



Join our 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 have been 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 bring together staff, service users and carers in regular meetings to plan and ensure action on 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. An initial online information session will be held on Tuesday 20 February at 11.00am.

Click on this link <https://forms.office.com/e/5TnnrSriQx> to let us know you are interested. Alternatively you can email user.involvement@southerntrust.hscni.net or call 028 3756 4474 for more details.

This opportunity closes on 14 February 2024.