

Nothing About Us Without Us



Co-production is brilliant
John Toal & Angela Crocker



My journey started with me simply sharing my story

PATIENT SAFETY
+ CARE AWARDS
2014
WINNER





Public Health England
Promoting and improving the safety of
**Making reasonable
dysphagia every
learning disa**



Choking Policy

The Prevention & Management of Patient, Client and
Service Users with Identified Choking Risks
June 2016

HSC Public Health
Agency



North
Ireland

Swallow Safe

My confidence has
grown and I just want
to do more and more.



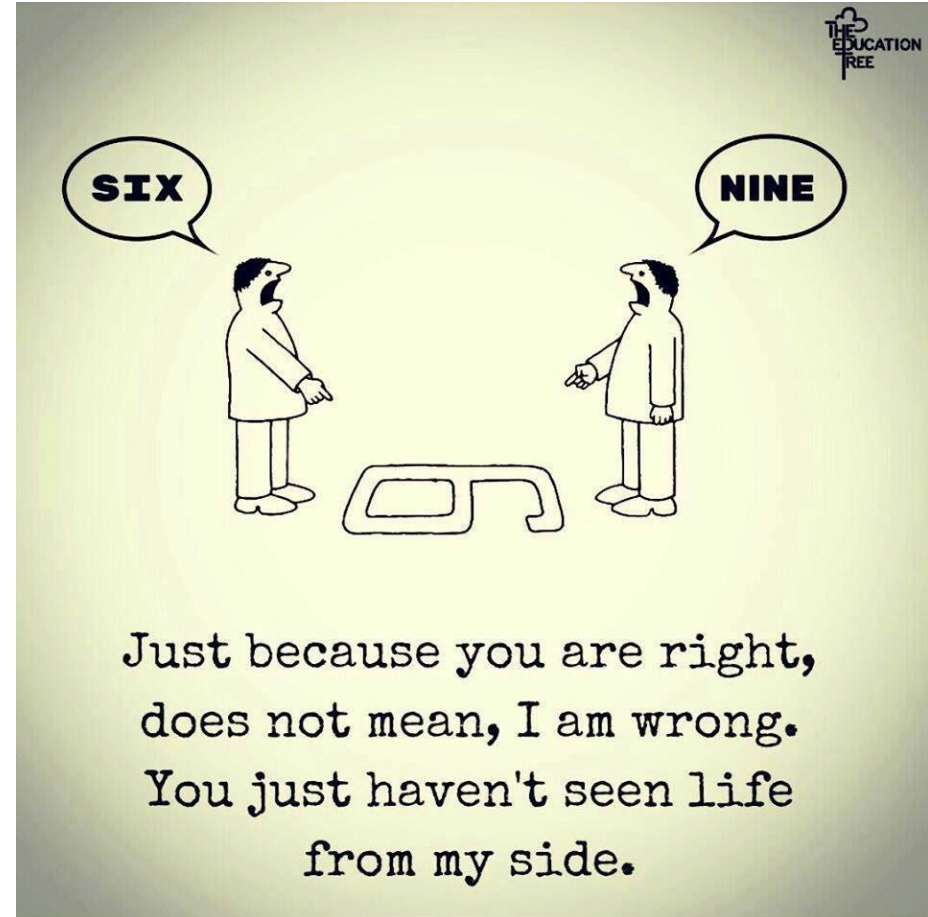
E-LEARNING

PPI





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

Lalalala...I can't hear you!





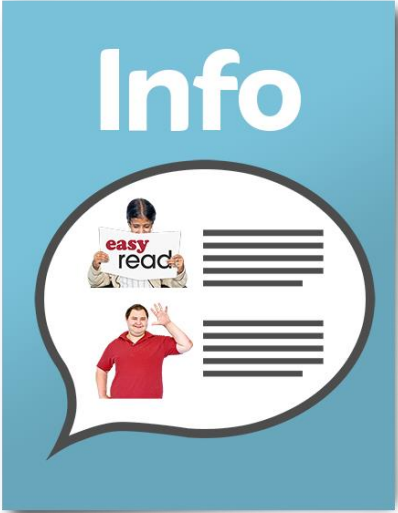
One patient's voice is powerful many together is even stronger.





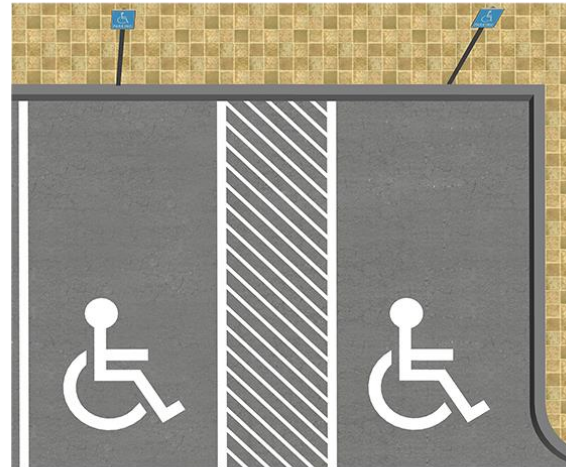
You need to support and training to speak up

- speaking up in a meeting
- sharing ideas with others about how things could be done
- meeting new people at an event
- presenting





Practical arrangements



Practical arrangements



Practical arrangements



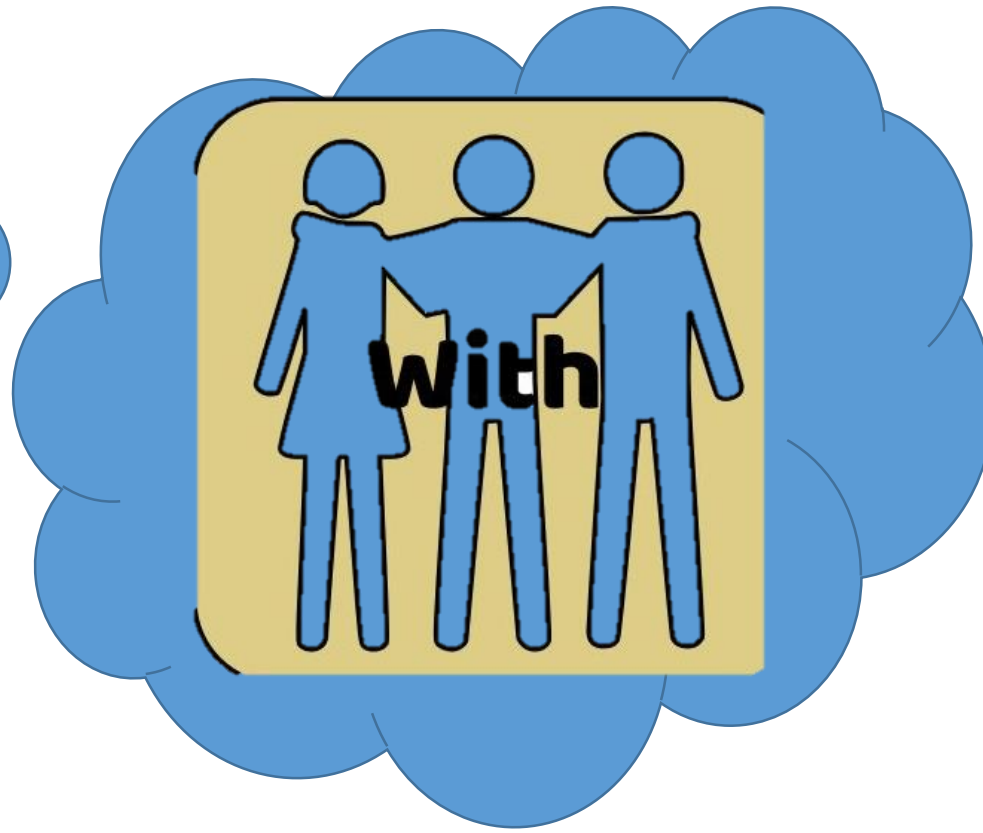
I have the privilege of working with John on a stream of the Regional swallowing group.

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