Nothing About Us Without Us

Co-production is brilliant
John Toal & Angela Crocker
My journey started with me simply sharing my story.
My confidence has grown and I just want to do more and more.
You might think you have the best service but until you look at it from the patient’s view you can’t know
Listening to your patients helps you to walk in their shoes and see things from their view.

Just because you are right, does not mean, I am wrong. You just haven't seen life from my side.
Lalalala...I can’t hear you!
One patient’s voice is powerful many together is even stronger.
BEEN THERE Done That Got The T-SHIRT
You need to support and training to speak up

- speaking up in a meeting
- sharing ideas with others about how things could be done
- meeting new people at an event
- presenting
Practical arrangements
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I have the privilege of working with John on a stream of the Regional swallowing group. John is charismatic and informative in illustrating what it is to live with a disability, more importantly he holds us the ‘professionals’ to account by constantly asking Why, How and by When. In my opinion he is not a service user but a service shaper. John epitomises the benefit and power of Service User Involvement and recently presented ‘living with dysphagia’ at the Hospital Caterers Association, NI Branch Seminar to an audience including food providers, procurement, speech and Language and dieticians.

Tony O’Hara
Senior Manager Patient Experience
South Eastern Health and Social Care Trust
Thank you for listening
You can all help make my dream come true that co-production is done all the time and not just sometimes