



**Title of Paper: Involvement & Experience Annual Report 2024-2025**

<p><b>For Decision</b> Requires majority decision prior to implementation or action.</p>	<p><b>For Discussion</b> Requires consideration and debate.</p>	<p><b>For Noting</b> Contains information Members should be made aware.</p>
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**1.0 Background**

The involvement of service users, carers and other key stakeholders is critical in the effective planning, commissioning, delivery and evaluation of health and social care services. Involvement helps to ensure that voices are heard, views are listened to, experiences are shared and expertise is valued, respected and utilised to achieve the best outcomes within person-centred health and social care services.

**2.0 Key Issues**

The Involvement & Experience Annual Report 2024 -2025 outlines how the Trust has progressed service user and carer Involvement and Experience programmes during 2024 – 25, as well as key highlights and Involvement and Experience priorities for the year ahead.

There are a number of achievements to highlight such as continuing to exceed all Patient & Client Experience Standards Programme priorities and continued embedding of Care Opinion throughout organisation. Alongside this is a number of Involvement examples highlighted in the report such as involvement in Human Libraries with high level of commendable engagement and involvement pieces shaping service delivery.

**3.0 Resources Implications (inc Organisational, Financial, Human Resources)**

Not applicable.

**4.0 Impact on Safety, Quality and Experience (SQE)**

The Trust co-produces service user feedback tools to ensure an understanding of process, outcome and experience is captured.

This allows service leadership and frontline teams to understand service user perspective of the impact that the service made for the service user, how it felt to be a patient of their service and service user level of confidence in the service. Each particular user experience programme produces a set of metrics to support planning and decision-making.

Involvement activity is monitored through a Public Health Agency data collection tool whereby services enter an account of the involvement initiative undertaken with a set of accompanying measures. An additional feature of Involvement presentations – “Human Libraries” is also made to a Public Health Agency panel/

## **5.0 Key Risks and Proposals to Mitigate**

Not applicable.

**Lead Director:** **Dr David Robinson, *Deputy Chief Executive, Executive Director of Nursing, Midwifery and Allied Health Professionals and Director of Support Services***

**Date:** **20 August 2025**