

# Lived Experience Advisory Panels (LEAPS)

## What are LEAPS?

**LEAPs are groups of people sharing their experiences of healthcare services to improve services and ensure inclusivity.** They focus on making health services more accessible and inclusive for diverse populations and needs where individuals can share insights from their own experiences or the experiences of someone they care for (with their permission to do so).

A LEAP could be a one off activity (such as getting involved in interviews) or supporting us by co-producing patient and care information, or as a series of workshops or meetings to help us to build and shape our services.

## How to get involved?

We encourage people from across our diverse communities to take part; you may have an interest in the NHS, have experience as a patient or via a loved one, or you may choose to take part if have felt excluded from, or struggled to access, health services when you needed them most.

## Do I have to take part?

No. It is up to you to decide whether to take part in any project as part of LEAPS. It is not mandatory and after you join you may withdraw any information you have contributed at any time. To withdraw please let us know via [LEAP@berkshire.nhs.uk](mailto:LEAP@berkshire.nhs.uk) or by speaking with a member of our Lived Experience Workforce Team on **01189 044651**.

## What will happen to me if I take part in LEAPS?

- All participants will be given an informed consent form to sign to confirm they give permission for their contact information to be stored. When opportunities and projects come up, you will be given more specific information, and we will ask for your permission and to sign another consent form if the activity is being recorded.
- You will be asked to complete a small list of questions so we can understand the interests that you have, and we will then use this information to update you on any opportunities to get involved.

- Many of the opportunities will be voluntary, with expenses such as travel reimbursed. There will be others where a payment in recognition for your time will be offered. We will let you know more about this along with specific information about the activity.

## **Are there any disadvantages and risks in taking part?**

We hope that there are minimal disadvantages and risks in taking part.

We will use direct quotations when showing the recording and presenting it to staff, but it will not include names, and we will make all reasonable effort to ensure your name remain unidentifiable.

## **Are there any benefits in taking part?**

LEAPs give a voice to service users and carers to make health services better. They also give you the opportunity to learn more about your local community and mental health Trust. They are a great opportunity to see how the NHS works.

## **What information will be collected and why is the collection of this information relevant for achieving the project objectives? How will my information be used?**

When you sign up for LEAPS, we will ask you some questions about yourself and your interests. This information will only be accessed by the Lived Experience Workforce Programme team, and this, along with your contact details will be used to offer opportunities that you can choose, or decline to take part in. When you register to take part, you will have the opportunity not to continue or withdraw your interest at any time. When you register, you will be clearly informed that you are choosing to participate in LEAPS and for us to process your data for this purpose.

If you agree to take part in a specific project, we will check with you that you are happy for your contact information to be shared with the service.

Projects will use the findings from LEAPS to inform service improvements. Both during and at the end of the project, they will confirm how the information that has been captured will be used and with who. You can choose to withdraw your participation at any time, and anything you have shared will not then be used further.

## Will the findings be published? Could I be identified from any publications or other project outputs?

The findings from LEAPS and the projects that take part may be written up for publication, but you will not be identifiable as the data will be de-identified, meaning that all personally identifiable information is removed.

We would like your permission to use direct quotations, which will be de-identified in any project report or presentation. We will ask you for your consent for this at the time.

A copy of the written project report will also be retained by NHS our organisation.

## Who do I contact if I have a concern about the project or wish to complain?

If you have a concern about any aspect of this study or wish to make a formal complaint, please contact our Lived Experience Workforce Programme via [LEAP@berkshire.nhs.uk](mailto:LEAP@berkshire.nhs.uk) or telephone **01189 044651** and we will do our best to answer your query. We will acknowledge your concern within 10 working days and give you an indication of how it will be dealt with.

## More information

For full information about how Berkshire Healthcare use your information to provide your care, please visit: <https://www.berkshirehealthcare.nhs.uk/about-us/about-us/protecting-your-data-privacy-notice/>

You may access the [Information Commissioner's Office \(ICO\) website](#) for further information on your data subject rights including [your right to complain](#).

## Contact details

If you would like to discuss LEAPS (or if you have questions afterwards), please contact our Lived Experience Workforce by emailing [LEAP@berkshire.nhs.uk](mailto:LEAP@berkshire.nhs.uk) or telephone **01189 044651**.