

Psychological Professions Network North West Experts By Experience Steering Group Evaluation

Summary Report - September 2023

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The Psychological Professions Network

A collaboration of regional networks sponsored by NHS England to give voice to all psychological professions in workforce planning and to promote excellence in practice

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1. Executive Summary

Why commission an evaluation?

The Psychological Professions Network North West (PPN NW) places at the heart of its work the promotion of recovery. The Steering Group is a relatively new and still developing resource, therefore it is important to explore whether the Expert by Experience (EbE) involvement project has been worthwhile and effective in making positive change in the PPN NW. Furthermore, this is a resource and project that, if evaluated as effective and worthwhile, could be implemented across all regional PPNs and has the potential for wider organisational application in the future.

What did we evaluate?

In the Consultation and Planning phase of establishing the Steering Group, between July 2021 and January 2022, shared aims and objectives were set out. The setting out of the groups' aims was one of the first instances of co-production in the steering group promoting equal partnership.

- ❖ To promote the involvement of Experts by Experience in the design & delivery of education & training across the psychological professions workforce.
- ❖ To improve Equality Diversity & Inclusion (EDI) of Experts by Experience through engagement with local communities and groups across the region
- ❖ To enable Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work.
- ❖ To support Experts by Experience from the Northwest of England to participate in regional and national strategic forums

The importance of involving experts by experience in the work of the Psychological Professions Network is recognised and there is a keenness for this work to succeed.

Success means aspiring to live up to the 4Pi national involvement standards: Principles, Purpose, Presence, Process, Impact.



Evaluation Methodology

- 1) Group demographics and ratings on how the group has impacted Experts by Experience members and how they feel the group has met its aims were collected via an MS Forms Survey.
- 2) Based on survey responses, interview questions were drafted with the aim to get more in depth responses. Semi-structured interviews were conducted between December 2022 and January 2023. Interviews were recorded, downloaded and then transcribed.
- 3) Using the transcribed interviews, inductive analysis was used to identify themes across the question topics and answers given by steering group members.
- 4) At every stage of the evaluation, questions, results and written sections were circulated to the wider Experts by Experience group for feedback and approval before moving onto the next stage.

What we've learned?

Members reported that their knowledge, skills and confidence have all increased since becoming a member of the group and described the group as being beneficial to them personally in relation to the following themes:

- ❖ A place to be passionate about shared aims;
- ❖ Being provided with learning opportunities;
- ❖ A sense of reciprocal value between group members;
- ❖ A positive impact on self-esteem and self-efficacy;
- ❖ Having the opportunity to make a difference;
- ❖ A positive impact on recovery;
- ❖ Promoting equal opportunity for all and working towards promoting inclusion.

Members consistently reported across the evaluation that the steering group aims were being met but acknowledged that more work was needed to continue, including:

- ❖ Connection with Experts by Experience from across all psychological professions;
- ❖ Wider communication with the PPN regions and EBE groups across the country;
- ❖ Improving equality, diversity & inclusion (EDI);
- ❖ Introduction of a systematic reviewing procedure against the 4Pi;
- ❖ Increased involvement in the areas of commissioning, service design & delivery and workforce development.

Steering Group Achievements

The Steering Group have representation in the following spaces within the PPN NW:

- ❖ The New Roles Fellow Development Group
- ❖ PPN Workforce Council

The Steering Group has also participated in several regional and national forums, in line with the fourth aim:

- ❖ PPN National Conference Week and Associated Regional Events
- ❖ New Roles Fellowship
- ❖ IAPT Forum

The Steering group has also co-produced an animation to promote the involvement of Experts by Experience across the NHS and other wider organisations. [Click here to view the animation.](#)

Recommendations from the Evaluation

- ❖ Incorporate an implementation of an annual cycle of review and evaluation against regional objectives into the steering group terms of reference.
- ❖ Future evaluation should collect information on specific project work activity and outcomes to identify good practice and enhance dissemination.
- ❖ Opportunities for regional Experts by Experience collaboration supported by PPN England should be explored through the PPN National Development Group.
- ❖ Opportunities to engage with local communities and groups across the region to proactively promote and increase Equality, Diversity and Inclusion within the Steering Group. Learning from other PPN regions and wider organisational groups could inform this process.

2. Introduction

Context:

The Psychological Professions Network North West (PPN NW) places at the heart of its work the promotion of recovery. Underpinned by the NHS Constitution the principle that care should be tailored to the needs and preferences of patients, their families and their carers and as part of this the NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve its services.

We aim to promote and support the development of the voice of Experts by Experience and enable psychological professions to listen to and understand the voices of people with lived experience and respect the value their feedback can bring to our professions' continued development.

Our aim is to make space within our established community of practice approach for Experts by Experience (EbEs) to sit alongside the psychological professions and work jointly on our long-term journey to promote the important role that both psychological professions and psychological approaches can have for improving outcomes and patient experience across health and care.

Our values are underpinned by concern and compassion for others, supporting self-care and providing opportunities for those with lived experience to grow in confidence and have the opportunity to advocate for improved psychological care and role model to others within the health care system the benefits of working together through co-production.

The establishment of the Northwest PPN EbE Steering Group aimed to achieve the *'promotion and support of a holistic, whole person approach in everything we do; which puts the person, not the label, at the forefront and strives to connect to what it means to be human in different contexts, in our psychological professions and our approaches'* (PPN NW, EbE Steering Group, July 2022).

In its first 18 months the steering group has developed a set of shared aims and objectives; provided input into regional community of practice events, consultation on a number of regional initiatives and collaborated on co-production of an awareness raising animation and discussion tool kit.

Anecdotally, group members and members of the PPN NW that have worked together with them describe the value and richness that EbEs have brought to the work and organisational culture of the network. This report aims to better understand the impact of the development of the steering group from the perspective of the network and from its members, in order to understand what has worked well, to identify what has been learned, including things to

change, and to make recommendations for future development both nationally and regionally.

Background:

In January 2021, an annual audit of the PPN NW work programme highlighted the need to respond to the PPN England stated aim to establish ‘relevant and purposeful Service User/Expert by Experience and Carer involvement in all PPN projects and structures’.

Following the process highlighted in Figure 1, the EBE Involvement Task and Finish Group (T&FG) was established in July 2021 meeting on a monthly basis until January 2022 with the aim of

- (i) Reaching a shared understanding of ‘relevant & purposeful’ involvement;
- (ii) Identifying key aims for a new EBE work stream
- (iii) Agreeing terms of reference for the establishment of the NW EBE Steering Group.

The initial engagement phase identified that each of the Doctorate of Clinical Psychology (DClinPsy) Training Programmes in the region each had a public participation involvement group that were actively involved in programme selection, training delivery, research and assessment. The three North West DClinPsy programmes (University of Lancaster, University of Liverpool and University of Manchester) were approached through the EBE academic leads to invite 2 representatives from each of the programmes to join the PPN T&FG

The EBE T&FG was established and in January 2022 transitioned into the PPN NW Experts By Experience Steering Group.

The Steering Group has the following members;

EbE Representation	PPN NW Project Management Team	Project Support	Admin Support	Assistant Psychologist*
Alison Bryant - University of Liverpool Hilary Tetlow - University of Liverpool Yvonne Thomas - University of Manchester Joe Keaney - University of Manchester Bev Liver - University of Lancaster Keith Holt - University of Lancaster	Clare Baguley Jodie Wells	Polly James	Rhianna Murray	Molly Lever

*Joined at the stage of evaluation, August 2022.

Jodie Wells (Trainee Clinical Psychologist) was Chair and Project Lead for the steering group from its conception until August 2022. Additionally Kirsty Sturzaker joined the Steering Group as Regional Clinical Fellow in September 2022.



Figure 1: Stages of establishing the PPN NW EBE Steering Group

Rationale for Evaluation:

Service user involvement supports the rights of service users to be systemically involved in all aspects of mental health-related activity that has the potential to impact them including mental health services, policy, projects, research, and training (McKeown et al., 2010).

Service user engagement and involvement can often be limited to a tokenistic level (Happell, et al., 2019, Horgan, et al., 2020). This presents a question about the difference between consultation and co-production when it comes to involving experts by experience. The NIHR (2018) propose the principles of co-production to be:

1. Sharing power.
2. Including all perspectives and skills.
3. Respecting and valuing all knowledge.
4. Reciprocity
5. Building and maintaining relationships.

The steering group defines co-production as promoting equal partnership, working alongside each other through inception to dissemination. This aims to include; shared aims, development of ideas, equivalent decision making status, development of resources/ materials, and dissemination.

A systematic review of choosing a 'co-' approach found that the use of 'co-production', 'co-design', and 'co-creation' was successful in identifying and meeting all stakeholder needs and enabling trust and confidence in the outputs when aiming to bring individuals together, value all knowledge, and produce more relevant research products (Grindell et al., 2022). As the steering group is a relatively new and still developing resource we would like to explore whether the EbE involvement project has been worthwhile and effective in making positive change in the PPN NW after 12 months. Furthermore, this is a resource and project that, if evaluated as effective and worthwhile, could be implemented across other regional PPNs and has the potential for wider organisational application in the future.

3. Aims & Objectives

In the Consultation and Planning phase of establishing the Steering Group, between July 2021 and January 2022, shared aims and objectives were set out. The setting out of the groups' aims was one of the first instances of co-production in the steering group promoting equal partnership, working alongside each other through inception to dissemination. The group set out four aims alongside principles of involvement to guide the work of the group.

These aims have stood since the group's conception. The following report is set out to review whether the aims set by the group have been met, how they have been met, and if not, to consider recommendations for how they can be met going forwards.

PPN England Overall Aims:

- We aim to enable better healthcare by ensuring that policy makers and practitioners understand the needs of people who use our services and their carers and families;
- We aim to have relevant and purposeful Expert by Experience (EBE)/ Service User and Carer involvement in all of our projects and structures;
- We aim for meaningful involvement that avoids tokenism and for a stated purpose;
- We work to a principle of inclusion with fair intersectional representation.

PPN NW EbE Steering Group Objectives:

- **To promote** the involvement of Experts by Experience in the design & delivery of education & training across the psychological professions workforce.
- **To improve** Equality Diversity & Inclusion (EDI) of Experts by Experience through engagement with local communities and groups across the region
- **To enable** Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work.
- **To support** Experts by Experience from the Northwest of England to participate in regional and national strategic forums

EbE Steering Group Principles of Involvement

- EbE Leadership ('Inform, Enable, Influence')
- Commissioning

- Education
- Research
- Service Design & Delivery
- Workforce Development

4Pi National Involvements Standards

- We recognise the importance of involving experts by experience (EBEs) in the work of the Psychological Professions Network, and want to do it well.
- Doing it well for us means aiming to live up to the 4Pi national involvement standards: <https://www.nsun.org.uk/FAQs/4pi-national-involvement-standards>
 - **Principles** - A commitment to shared principles and values is required for meaningful and inclusive participation. This includes valuing the contributions of service users and caregivers in the same way that professionals do.
 - **Purpose** - The purpose of involvement should be clear and clearly communicated to everyone involved in the activity as well as the wider organisation.
 - **Presence** - At all levels and stages of an organisation or project, a diverse range of service users and caregivers should be involved. The people involved should be representative of the nature and purpose of the involvement. Service users and caregivers should be able to participate separately because their priorities may differ.
 - **Process** - The involvement process must be carefully planned in terms of issues such as recruitment, communications, receiving appropriate support and training, and payment, so that service users and caregivers, including those from marginalised communities, can easily get involved and make the best possible contribution.
 - **Impact** - To be meaningful, involvement must make a difference in the lives or experiences of service users and caregivers. This means that we will be clear about the purpose of our participation, the individuals and groups who will be present, and their roles in the process. That process, as well as the desired impact of participation, will be explained from start to finish.

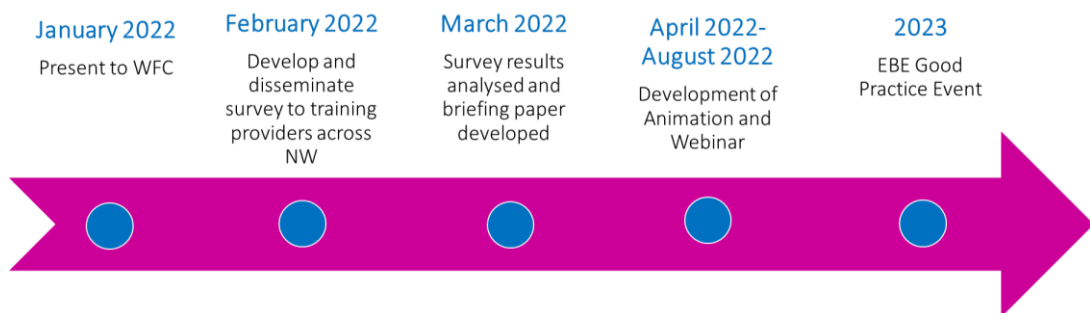


4. Outcomes

Since its conception, the NW EbE Steering Group has worked towards meeting its aims, the following section outlines the observable outcomes of this work in relation to each of the four aims.

Aim One: To promote the involvement of Experts by Experience in the design & delivery of education & training across the psychological professions workforce.

The Steering Group established a project outline directly linked to this aim, exploring the involvement of EbEs in the training of psychological professions in the North West. Various resources and project work were developed to support with this (Documents can be found in Appendix A). Phases of project included: establishing background, investigating current climate, development of resources and promotion of EbE involvement. The following timeline demonstrates key markers and goals:



Aspects of the project included surveying training programmes across the NW exploring good practice and learning any challenges in relation to EbE involvement; presenting a webinar to HEE (now NHS-E Workforce Training and Education Directorate (WT&E)) setting out the context, survey results, and transformational benefits of involvement; commissioning an animation sharing good practice and meaningful benefits of EbE involvement; and developing an EbE involvement event across the NW with relevant stakeholders, including HEE, Education providers, Clinicians/trainees and EbEs.

Aim Two: To improve Equality Diversity & Inclusion (EDI) of Experts by Experience through engagement with local communities and groups across the region

The PPN NW EBE Steering Group is committed to improving representation within the group in relation to Equality, Diversity and Inclusion (EDI). The steering group are committed to prioritising this as an ongoing aim and objective and acknowledge that there is still progress to be made. Within the group, there are members who identify with some protected characteristics but there remain some groups which are not yet represented; for example young people.

An animation co-produced by the Steering Group has promoted EDI. The tool has been used externally with NHS staff to promote the inclusion of Experts by Experience in wider organisations and encourage discussion about what EbE involvement should look like.

Aim Three: To enable Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work.

New Roles Fellow Development Group - Work commenced to develop new fellowship roles with agreement for EbE involvement in specification and role descriptor, advertisement, recruitment, placement design and feedback/evaluation. Represented by Alison Bryant and Joe Keane

Workforce Council - The EBE Steering Group are represented by rolling membership on the PPN workforce council. The members present on a standing item in the agenda relating to EBE steering group progress and project work. The representatives of the EBE Steering Group are reviewed every 6 months.

Steering Group - Monthly meetings with all in attendance. Discussion about project milestones, upcoming work etc. Guest speakers relating to psychological professions, new roles, and career frameworks

Aim Four: To support Experts by Experience from the Northwest of England to participate in regional and national strategic forums

In recent months the Steering Group has participated in the IAPT (now known as Talking Therapies) Forum; presenting a session from service user perspective about setting up an EBE network. The New Roles Fellowship also works to meet this aim. EbEs were able to inform the design of the role description and aims of the fellowship, participate in recruitment for the role, and be a part of mentorship, and support selection and design of the project part of the fellowship. The Steering Group also had involvement in the Psychological Professions (PP) Week in November 2022 taking part in several sessions; 'Next Steps for the Psychological Professions', 'Experts by Experience (EBE) in the psychological professions - Adding value and Transforming lives', 'What can the PPN do for me, and what can I do for the PPN?', and 'Where next for psychological practice in physical healthcare?'. The Steering Group shared a webinar, originally recorded in July 2022, titled 'Transforming Care through the involvement of Patients and the Public: Learning from Experts by Experience in the North West Psychological Professions Network' as part of the North West Regional Events.

5. Evaluation Methodology

In August 2022, Molly Lever (Assistant Psychologist), was recruited and brought in to conduct an evaluation of the PPN NW Experts By Experience Steering Group. Following an introduction to the group and the need for an evaluation by the group's previous Chair and Project Lead, Jodie Wells (Trainee Clinical Psychologist), a timeline and plan was created by Molly Lever, in collaboration with Clare Baguley (Programme Manager) and Kirsty Sturzaker (Clinical Leadership Fellow), this was then presented to the group members.

In order to gather some basic level information about the group demographics and ratings on how the group has impacted EbE members and how they feel the group has met its aims, a survey was drafted by Molly and Kirsty, using MS Forms. The draft questions were presented to steering group for approval and comments via email, feedback was taken and used to edit the survey before being circulated and completed by EbEs.

Based on survey responses, interview questions were drafted with the aim to get more in depth responses. This was collaboratively done by Molly, Kirsty, and Clare. These questions were presented to steering group for approval and comments via email.

Interviews were conducted through the video conferencing platform Zoom between December 2022 and January 2023. Interviews were recorded within Zoom, downloaded and then transcribed using Microsoft Word Online.

Using the transcribed interviews, Molly used inductive analysis to identify themes across the question topics and answers given by steering group members. This analysis and write up was presented to the steering group for feedback via email to support co-production of the report.

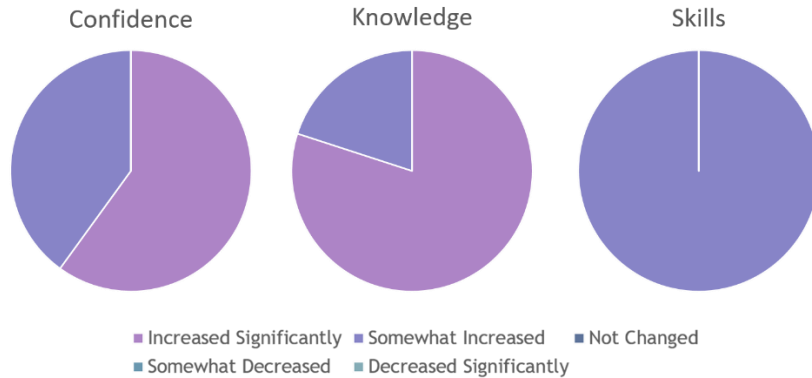
6. Steering Group Profile - Survey

As a part of this evaluation a survey was completed by EbE Members to get an overarching picture of the group and its views. (Full Survey in Appendix B)

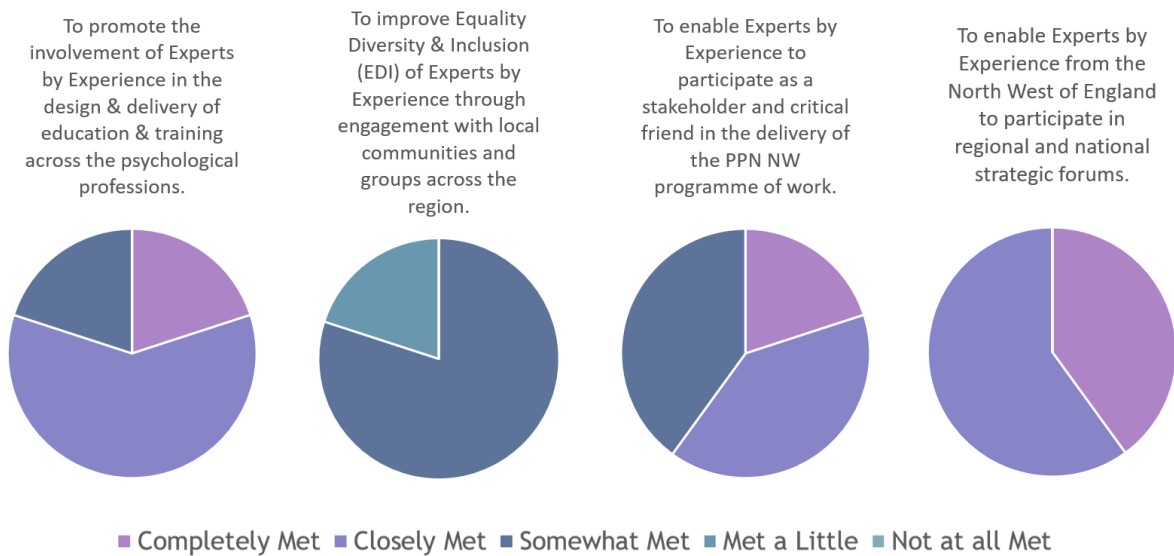
The group includes 6 Expert by Experience members, 4 women and 2 men, aged over 55. All EbE members of the Steering group are also part of Patient Representation Groups within Doctorate of Clinical Psychology Courses in the North West. Two Members are with programmes at the University of Manchester, two with the University of Liverpool, and two University of Lancaster.

1 member of the group was unable to complete the survey so their responses are missing from the following data, however their responses are included in the interview portion of the evaluation. 4 members identify as White British, 1 as White Non-British, 4 members identify as Straight or Heterosexual and 1 member identifies as Homosexual. When asked if they consider themselves to have a disability; 3 members answered yes, 1 no, and 1 preferred not to say.

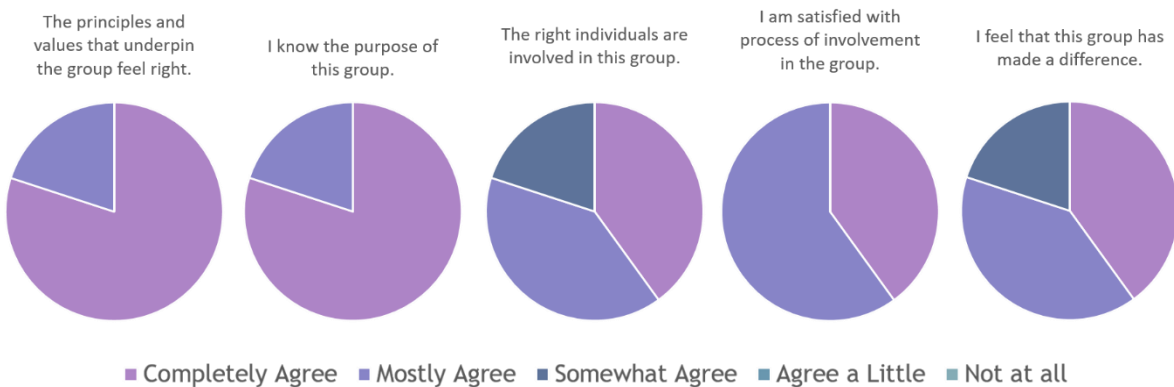
The first evaluation question we asked EbE Members was to help understand how being members of the Steering Group had impacted on them personally in Confidence, Knowledge, and Skills.



We then asked how closely members felt the aims of the Steering Group had met its aims.



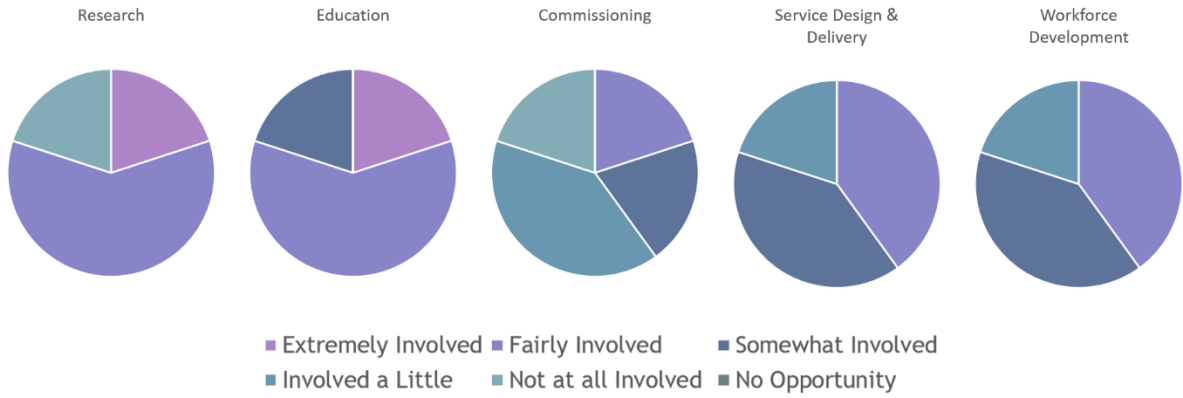
In order to evaluate how well the group has met 4Pi national involvement standards we asked the group to rate how much they agreed with statements relating to the 5 standards.



Finally we asked how much members felt being part of the steering group has allowed them to be involved in the following areas; research, education, commissioning, service delivery & design, and workforce development.



Experts By Experience Steering Group Evaluation



7. Semi-Structured Interviews

As part of the evaluation Expert by Experience members of the steering group took part in a semi-structured interview to expand on the feedback collected from the survey conducted for the evaluation. Questions focused on the Steering Group Aims and the National Principles of involvement, but also covered the groups experience of working, personal benefits and involvement. All questioned were open ended, allowing interviewees to speak freely about the topic in question (See Appendix C for Interview Questions). Interviews were recorded and transcribed to retain as much detail from responses as possible.

Functional Aspects:

When asking about experiences working predominantly online the group were consistent in their responses, that working online was a great help considering the wide geographical spread of the group across the North West of England. Although it was noted that members who are less competent at using technology are at a disadvantage and may rely on family members to support them.

“Realistically, online working is actually the only way to go” – EBE 5

As will be discussed in the Cost-Benefit section of this report, members are compensated for their time working in the Steering Group. When asked how they feel about compensation, members reported feeling valued but expressed frustration with the payment system (Selenity) in place; describing it as tricky to use and need to be confident and precise about how much to submit.

“When I first started to get involved with the changing culture of mental health and everything you got nothing. So to get some sort of recompense for your efforts is great.” – EBE 2

“I was utterly intimidated like I think everybody is by Selenity ... and I think that is a real inhibitor for people wanting to join any ... sort of public patient involvement group having to go through those hurdles and I was very deflated trying to get it sorted that first time.” – EBE 5

Benefits of being a member:

The next part of the interviews questioned members about personal benefits of being part of the steering group. Members reported several benefits including; the group being a place to be passionate, learning opportunities, being listened to, a sense of valuing each other, a positive impact on self, opportunity to make a difference, equal opportunity for all, and overall respect for each other. Some members also reported that being a part of the steering group has aided their recovery and supported their mental wellbeing. No members described any disadvantages of being part of the group.

“I think it's given me the opportunity because of my passion for service user involvement, to really use my voice in various ways within the group and outside the group” – EBE 6

“There's a tremendous sense of cohesion in the group. I think we really value each other.” – EBE 5

“And we work in that in that respect that you know everybody. We'll listen to what any anybody has to say.” – EBE 1

“It's the opportunity to make a difference and that impacts positively on my well-being” – EBE 4

“I've got to say this is my favourite and it's my favourite because there is a mutual respect.” – EBE 5

Steering Group Aims:

Moving on to talk about the aims of the Steering Group, members were consistent to the Survey results and agreed that the group was meeting its aims but there could be more done to expand on them. An overarching theme is that the group is aware of the group's deficits and is knowledgeable about how the group could address them.

When addressing the group's first aim; *'To promote the involvement of EbEs in the design & delivery of education & training across the psychological professions'*, interviewees reported that as a group they know where they want to go, agree that involvement in networking and outreach is going well and the group benefits from great leadership. But there is a need to connect with other psychological professions and sectors, as all group members come from Clinical Psychology Programme Groups, and there needs to be more inclusive communication.

“So-called target audiences are reached in different ways and different approaches work with different people” – EBE 5

“I would like to get the senior people from each of those professions, as they were in the same room with us. To try and tell them and make them understand how important EbEs are. How important we are to the courses that we work with at the moment and how important we could be to their courses.” – EBE 1

The second group aim; *'To improve Equality, Diversity & Inclusion (EDI) of Experts by Experience though engagement with local communities and groups across the region'* was said to be partially met through having two members who fall into minority groups.

Interviewees expressed a passion for more promotion and outreach for more EDI in the steering group and across EBE involvement in general.

“You couldn't have a group who have better intentions to wish to improve equality, diversity and inclusion across the board” – EBE 6

“You know that it has to be face to face, you know, might be a telephone call initially but it has to be face to face meetings with short presentations ... utilizing the things like the animation and other things which are accessible to people.” – EBE 6

Considering the third aim; *‘To enable Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work’*, the group reported on the whole that the members work well together and everyone gets an opportunity to be a part of something. One member spoke about each member having strengths and weaknesses that are different to one another but all support one another in reaching goals, and how involving more professions would benefit the reach and involvement of the group. Additionally, there was conversation about the use of the term ‘critical friend’ and its appropriateness in this context; one interviewee posed that the term implies that professionals are ‘coming up short’ or not delivering, which they do not think is the case.

“There has certainly been passion on the. Part of the whole team that have supported us to ensure that that those works or pieces of work are fully realised and that we have been fully supported in” – EBE 6

“I suppose [to meet] the aim more closely would only come from the fact that we need those other professions to get themselves involved more. With our grouping, you know, come and see us and let us talk to them and then perhaps we would have more to offer to them.” – EBE 1

The final aim of the Steering Group; *‘To enable Experts by Experience from the North West of England to participate in regional and national strategic forums’* was also discussed. Members reported feeling as though the North West Steering Group is heavily involved in regional and national forums and the pride they have about that. They discussed how future communication and collaboration with other regions may be beneficial in meeting this aim more closely.

“We have been able to, you know, make our presence known. Have our voices heard and. And certainly that's both (IAPT & PPWeek) being very useful.” – EBE 6

“We're going to be at the PPN workforce. And we're on the agenda and we're presenting. So that's really positive” – EBE 4

“I think in terms of making those connections that we really need to build on, and we don't need to let too much time slip before we really react to that.” – EBE 6

National Principles of Involvement:

Regarding the National Principles of Involvement, members were consistent to survey results and were able to provide more context to their responses. Members reported that their involvement in writing the aims and objectives of the steering group gave them a sense of ownership and so the principles and values of the group felt right. Additionally, this positively impacted their knowledge about the purpose of the group.

Speaking about the aims and objective of the group: “They weren't pushed upon us and we reviewed them. We kind of sat with them for a while and then reviewed them and kind of updated them. Yeah, so I think everybody in the group feels they own them” – EBE 4

Speaking about how we might build on the statements: “...it is a constant process of reviewing and revisiting” – EBE 6

The remaining three statements were generally agreed by all interviewees to be correct but that there was more to be done. Themes of having a cohesive group, with a fair distribution of work, based on individual strengths and knowledge, were consistent across members. It was also agreed that the group is making a difference but could be doing more in line with EDI.

Speaking about right individuals being involved: “everybody seems to have different elements of skill set or background, whether that's carer or EBE Different interests in specific interest in specific area, so there's a breadth and wealth of knowledge” – EBE 6

Speaking about group making a difference: “Ohh gosh yes. And I can. See the development of the group from the beginning to the last stages, and I think we we're growing in strength from strength to strength.” – EBE 3

Speaking about how we might build on the statements: “EDI is this is the thing really is the thing that you know kind of. We all you know have a heartfelt wish for, and really, that really needs to be our real goal.” – EBE 6

Areas of Involvement:

Members shared what involvement they have had in the past 12 months of the group being active; the larger projects took the forefront of this discussion e.g. IAPT Forum, National PP Week, Animation, and HEE Webinar. Members also spoke about attending the National PPN Workforce Council and other meetings as EBE representatives.

When asked about what they would like to be more involved in members spoke about wanting a greater understanding of how the wider Psychological Professions Network works by getting involved outside of Clinical Psychology. Members also called for an ongoing push for better EDI and opening more lines of communication with other EBE Groups across the country both internal and external to the PPN.

Further reflection from EBE Steering Group Members:

EBE 6:

I think my overview and personal reflection ... would be to say the steering group have become a cohesive group after a relatively short period where the views of every member count in shaping the work we are engaged in. There is pride too in that the work we have produced in co-production has been given positive feedback and that it has been noticed nationally that our regional group are particularly active and productive. We know and acknowledge that with both EDI and building our network there needs to be more input but our energies and intentions are to effect and enable change in these areas. Our backgrounds as EBE members are based in close ties with DClinPsy programmes (and many other rich and rewarding associations with other EBE/PA/PPI roles) but we constantly strive to understand more about all of the psychological professions and welcome the opportunity to be informed, enabled and influenced by our networking with others as much as we wish to inform enable and influence ourselves with the work that we are so passionate about as members of the PPN NW EBE steering group.

8. Remuneration & Payment

The Psychological Professions Network remunerates Steering Group members for time spent attending meetings and contributing to the wider PPN NW work programme.

The payment rate is determined by the Health Education Health Education Patient & Public Voice Remuneration Policy (<https://www.hee.nhs.uk/sites/default/files/documents/HEE%20PAF%20members%20patient%20and%20public%20voice%20remuneration%20policy.pdf>)

The pro-rata rate of remuneration is £20/hour. Members are remunerated for the following involvement:

1. Attendance at the monthly PPN NW steering group meetings;
2. Co-production of materials, resources and documents in support of specific PPN NW projects;
3. Presentations / structured input into PPN community of Practice Events;
4. Representation of PPN NW at national PPN forums and consultations.

Payments are via the online payment system 'Selenity' and claims are submitted on a monthly basis.

9. Summary of Findings & Discussion

- Functionality of the group is reported as good, members like working online and see its benefits, members feel they are valued, with a shared purpose and compensated appropriately for their contributions
- Frustration was expressed with the online payment system with regard to its accessibility and tricky use.
- Members reported that their knowledge, skills and confidence have all increased since becoming a member of the group and described the group as being beneficial to them personally in relation to the following themes:
 - Being a place to be passionate about shared aims;
 - Being provided with learning opportunities;
 - Being listened to, and a sense of reciprocal value between group members;
 - Having a positive impact on self-esteem and self-efficacy;
 - Having the opportunity to make a difference;
 - Promoting equal opportunity for all and working towards promoting inclusion;
 - Aiding recovery and supporting mental wellbeing.
- Members consistently reported across the evaluation that the steering group aims were being met but acknowledged that more work was needed to build on the achievements of the initial 12 months, including:
 - Connection with EBEs from across all groups of psychological professions;
 - Wider communication with the PPN regions and EBE groups across the country;
 - Improving equality, diversity & inclusion (EDI) was a consistent theme highlighted as needing significant improvement
 - Introduction of a systematic reviewing procedure against national involvement standards
 - Members feel they have been involved in many opportunities and projects particularly in research and education, however there is a reported lack of involvement in the areas of commissioning, service design & delivery and workforce development

10. Strengths & Limitations of the Evaluation

The strength of this evaluation lies primarily in the co-production in-design of evaluation from the beginning. The involvement of all the EBE group members acted as an integrated feedback loop throughout the process, from finalising survey questions to reviewing the written up interview analysis.

Another strength in this evaluation is that it is reviewing against both regional objectives and national involvement standards. The 4Pi National Standards promote involvement in the planning, delivery and evaluation of the services and support used for mental health and

wellbeing needs. To review the Steering Group against these standards ensures that we are doing the most to promote good practice and involve our experts by experience in a meaningful way.

However, the evaluation does have limitations. The stand out limitation of this report stems from the internal position of the contributors within the PPN NW. All surveys and interviews were completed by Steering Group members, therefore despite all interviewees being given the opportunity to be honest and open without consequence, there is a possibility of internal bias.

Additionally, the interview portion of the evaluation was designed as semi-structured in order to give interviewees the space to add discussion where they felt it was necessary.

Furthermore, the informal atmosphere of the interviews may have contributed to a lack of examples on specific involvement activity and examples of good practice.

11. Expert By Experience Reflections

“I think as a group we have come together really well and we complement each other all having complementary skills and we all have one aim in mind to make the Psychological Professions even better by including Experts by Experience in every part from training through to NHS services.”

“Thinking about what has made the group successful is a small group of people with their individual experiences of psychology, clients and professionals, an accumulation of knowledge for a positive future, PPIE- involvement and engagement in psychology.”

“The EbE steering group evaluation report undertaken by Molly has thrown into sharp relief the evolution of the group from inception through to development. From the point of shaping those early foundations we have grown and have produced a programme of work where EbE involvement is embedded as best practice. Molly’s report has defined and analysed this allowing us to take stock, revisiting our aims and outcomes, the projects and talks to organisations we have worked on that stand as milestones on our journey.

The recent launch of the EbE animation and toolkit is an example of how working in coproduction we can showcase the benefits of the EbE voice and inclusion. As we begin the next phase of our work, we have a clear vision of what we aspire towards. EDI is our aim in everything we do and in growing our regional and national networks we hope to achieve this goal. Through the lens of Molly’s report, I am proud to see what over a relatively short time span the EbE group has forged. We as members bring an array of different lived experience to draw on. That richness of experience combined with the shared enthusiasm of professionals at PPN NW allow us to Inform, Enable and Influence through our lived experience perspective and voices to add value to training, research, workforce development, practice, commissioning, and to growing EbE involvement.”

“I value working with a range of people from different backgrounds who are passionate about public engagement in health care services. I feel my views are valued and important in the ongoing conversation. Sadly I feel there is, currently, an imbalance between supply and demand across the psychological professions and this under supply and over demand will undoubtedly get worse in the immediate future.”

12. Recommendations

Based on the findings of the evaluation this report makes the following recommendations;

- 1) An implementation of an annual cycle of review and evaluation against regional objectives should be incorporated into the steering group terms of reference.
- 2) Remuneration systems should be reviewed to maximise accessibility and ease of use.
- 3) Future evaluation should collect information on specific project work activity and outcomes to identify good practice and enhance dissemination.





- 4) Opportunities for regional EBE collaboration supported by PPN England should be explored through the PPN National Development Group.
- 5) Opportunities to engage with local communities and groups across the region to proactively promote and increase Equality, Diversity and Inclusion within the Steering Group. Learning from other PPN regions and wider organisational groups (Higher Education, NHS, etc.) could inform this process.

13. References

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14. Appendix

Appendix A: Aim One Resources

Literature Review	 Literature Review.pdf
Project Initiation Document	 PID.pdf
North West Survey Results	 NW Survey Results.pdf
HEE Webinar Slides	 HEE Webinar Slides.pdf

Appendix B: Survey

1. What is your name? (Answers will be reported anonymously)

2. What gender do you most identify as?

- Female
- Male
- Non-binary
- Other
- Prefer not to say
-

3. How old are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

4. What is your ethnicity?

- Asian or Asian British
- Black, Black British, Caribbean, or African
- Mixed or Multiple Ethnic Groups
- White British
- White Non-British (Irish, European, North American)

- Other

5. Which of the following options best describe how you think of yourself?

- Straight or Heterosexual
- Gay, Lesbian, or Homosexual
- Bisexual
- Prefer not to say
- Other

6. The Equality Act 2010 protects disabled people - including those with long term health conditions, learning disabilities and so called "hidden" disabilities such as dyslexia.

According to this definition of a disability do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

7. Which DClinPsy patient representation group are/were you also a part of?

- University of Lancaster
- University of Liverpool
- University of Manchester

8. Please rate how being a member of the steering group has impacted on you personally (Rated for Confidence, Knowledge, Skills)

- Decreased Significantly
- Somewhat Decreased
- Not changed
- Somewhat Increased
- Increased Significantly

9. If you feel that you have personally benefitted from being a member of the steering group, please detail below.

10. How closely do you feel the Steering Group has met the following aims? (Rated as: Not at all Met, Met a Little, Somewhat Met, Closely Met, Completely Met)

- To promote the involvement of Experts by Experience in the design & delivery of education & training across the psychological professions.
- To improve Equality Diversity & Inclusion (EDI) of Experts by Experience through engagement with local communities and groups across the region
- To enable Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work.
- To enable Experts by Experience from the North West of England to participate in regional and national strategic forums.

11. If you'd like to explain your ratings for the above questions, feel free to type here.

12. How much do you agree with the following statements about the steering group? (Rated as: Not at all, Agree a little, Somewhat Agree, Mostly Agree, Completely Agree)

- The principles and values that underpin the group feel right.
- I know the purpose of this group.
- The right individuals are involved in this group.
- I am satisfied with process of involvement in the group.
- I feel that this group has made a difference.

13. If you'd like to explain your ratings for the above questions, feel free to type here.

14. How much do you feel being part of the steering group has allowed you to be involved in the following areas? (Rated as: Not at all Involved, Involved a Little, Somewhat Involved, Fairly Involved, Extremely Involved, No Opportunity)

- Research
- Education
- Commissioning
- Service Design & Delivery
- Workforce Development

15. If you'd like to explain your ratings for the above questions, feel free to type here.

Appendix C: Interview Questions/Script

1. I wonder if you can tell me a little bit about how you have found working predominately online or remotely with the group.
2. Do you feel you have been appropriately compensated for your time working in the Steering Group?

Looking at the responses we collected from the survey I sent out a number of weeks ago, I hope to explore the areas a little more:

3. In response to the question about the personal benefits of being part of the steering group responses included things like learning, growing in confidence and providing a sense of purpose.
 - a. Could you expand on these benefits and provide *examples* of times when you have benefited from being part of the group?
 - b. Have you experienced any disadvantages of being in the steering group, can you think of any *examples*?

4. The first aim of the steering group is 'To promote the involvement of EbEs in the design & delivery of education & training across the psychological professions'. The overall rating was that we have **closely met** this aim.
 - a. What do you think is going well in meeting this aim?
 - b. Is there anything that we have not done well in trying to meet this aim?
 - c. Can you think of any *examples* of ways we could meet this aim more closely?

5. The second aim of the steering group is 'To improve Equality, Diversity & Inclusion (EDI) of Experts by Experience through engagement with local communities and groups across the region'. The overall rating was that we have only **somewhat met** this aim.
 - a. What do you think is going well in meeting this aim?
 - b. Is there anything that we have not done well in trying to meet this aim?
 - c. Can you think of any *examples* of ways we could meet this aim more closely?

6. The third aim of the steering group is 'To enable Experts by Experience to participate as a stakeholder and critical friend in the delivery of the PPN NW programme of work'. The overall rating was that we have **closely met** this aim.
 - a. What do you think is going well in meeting this aim?
 - b. Is there anything that we have not done well in trying to meet this aim?
 - c. Can you think of any *examples* of ways we could meet this aim more closely?

7. The final aim of the steering group is 'To enable Experts by Experience from the North West of England to participate in regional and national strategic forums'. The overall rating was that we have **closely met** this aim.
 - a. What do you think is going well in meeting this aim?
 - b. Is there anything that we have not done well in trying to meet this aim?
 - c. Can you think of any *examples* of ways we could meet this aim more closely?

8. In the survey we asked how much you agreed with some statements about the steering group. The first two statements 'The principles and values that underpin the group feel right.' And 'I know the purpose of this group.' were **highly agreed with**.
 - a. Do you have any thoughts about these statements?
 - b. Can you think of any *examples* of how we can build on them?

9. The following three statements 'The right individuals are involved in this group', 'I am satisfied with process of involvement in the group' and 'I feel that this group has made a difference' were **less strongly agreed with**.
 - a. Do you have any thoughts about these statements?
 - b. Can you think of any *examples* of how we can build on them?

10. Finally the survey asked about your involvement in different areas.
 - a. Can you share some *examples* of what you have been involved in?



- b. Are there areas you would like to be more involved in?
- c. Do you have any ideas on what that involvement might look like?