

Our Stories

A toolkit for collecting and sharing *Our Stories*



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Introduction

Sharing the stories of people who use our services, care for people using services, and staff working within our Trust is a powerful way of sharing information.

Stories can inspire others, encourage reflection and enable learning, demonstrate individual outcomes, demonstrate outcomes to commissioners, reflect service transformation and ultimately support service improvement and development.

As a Trust we are committed to the Quality Priorities and we believe that listening and acting to what people tell us is an essential and powerful way of ensuring our Trust values are at the heart of our service transformation, and that we provide high quality services for all.

This co-produced toolkit is designed to help people think about how they might like to share their story with us. We are currently welcoming stories that may inspire others, help others to learn about what helped, and demonstrate choices and outcomes for people within their recovery journey.

We are planning a second phase of stories where we will welcome stories about what we can do better, and where improvements need to be made within our service. To support this however we first need to develop a process for managing this and providing individuals with feedback regarding actions we have taken. We will also seek stories that reflect service transformation as we progress our transformation programme.

Section 1: How to share a story

A person wants to tell their story



Encourage them to discuss this with their care coordinator, the person who they regularly work with, or a colleague, and think about personal reasons for sharing this; why do they want to tell their story? Are there any circumstances that would suggest the information should be shared elsewhere e.g. with a clinician, with a Trust manager, or via the customer services department? Please encourage advice and support as required.

Customer services can be contacted on CustomerServicesSWYT@swyt.nhs.uk or 0800 587 2108



Agree any pre, during and post support requirements they may need. Whilst sharing a story is not intended to be part of a therapeutic process, it is acknowledged that the process itself may be cathartic for some people, and people may need some support with this.



All stories are requested as written word in the first instance and will always be published in this format. Some stories may also be presented in film. When the project team have the resources to support the production of film, they will contact people who have submitted stories to ask if they would like to have their story represented in film

Whilst we may make suggestions regarding the presentation of a story, such as making it shorter to read, and making third parties anonymous, an individual will retain the editorial rights for their story, and will have the final say. For legal reasons please avoid personally identifiable third party information, such as names and addresses. Whilst people are free to tell their story, it is important to remember that this a personal account and not necessarily the views of the organisation



All published stories will be available on our Trust website and stories can be identifiable or non-identifiable, depending on how someone would like to share their story. A consent form (included at the end of this document) will need to be completed before the story can be published.



Your story will be published by the Trust communications team. When you are ready to do this, please send your story and a completed story submission form (included at the end of this document) to comms@swyt.nhs.uk . You can also complete the online submission form on the Our Stories section of the website.



All stories will be proof read by the communications team and then published with your consent.

The team may also suggest that a story is referred to customer services if considered to be more appropriate

Section 2: Consent

The person telling their story will be asked to sign a consent form and this consent will not expire, although it can be withdrawn at any time. It is the responsibility of the person working most closely with the story teller to explain the consent form fully.

Consent forms can be completed and forwarded to the Trust communications team, Block 10, Fieldhead, WF1 3SP. Forms can also be downloaded from the Our Stories section of the website.

Section 3: Our Stories contact details

If you would like to find out more about sharing your story please get in touch with our Communications team, comms@swyt.nhs.uk.

Personal story consent form - written and film

By signing this form you agree to your personal story being used by the Trust.

It may be used in full, or part, by the Trust in different ways, for example on our website, magazines, leaflets, brochures, posters, presentations. If your personal story has been filmed – extracts from the film may also be used as text in different ways.

Consent will not expire but you can withdraw it at any time.

Your story may be edited.

Signed _____

First name _____ Surname _____

What name can we use?

We will need to put a name to your story but it is up to you to decide what this is. Please tick what you would like us to do.

Use my full, real, name

Use my first name only

Mental health museum

At Fieldhead in Wakefield we run a museum that aims to educate people about mental health services, mental health problems and recovery.

If you are happy for your story and/or film to be used within the mental health museum, please tick below.

You can use my story in the museum

Story submission form

All stories received will be published on our website as a written story. You can choose if we use your full name or first name.

We may also be able to create your story as a short film, please tick the box below if you would be interested in sharing your story in film format.

Tick box:

I would be happy for my story to be:

- A short film

Please complete the information below. You can also complete this form online – in the [Our Stories section of the Trust website](#)

Your name:

You email address: (if you have one)

Contact phone number:

Where do you live? (village/town/city)

How old are you? (please tick a box)

11-18

18-25

25-35

35-45

45-55

55-65

65+

Not all of the following questions need to be answered; they are just intended as a guide.

- What Trust service(s) have you come into contact with?
- Tell us about your experience of the health issue(s) that meant you needed our services
- How have your health issues affected your life?
- What have Trust services done for you? How have they helped?
- Is there anything we could have done differently or better for you?
- Has anything in particular helped you? (eg attending a support group, exercise, volunteering, art, gardening, work etc) Can you tell us more about this?
- Is there anything that you feel particularly proud of, that you may not have been able to do before?
- What does recovery mean to you?
- Is there any other information that you think is important to your story?
- Will you be happy to have your photograph accompany your story?

My experience in the Wakefield Recovery and Wellbeing College

- **Course/s or workshop/s attended** _____

Thank you for joining our college. We hope that you have achieved your individual goals and we would very much appreciate you sharing your views on your experiences within the Recovery and Wellbeing College....

Please ensure you have read the “Our Stories” leaflet and consent form before handing in to the Wakefield Recovery and Wellbeing College team. Please note, a consent form must be completed and returned with this form to Wakefield Recovery and Wellbeing College, Drury Lane Health and Wellbeing Centre, Drury Lane, Wakefield, WF1 2TE.



South West Yorkshire Partnership



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