

The background features several thick, wavy lines in green and blue that curve across the page, creating a dynamic and modern feel.

Appendix 1.

**Expert Patient
Programme
Toolkit**

Appendix 1. Involving service receivers/ people with lived experience of mental distress or mental ill health in student education policy

Involving Service Receivers/ People with Lived Experience of Mental Illness in Student Education

Purpose

To provide a consistent approach throughout the Trust when involving and supporting service receivers/ people who have lived experience of mental illness who participate in student education.

Aim and Scope

This policy is intended to be read in conjunction with the Trust's volunteering policy. In addition, this policy is to: -

- Provide guidelines for staff who develop and organise the use of Expert Patients in teaching
- Ensure uniformity throughout the Trust when dealing with Expert patients.
- This policy does not apply to people currently admitted onto wards.

Definitions Used

Capacity:

The ability to make a decision about a particular matter at the time the decision needs to be made. This means being able to understand, retain, use and weigh the information relevant to the decision and communicate that decision. [1]

Expert Patient:

A person who has experienced mental illness that then uses their knowledge and experience in the education of students.

The titles 'Expert Patient' and 'Expert Patient Programme' was created by the initial group of volunteers who were involved in the education of medical students at the Radbourne Unit in Derby.

Policy

The following information describes the minimum standard that should be expected in the development, coordinating and delivery of an Expert Patient programme – including the support of those involved.

Recruitment of Expert Patients

Recruitment of Expert Patients is the responsibility of Trust staff that has appropriate knowledge and experience. Recruiting staff must also give the potential Expert Patient the opportunity to decline to take part and reassure them that failing to take part will not affect the care that they receive from the Trust.

As part of the recruitment process prospective Expert Patients must be given an induction pack by the member of Trust staff that is involved in their recruitment. This pack should be available in easy read format if appropriate.

People who are currently admitted into hospital can be introduced to the programme but will not be able to participate until fully discharged from in-patient care.

Training in the aims and objectives of the session, and in how to give constructive feedback to students will be delivered to all Expert Patients involved in the programme.

Informed consent to register with the programme must be provided in writing by the Expert Patient, which will be assessed by the teaching team. Where a person declines to provide details/permission to contact their care team, their involvement in the programme will be respectfully declined [1]

Verbal consent will be obtained for each session. At any time, the Expert Patient may decline to do the teaching session, even if this is with very short notice, ie if they attend to do the session and then change their minds.

Declining to participate will not affect their standard of care or treatment in any way. [2]

The recruiting member of Trust staff involved in the recruitment of the Expert Patient is responsible for ensuring that the person's care teams are

informed of their upcoming involvement in the Expert Patient programme (standard letter to care team in the induction pack). [2]

Involvement in the teaching programme is subject to continued adherence with the Trusts code of conduct for volunteers. Failing to meet expected standards of behaviour can result in individuals being removed from the programme.

Time of sessions

Expert Patient teaching sessions will be arranged during office hours (09.00hrs- 17.00hrs) to ensure that care teams can be contacted in the event of an adverse incident or EP becoming unwell.

Expert Patient Information

All Expert Patient information will be dealt with in line with Trust Information Governance policy.

Basic Expert Patient contact details and their carer/Care Team details will be kept on a secure database whilst a person is involved with the programme. This information can be removed at any time at the request of the individual involved. This information will automatically be erased when the Expert Patient ceases their involvement, unless they specifically request the information to be retained, e.g., to continue to receive newsletters or notification of events in the teaching units. Written consent to retain this must be obtained. [3]

Confidentiality

Expert Patients must be advised that any information regarding their personal and medical details will remain confidential. All staff involved in the event must adhere to Trust confidentiality policy and procedures. [3]

Expenses

Reasonable out of pocket expenses will be reimbursed to the Expert Patient. In addition, an Expert Patient will be offered a token payment in recognition of their skills and the time that they spend engaged in the educational activity.

Supporting the Expert Patient

The teaching team will prioritise the Expert Patient's mental health and wellbeing during all teaching exercises and will adhere to the Trust policies on clinical and corporate risk. All teaching staff must be aware that, whilst they are not giving direct care in this role, they have a duty to provide the Expert Patient with the same standard of support which could reasonably be expected to be provided in any other area (within the trust?).

In situations where educational activity is being

facilitated by clinicians who are not a member of the lived experience education team, a member of the teaching team will be present throughout the activity.

The Expert Patient's Mental Health care team Care Co-ordinators may be informed of the involvement of the service user in the Expert Patient programme. The Expert Patient will be made aware of this prior to their involvement in the programme and will need to complete a registration form notifying the teaching of their unit care team.

The Expert Patient will be required to sign a consent form allowing us to contact the team in the event of them becoming unwell and requiring further support following the session. Should the Expert Patient become unwell, the care team may be informed, and the Expert Patient should be made aware of this. [2]

A suitably experienced member of the teaching team should be available at all times when an Expert Patient is involved in teaching activity.

In the event that an Expert Patient discloses high risk/sensitive information, proportionate action should be taken, for example contacting the Care Co-ordinator, the team Duty Worker, or other agencies as appropriate within the bounds of confidentiality. Qualified clinical teaching staff will be available by telephone for additional advice if required. [3]

In the event of an Expert Patient suffering a medical emergency, emergency services should be contacted as per Trust Policy. [4]

During educational events expert patients sometimes solicit medical advice from the teaching team. This should be treated sensitively by teaching staff and students, but the patient should be referred back to their existing Approved or Responsible Clinician/Consultant/Care Coordinator/Ward Team. [2]

Following the Event

A member of the teaching team will provide time to debrief the Expert Patient following each session.

If an Expert Patient is or becomes unwell during the session, teaching staff will provide support and notify the care team and request further follow up if required. (See above)

If an adverse incident has occurred involving an Expert Patient a Datix incident report will be completed by the teaching team and details of the occurrence communicated to the patient's regular healthcare team.

References

- [1] The Department of Health and Social Care, "Code of Practice: Mental Health Act 1983," 2015.
- [2] Derbyshire Healthcare NHS Foundation Trust, Care Programme Approach (CPA) Policy and Procedure, 2021.
- [3] TSO, The Data Protection Act, 1998.
- [4] Derbyshire Healthcare NHS Foundation Trust, Resuscitation Policy and Procedure, 2021.
- [5] Derbyshire Healthcare NHS Foundation Trust, Incident Reporting and Investigation Policy and Procedure.

