

Collaborative Care – An Example of Excellence from the UK

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Disclosure of interests

- Independent contractor, received consultancy fees, from Royal College of Psychiatrists, UK
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Permission

- Permission has been given by the Royal College of Psychiatrists for the use of their materials in this presentation.

Collaboration

- Collaboration primarily between consumers, carers/patient representatives and psychiatrists.
- Secondary collaborative relationships with primary care, justice system, social work, housing, government, third sector organisations – the list is extensive.

Engagement with Service Users and Carers

- “Engagement with service users and carers must be **MEANINGFUL, NOT TOKENISTIC.**”

Royal College of Psychiatrists,

- While person-centred care and consumer involvement is promoted in the health services, in practice it often remains tokenistic and consumers are not adequately supported, trained or paid for their time.

Podcast Extract

- Dinesh Bhugra, Past President of the Royal College of Psychiatrists speaks about collaboration.



Previous experiences of collaboration

- Policies on consumer involvement do not often specify what constitutes involvement and how it should be achieved.

Some voices are rarely heard e.g. those on locked wards, ethnic minorities, prisoners or even those who work



The personal perspective



Listening to Voices DVD

➤ Clip 1

Listening to Voices DVD

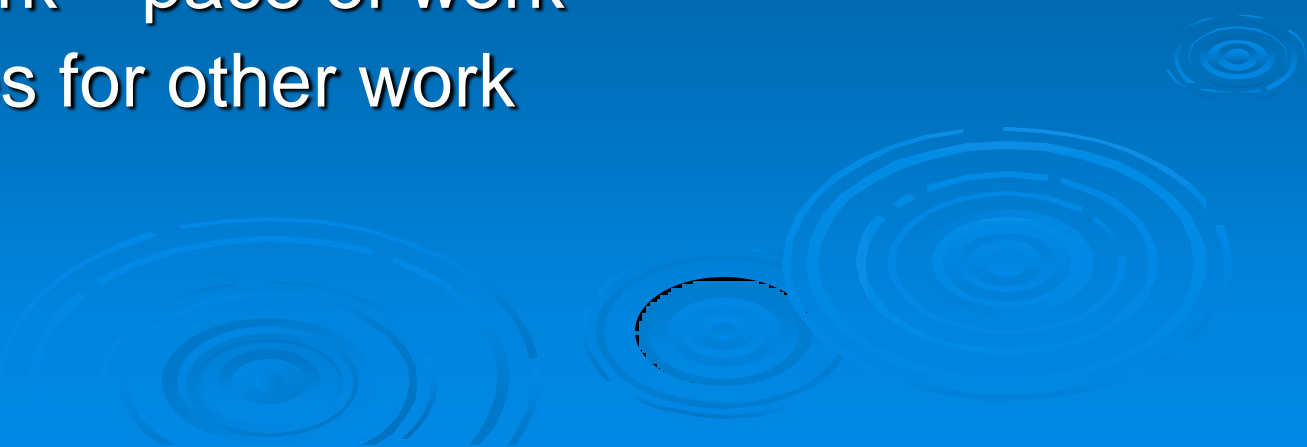
➤ Clip 2

Discharge

Listening to Voices DVD

➤ Clip 3

What makes 'excellence' in collaboration

- As defined by all parties
 - Outstanding management – led from the top
 - Payment
 - Independence
 - Inclusion of hard to reach groups
 - Supportive staff
 - Effective work – pace of work
 - Opportunities for other work
 - Networking
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