

~~Why it's important to give people a voice~~ What it takes to really hear their voice

Amy Gaskin-Williams
Deputy Head of Involvement, Experience and Volunteering
Nottinghamshire Healthcare NHS Foundation Trust

Ten minutes of stating the obvious...

Why it's important to give people a voice
What it takes to really hear their voice

Why is it important to give people a voice? Because if we don't...

We'll have a bad relationship with our patients, who we may see over and over again for years.

We'll make our patients feel like they don't matter, at a time when they likely already feel they don't matter to the world.

We'll run worse services, and make the mistakes we made in the past, which no one's in a hurry to repeat.

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In the future I am unlikely to go to A&E for
have hurt myself

Lots of mental health issues and
relationship with health services

Why do I post on Care Opinion?

First, to share my thoughts about mental health issues and policies that specifically affect the services I access - for example **the Recovery model**.

Second, to comment about a particular service I have used, like the **Stonebridge Centre** or the **Recovery College**, or to ask whether a service we don't have might be

Nottinghamshire Healthcare NHS Foundation Trust

(Nottingham And Nottinghamshire Health And Care STP)

Description

We are a major provider of mental health, intellectual disability and community healthcare services for the people of Nottinghamshire.

Address

The Resource, Trust HQ, Duncan Macmillan House, Porchester Road, Nottingham, NG3 6AA

Resources

- [Trust Website](#)
- [The NHS website](#)



Activity

In this nhs trust

7,110	stories told
334	stories have led to changes
89%	response rate (to last 100 stories)
991	<u>staff listening</u>

► **Tell your story - make a difference**

► More services within **Nottinghamshire Healthcare NHS**

Inpatient settings limit inter-
connectedness and the consequences relevant to

1. Limited opportunity to (e.g. SMS, apps)
2. A limited understanding of what the experience is like and what the experiential assumptions)

"At one point, I thought that I had 'lost my mind'. I now know that each of you took turns to hold a little piece of it for me and then slowly handed it back to me bit by bit."

Response from Involvement & Experience Officer,

Response from Ruth Gadd, Operations Manager,
Millbrook Mental Health Unit, Nottingham
Trust 5 years ago



#hellomynameis Amy Gaskin-Williams

Noted, [#ChallengeAccepted](#).

As of next wk, [@NottsHealthcare](#)
in the same positive/negative ratio

And in that spirit - 'Unacceptable
careopinion.org.uk/opinions/6385



James Munro ❤️ [@jamesfr](#)

Remarkably, [@nottmhospitals](#) regularly share negative feedback
twitter.com/TeamNUH/status...

the spring to continue to enhance

Once again thank you for your positive
you wish

Alison Harrison 0115 9691300 x 12



Nottinghamshire Healthcare
NHS Foundation Trust



#hellomynameis Amy Gaskin-Williams

[@ajgaskin](#)

'I slept so little that my tracker didn't recognise any sleep through the first two nights...All of the staff were doing their best...Mental health units make people worse, not better'

So sorry this person had such a tough time on our ward

[@NottsHealthcare](#)
careopinion.org.uk/opinions/642199

11:13 pm · 11 Apr 2019 · Twitter for Android

8 Retweets 1 Quote Tweet 8 Likes



#hellomynameis Amy Gaskin-Williams [@ajgaskin](#) · 12 Apr 2019

Replying to [@ajgaskin](#)

Yes, Sally's response is so detailed and sincere. Hope the service is able to use the story constructively - certainly sounds like it's been heard.

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If you want to talk...

amy.gaskin-williams@nottshc.nhs.uk
[@ajgaskin](#)

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