

4Pi National Involvement Standards: Reality and Impact Project



Introduction

The 4Pi National Standards for Service User Involvement is a framework that was launched in 2013 and is now being widely used across the country. Many NHS Trusts, third sector organisations and others have either signed up to these standards or are using them and referencing them.

The National Survivor User Network (NSUN) wanted to find out about how the standards had been used since they were launched and the difference that they had made by focussing on two different groups:-

- **Mental Health NHS Trusts** - We reached out to 92 contacts across 56 Mental Health NHS Trusts. These contacts were primarily Patient and Public Participation Leads, or their nearest equivalents.
- **4Pi Signatories** – We reached out to 76 contacts across 76 signatory organisations, inclusive of several NHS Trusts.

What we heard from NHS Mental Health Trusts

18 people from 15 Mental Health NHS Trusts* completed and returned an online survey. From the information they provided we now know that:-

- ✓ 72% of respondents had heard of the standards previously and only 28% of respondents had heard of them for the first time when they were asked to complete the survey;
- ✓ 50% of respondents found out about the standards whilst looking online for best practice in involvement and 22% of respondents found out about them directly through NSUN or a colleague;
- ✓ 65% of respondents had used the standards in their work and 50% of respondents had also encouraged their colleagues to use them;
- ✓ 92% of respondents felt that the standards had made a difference to their work when they had been used;
- ✓ 72% of respondents would benefit from additional information about the standards and how to use them, and 100% of respondents felt that their colleagues would benefit from that too.

We were told that the standards had been used in a wide variety of ways, including shaping strategy, developing and delivering training, within wider staff and service user learning and development, creating networks and developing staff roles and teams, including leadership roles.

**Responses received from Bradford District NHS Foundation Trust, Central and North West London NHS Foundation Trust, Cheshire and Wirral Partnership NHS Foundation Trust, Greater Manchester Mental Health NHS Foundation Trust, Kent and Medway NHS and Social Care Partnership, Mersey Care NHS Foundation Trust, Norfolk and Suffolk NHS Foundation Trust, Pennine Care NHS Foundation Trust, Southern Health NHS Foundation Trust, South West London and St Georges NHS Mental Health Trust, Surrey and Borders Partnership NHS Trust, Sussex Partnership NHS Foundation Trust, University of Southampton, West London Mental Health NHS Trust, Worcestershire Health and Care NHS Trust.*

***Responses received from CAPITAL Project Trust, Healthcare Quality Improvement Partnership, Healthwatch Northamptonshire, Lincolnshire Partnership NHS Foundation Trust, Maternal OCD, NIHR CLAHRC NWL, ReCoCo, The Advocacy Project, Together for Mental Wellbeing, Wish – a voice for women's mental health and Rethink.*

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We were also told that people signpost others to the standards, that they had improved people's understanding of co-production as a philosophy, had made involvement processes better, supported organisational culture change, improved how services are shaped and delivered and led to the co-Chairing of internal committees.

What we heard from Signatories

11 people from 11 signatory organisations**, including one NHS Mental Health Trust, completed and returned an online survey. From the information they provided we now know that:-

- ✓ 64% of signatories came across the standards through direct contact with NSUN;
- ✓ 91% of respondents had used the standards in their work;
- ✓ Of those that had used the standards:-
 - 80% said they had improved the quality of involvement opportunities;
 - 70% said they had improved staff understanding of how to involve people in the best possible way;
 - 60% said they had created a broader range of involvement opportunities;
 - 50% said they had improved the support / services that they provide to people;
 - 50% said they had enabled them to become more service user led;
 - 80% said they had improved service user experiences of being involved;
 - 60% said they had improved service user confidence;
 - 40% said they had improved people's understanding of the work of their organisation;
 - 30% said they had helped service users to improve or expand their CV;
 - 20% said they had improved service user mental health and wellbeing;
- ✓ 30% of respondents felt that they would benefit from additional training and guidance on how to use the standards, and that 40% of their colleagues would find this useful too.

We were told that the standards had been embedded at all levels within organisations, are introduced in different ways to help make involvement more manageable, help people to reflect and evaluate their work, referenced within academic publications, supported the development of strategy, a self assessment tool, a charter, a local set of standards and shaped partner working arrangements.

We were also told that having a reputed framework validated organisational approaches to involvement, supported greater attention to inclusivity and were vital in holding themselves as well as others to account.

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What next?!

We hope you'll agree that these findings are really promising and it's clear from what we have heard that 4Pi standards are known about, are being used and are making a difference.

However, we have only heard from those who are involving people in their work and we definitely still need to hear from those that have been involved themselves to understand it from their perspective too.

We are now considering what we need to do next based on what we now know. This may include developing a range of case studies about how they have been put into practice, alongside training packages to support people to understand and use them in different settings. Or it may be bringing together networks of people to learn from each other and share their experiences of doing this themselves. Or it may be how the standards can be brought up to date so that they are clearly relevant, if not essential to co-production, which of course they are, as co-production simply doesn't work without them.

What do you think?!

If you have any thoughts or feedback about this work please do let us know by emailing Angela Newton, NSUN Associate angela@livedexperiencematters.org.uk.

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