

PL004

FROM REVIEW TO DELIVERY - EMBEDDING THE VOICE OF THE SERVICE USER IN OUR WORK

Jonathan Senker

Chief Executive of Voiceability

In this presentation Jonathan Senker will argue that involving people who use services in guideline development is not just the right thing to do but improves decision taking and outcomes. His presentation will challenge participants to consider how to involve people who use services in guideline development, rather than whether or not to do so.

Given the intellectually challenging nature of developing evidence based guidelines, on the face of it, it would appear to be difficult to involve people with learning disabilities (intellectual impairments) as full members of guideline committees. Drawing on his experience of chairing a guideline committee which did exactly this, Jonathan argues that it is not just possible, but advantageous to always involve people who use services. He will suggest that this improves the decision-making processes in guideline development as well as the recommendations made and their potential impact.

Jonathan will contend that in developing guidelines we must practice what we preach, by taking an evidence based approach to the very processes for guideline development. Jonathan will illustrate that such an approach can go hand in hand with - and be assisted by - effective user involvement. People who use services are interested more than anything else in practical changes and Jonathan will urge that this is reflected in a thorough-going emphasis on implementation.