is also available to in the trust as an added form of communication.

**In terms of the preference to have virtual or face to face meetings, you said:**

The survey identified that virtual meetings were working and were a preference. People preferred that they were quicker, focused and did not involve travel. However it is important to note also that they were less interactive than face-to-face meetings and that it did feel nicer to meet in person. We also recognise that this is not everyone's views.



**What we will do:**

- ❖ Continue to meet virtually, this is likely to remain over Zoom.
- ❖ Explore the option of some face-to-face meetings where we can get together safely and meet and have coffee and cake as a one-off social event.
- ❖ To build into the virtual meetings sometime to chat or get to know one another/coffee and cake virtually? Sharing pictures of nice walks etc.

**In terms of moving forwards and what you would like to see in PIA, you said:**

- ❖ More representation for the current service and more members attending.
- ❖ More acknowledgement/token to acknowledge that people are taking time out and using their experience to support the development of services.
- ❖ More links to wider mental health service user groups.
- ❖ Further collaboration and co-production in all aspects of service design.



**“What we will do:**

- ❖ Regular checks with our colleagues to see if service-users would like to join the PIA network at any point in their care.
- ❖ Send out information for joining the network more broadly to community mental health teams, primary care teams and third sector services.
- ❖ Explore the other local and regional service user groups that are similar and bring back feedback to the group.
- ❖ Acknowledgement both verbally and more physically how important service user feedback is.
- ❖ More work on understanding co-production and keeping this live at all times.