**CASE STUDY – Camden and Islington iCope: Service user and carer engagement**

**Advisory Group**

Camden and Islington IAPT services each have ‘Advisory Groups’ of service users which meets every few months, to advise on a variety of topics – for example the website content and design.

**Recruitment**

When service users complete their IAPT treatment they are asked whether they would like to be involved in the Advisory Group.

There is a waiting list to be part of the group. Those on the waiting list are often consulted about, for example, changes to the website content, where wider service user and carer representation and feedback is needed.

**Service changes as a result**

* A common theme from Advisory Group members was what happens to them after their IAPT intervention. Therefore the IAPT service and Advisory Group developed ‘discharge packs’ for all service users, including signposting to other services such as exercise on referral, social prescribing and support for those with long term conditions. The discharge packs are available on the iCope website [link.](https://www.icope.nhs.uk/camden-islington/)
* The website now includes testimonials from people who have attended IAPT therapy.
* The Advisory Group recommended that the service employ peer wellbeing workers.

**Peer Wellbeing Workers**

The service now has peer wellbeing workers, who are experts by experience that support groups and workshops and tell other participants how they found the therapy. This can alleviate anxieties in attendees.

**How it works**

* Experts by experience are paid to support groups and workshops that PWPs run.
* They employ 3-4 across Camden and Islington, for between 0.5-1 session per week or month.
* Feedback from patients has been very positive.
* The peer wellbeing workers require quite a lot of supervision and support from PWPs, which can be time consuming.