

Module:
Mental Health in the Community

Week 2:
Current conceptualisations of mental health



Dr Jennifer Walke

Topic 3:
Evaluating service user involvement

Topic list



This week, we will be looking at the following topics:

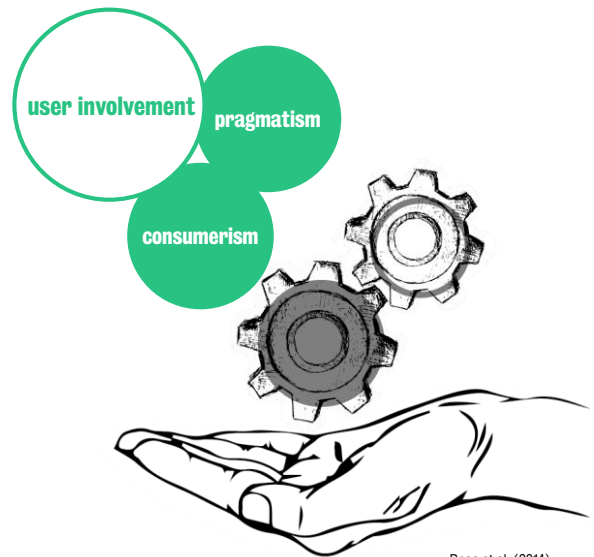
- Topic 1: Stigma and mental health
- Topic 2: 'Nothing about me without me': the growth of the expert by experience
- ***Topic 3: Evaluating service user involvement***

Click **Next** to continue

Using experts by experience in service delivery (1)

Service users

'are working in a climate of organisational change and complexity that has forced them to adapt and change, such that 'traditional' styles of confrontation and campaigning have given way to the adoption of more corporate and professional modes'



Rose et al. (2014)

Using experts by experience in service delivery (2)

Mental Health Research Network (MHRN)

Although service users included in

40%

Of randomly-selected projects

There was great variation in their

input

overall impact

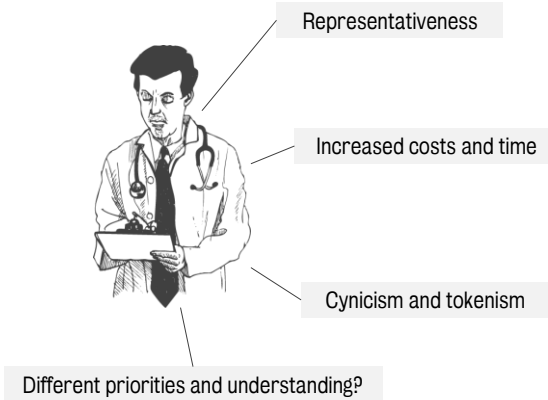
Problems identified:

- lack of time
- resources
- absence of shared, practical definition of service user involvement

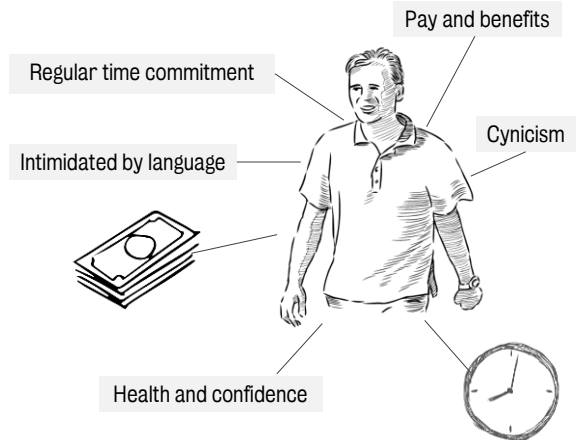
Staley (2010)

Perceived barriers

Professionals

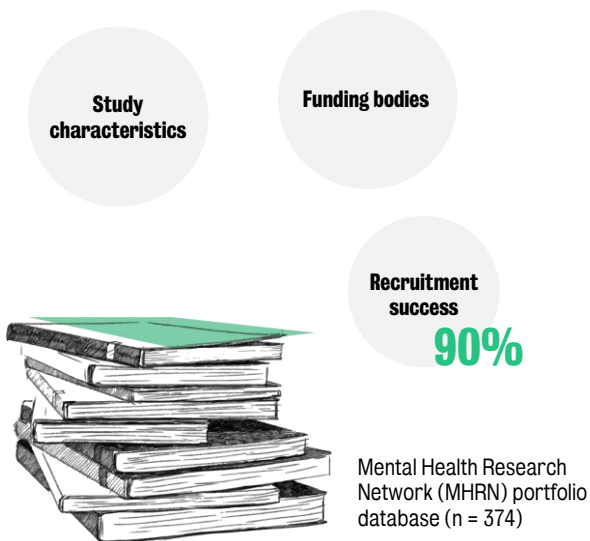


Service Users



Trivedi & Wykes (2002)

The benefits of inclusion



Democracy and empowerment of service users

Identification + prioritisation of relevant research topics

Eliciting richer data because participants more ready to share personal and perhaps stigmatising information

Service user involvement required and recommended by increasing number of funders

Generation of representative and robust findings

Evidence that user involvement increases the likelihood of a study's success

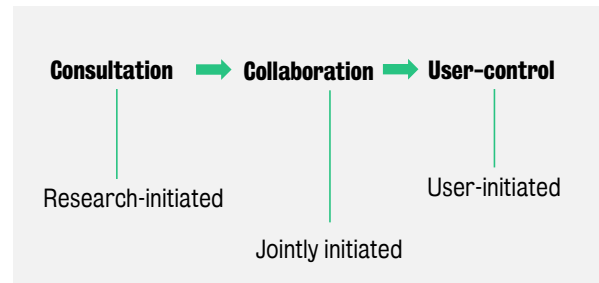
Ennis & Wykes (2013)

Guidelines for inclusion

User involvement

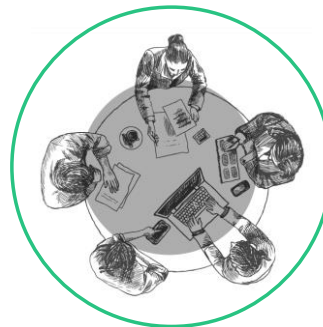
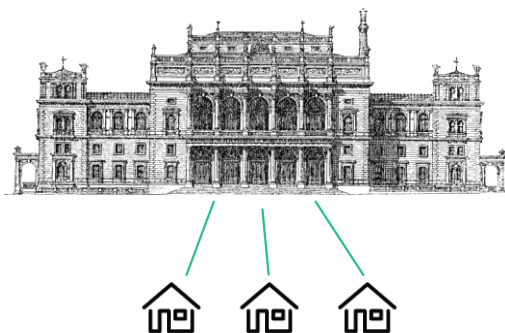


INVOLVE (NIHR) Continuum



SURE model

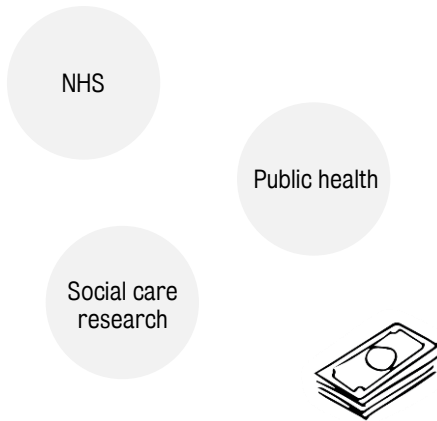
Service User Researcher Enterprise



- SURE model is uncommon; more research occurs outside mainstream academia
- Project-specific consultative basis
- Expectations and objectives are agreed beforehand

INVOLVE

Involve - National advisory group supporting public involvement in:



Funded by: National Institute of Health Research (NIHR)

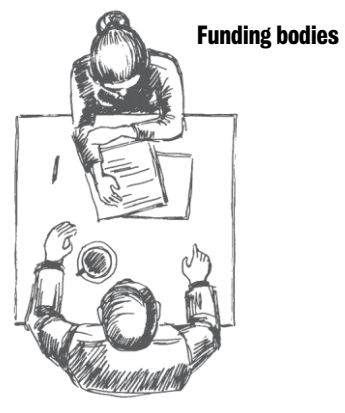
It has 30 members including:



Box-ticking and tokenism



"recent interest in service user knowledge is part of broader pressure [from funding bodies] to increase user involvement"



Towards inclusivity: 'Seldom heard' or 'seldom listened to' groups?



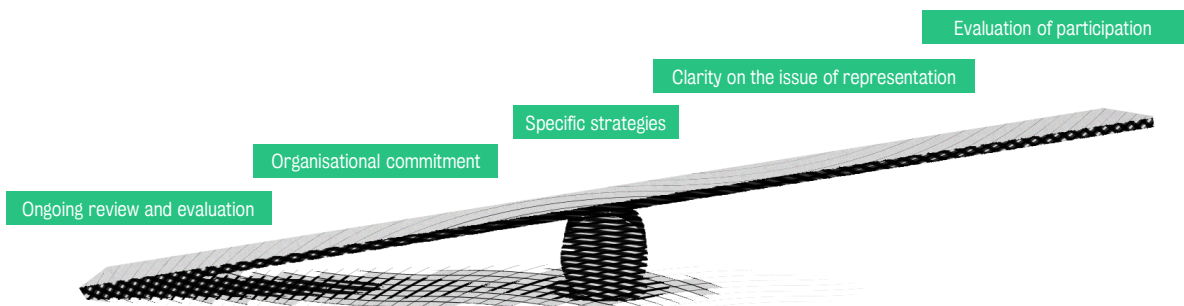
... 'user' or 'public/patient involvement' has become a shared goal across all shades of politicians and policymakers. However... we know that some groups, particularly from minorities often experience generally inferior access to and support from services. The same groups are likely to have inferior opportunities to get involved in schemes to strengthen their voice. The combined effect of these two factors is likely to be to exacerbate and perpetuate inequalities faced by some of the most disadvantaged groups in our society.

Lack of:



Beresford (2013)

Challenging the imbalance



Beresford (2013)

References

Beresford, P. (2002). User involvement in research and evaluation: liberation or regulation?. *Social policy and society*, 1(02), 95-105.

Beresford, P. (2013). *Beyond the Usual Suspects: Towards Inclusive User Involvement: Findings*. Shaping Our Lives Publ.

Ennis, L., & Wykes, T. (2013). Impact of patient involvement in mental health research: longitudinal study. *The British Journal of Psychiatry*, 203(5), 381-386.

Rose, D., Barnes, M., Crawford, M., Omeni, E., MacDonald, D., & Wilson, A. (2014). How do managers and leaders in the National Health Service and social care respond to service user involvement in mental health services in both its traditional and emergent forms? The ENSUE study. *Health Services and Delivery Research*, 2(10).

Staley, K. (2010). An evaluation of service user involvement in studies adopted by the Mental Health Research Network.

Trivedi, P., & Wykes, T. (2002). From passive subjects to equal partners. *The British Journal of Psychiatry*, 181(6), 468-472.

End of topic