



Join our NEW Care Experience Hubs

We are inviting service users and carers with recent experience of using Trust services to get involved to improve our services

What is a Care Experience Hub?

Care Experience Hubs are being developed within the Southern Health and Social Care Trust. The aim is to embed service user and carer involvement and feedback at all levels to improve services, experience and outcomes for everyone.

The Hubs will bring together staff, service users and carers in regular meetings to plan and action service improvements through an inclusive approach.

How will members make a difference?

By being a member of a Care Experience Hub you will have the opportunity to:

- Shape our annual plan to improve services
- Work alongside staff to help increase service user and carer involvement
- Ensure learning from feedback and involvement is embedded into future work.

How can I become involved?

There are multiple places available for service users and carers within each Hub. Meetings will be held monthly, either online or face to face, lasting no more than two hours.

Contact the User Involvement Team to express interest if you:

- ✓ are 16 years of age or over,
and
- ✓ have experience of Trust services within the last 5 years, either as a service user or carer (including young carers) for someone who uses our services,
and
- ✓ want to help us improve our services.

Hub members will receive information, training and ongoing support from our Team.

Email PPI.team@southerntrust.hscni.net or call 028 3756 4474 for more details.

Closing date for expression of interest is 23 December 2022.