

**THE PATIENT AND CLIENT COUNCIL LAUNCHES A NEW INVOLVEMENT INITIATIVE WHEREBY SERVICE USERS CAN GET INVOLVED at an enhanced level in shaping and transforming OUR HEALTH AND SOCIAL CARE SERVICES**

**(Date) 2021**

**For immediate release**

The Patient and Client Council has launched an innovative project which will seek to recruit a number of service users and carers with lived experience to get involved in health and social care (HSC) decisions as equals.

The PCC has a longstanding reputation of user involvement since its inception, 'Peer Partners' offers an enhanced level of involvement. By establishing the Peer Partner role users will become involved and will be remunerated for their time and experience. Peer Partners, will be recruited on the basis of their lived experience and skill sets which will be aligned to HSC organisations to help with the formulation of policy and the development of future services.

This approach is based on the co-production model, which enables partnership working between people in order to achieve positive and agreed change in the design, delivery and experience of health and social care. The enhanced role of Peer Partners recognises and values service user contribution within enhanced levels of programmes of work.

Speaking at the launch of the initiative, Gabrielle Quinn, Project Co-ordinator said,

*"The PCC is now recruiting for a number of Peer Partners, allowing us to work with Health and Social Care providers in specific co-production projects. The service will be managed by the PCC and will combine individual's strengths, knowledge, expertise and resources in order to help reform health and social care. We recognise that people's direct experience of using services gives them a unique insight into what works, which can be practically useful in improving services".*

## Patient and Client Council

**Your voice** in health and social care

Carer Brian O'Hagan and member of PCC commented *"As a carer I very much welcome this initiative. Never before has it been so important for those who use services and their carers, to be involved in the shaping and planning of the future along with the health and social care staff who, implement and deliver our services. Health and social care is unique among government services in having a legal duty to involve its service users and carers in the planning, implementation, delivery and review of the services it provides. We should embrace this opportunity!"*

Patient and Client Council Chief Executive Vivian McCovey said: *"Today marks a significant milestone in the involvement and engagement agenda. The role of service users cannot be underestimated; their contribution has been significant within the transformation of health and social care. "*