

# PEOPLE WITH EXPERIENCE WORK STREAM

The overall aim of the People with Experience work stream is to mainstream the involvement of service users and carers in the development, delivery and assessment of curriculum. This will facilitate the preparation of health care professionals who will routinely involve service users and their carers in decisions regarding their health and social care in order to meet their individual needs and the needs of their communities.

In brief, the work stream aims to bring together all key stakeholders who are involved in the provision of health care education in order support them to:

- involve relevant users of service in the planning, delivery and assessment of curricula; and
- prepare healthcare professionals to meet the expectations and needs of the people receiving their services and ensure that they are 'Fit for Purpose', 'Fit for Practice' as well as 'Fit for Award'.

If you would like to know more about the strand please visit:

<http://www.cetl4healthne.ac.uk>

If you'd like to contribute to this important work, or share your experiences with us, please contact us:

Angela Morgan  
CETL Workstream Convener  
School of Medical Education  
Development  
The Medical School  
University of Newcastle  
Framlington Place  
Newcastle upon Tyne NE2 4HH

Tel: 0191 222 3912  
[cetl4healthne@newcastle.ac.uk](mailto:cetl4healthne@newcastle.ac.uk)

## Plan of activities for 2007

### Narrative Archive

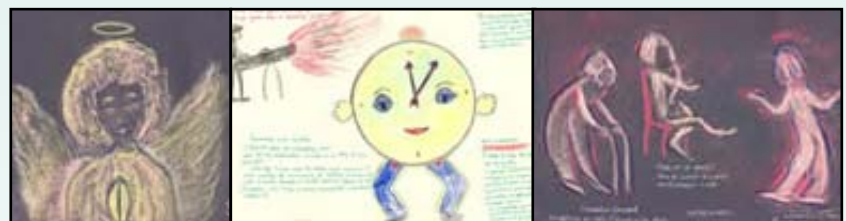
Part of the initial work of the People with Experience (PwE) work stream will include the further development of the narrative archive produced by Northumbria University.

Listening to a first hand account of a person's life experience allows us to empathise in a very direct way with that person's story. Narrative approaches to interviews attempt to create a space where people can tell their stories as they wish with a minimum of direction or intervention by the interviewer.



Originally collected by audio tape, new technologies now provide a powerful way to capture both audio and visual histories, which permits users to search through material relevant to their own interests easily and quickly, without listening to hours of tape or reading through pages of transcript.

The PwE group intends to collect and record the experiences of users who have difficulties accessing healthcare services. From this, a repository of archives will be developed which will be used by healthcare educators in the North East to link with modules and other learning materials. It is hoped that this will encourage future healthcare providers to routinely include the views of patients and other service users, in order to ensure quality, patient-centred, healthcare provision.



Drawings accompany a service user's online experience to illustrate her experience of living with Parkinson's Disease

### Literature review on user involvement

The PwE work strand is currently engaged in the process of collating and synthesizing the evidence base on user involvement, building on the work of Repper and Breeze (2006). They reported that consumer involvement in healthcare education improves healthcare workers' skills in those areas service users highlight as important. However further work on evaluating impact is required. The CETL review aims to find if this gap still exists in the literature. Findings of the review will be published and used, together with the collation of best practice from across the region, to embed involvement practice. A 'toolkit' will be used by programme leaders to audit levels of involvement and to support the engagement of people with experience in their programmes.

Repper J, Breeze J. (2006) User and carer involvement in the training and education of health professionals: a review of the literature. *International Journal of Nursing Studies*.  
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