

Lived experience I statements

How do the following I statements fit into your community MH offer for those with SMI?

Making every contact count to address my physical & mental health needs

1

“I want to talk to somebody at first contact who has a good understanding of how to communicate and support a person with SMI - it is already difficult for me to understand what I am going through and what help I may need, particularly in a time of need or distress”

2

“I want to be able to book an appointment that is easy and personal that allows me to explain my needs in my own words, particularly when I am in a time of need”

3

“I want to be able to explain my needs and seek support without having to wait a long time so that it is responsive and with enough time to discuss my complex MH needs, particularly when I am in a time of need”

Understanding my mental & physical health needs as a whole

4

“I would like to be able to have an open conversation with a person who helps me to understand both my physical and mental health needs; this person needs to have a good understanding of my physical and mental health as a whole”

5

“I would like physical health checks to be considered together with my important mental health needs so they can be discussed as a whole in one place and I do not have to repeat the same things to different people”

6

“I would like to be able to discuss important information about the medication that is being given to me and the impact that it may be having together with my choices so that I have the ability to discuss and understand my treatment”

Building a relationship to help me feel comfortable & confident to discuss my mental & physical health needs

7

“I would like to have an open conversation with someone that I can relate to and in a place that is familiar and comfortable to me – I would prefer if this person is someone that I see regularly which will help me open up about my mental and physical health needs”

8

“I would like to be involved in my physical and mental health care so I can see where actions have been followed up- including an understanding of my options alongside the healthcare professional”

9

“As a carer I want to be involved in my loved one’s care plan from the beginning and would like healthcare professionals to consider how to involve me as a person of insight – I would like healthcare professionals to actively consider the triangle of care”