



Carer and Service User Partnership



Annual Report

September 2015 – August 2016

Introduction

Welcome to the annual report of the BU Carer and Service User Partnership (CSUP). The report seeks to provide an overview of the scope and range of CSUP activity in 2015/16. This year we have focused on developing our national reputation for meaningful involvement and collaborations in health and social care education and research and on embedding and consolidating involvement across HSS following the three fold increase in activity in the previous year. CSUP activity continues to be highly evaluated by students, academics and service users and carers and the different types of activity and evaluations have informed a number of research studies across HSS. A summary of this activity is provided here.

Should you wish to discuss any aspect of the report, please feel free to contact us.

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Academic lead for service user and carer involvement

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Service user and carer coordinators

Service user and carer partnership members

In the last 12 months, the Carer and Service User Partnership membership has grown from 75 to 94 members with seven members leaving, making the total in August 2016 of 87, so we have gained 12 new members. The group is made up of 50 Service Users and 31 Carers as well as 6 who identify themselves as Service Users and Carers. 63 are women and 24 men covering a wide variety of illnesses and experiences and geographical areas in Dorset.

New members have been identified through a variety of means including:

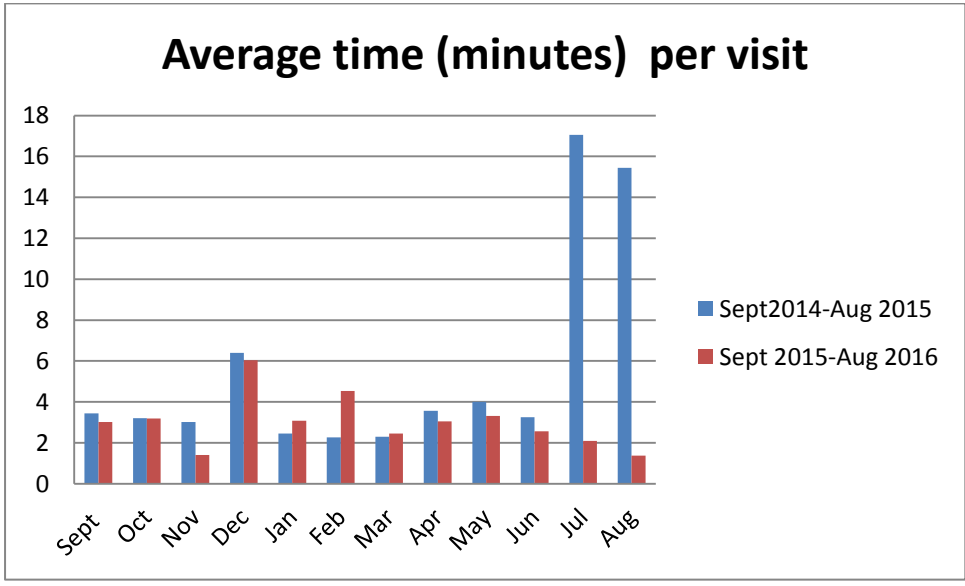
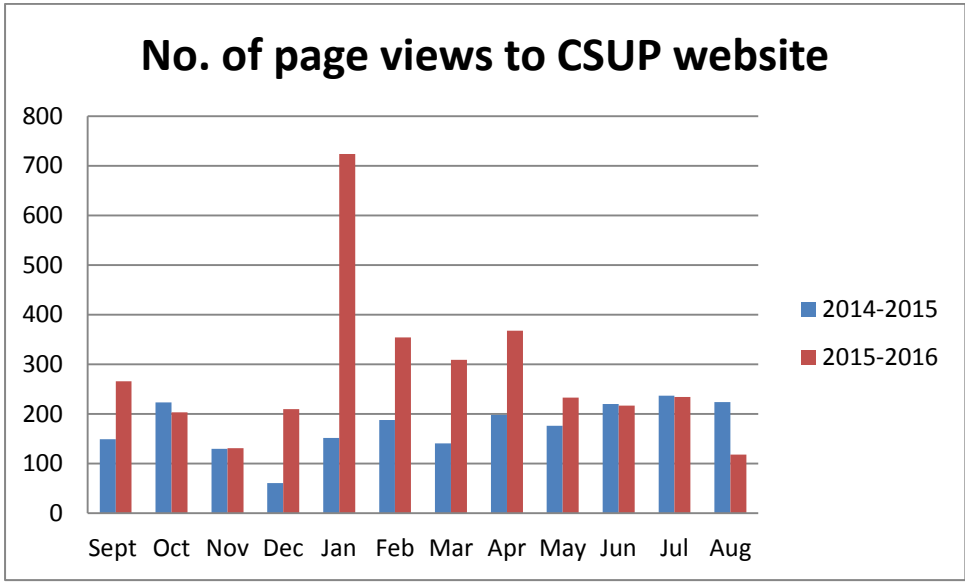
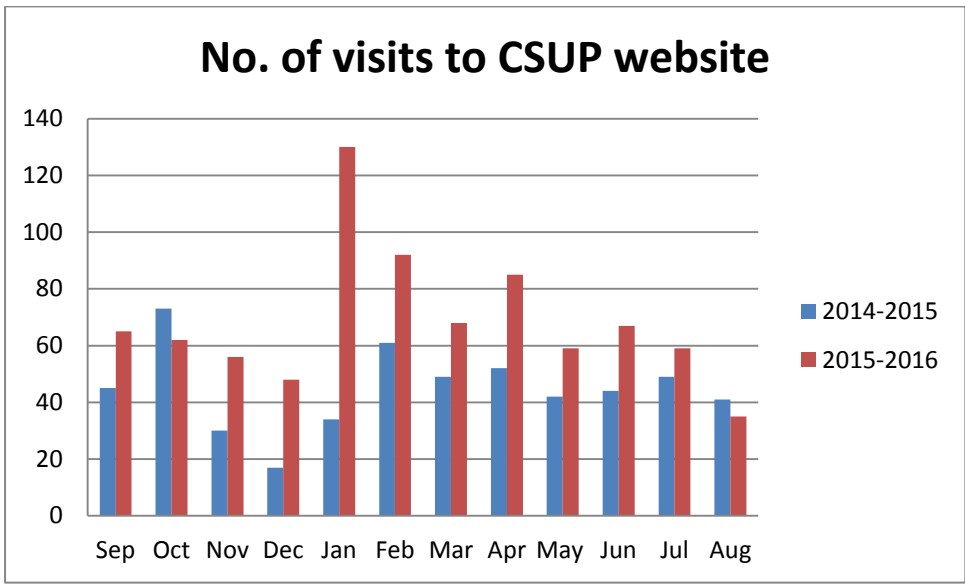
- Our own membership network
- Academics
- Students on placement
- Networking events
- Our website
- Word of mouth

39 members of the group attended one of two workshops delivered this year on 'Developing skills in giving constructive feedback' which was identified as a training need by the members last year.

As well as reviewing our total membership of the group and looking at which members still wish to be part of the group, we have identified the need to target recruitment to increase the numbers of male members as well as looking at new areas of expertise such as Fostering and Adoption.

Website

As you can see below from the Web stats for September 2015 – August 2016 and September 2014 – August 2015 we have had an increase in page views from 2,099 to 3,367 and the average visit time for the year has decreased slightly from 5.53 to 3.00 minutes. There has been an increase in the number of visits from 537 to 826 this year.



	Sept-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Total
Visits	45	73	30	17	34	61	49	52	42	44	49	41	537
Page views	149	223	130	61	152	188	141	198	176	220	237	224	2,099
Average visits(mins)	3.44	3.21	3.02	6.39	2.45	2.27	2.3	3.57	4	3.25	17.06	15.44	5.53

	Sept-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Total
Visits	65	62	56	48	130	92	68	85	59	67	59	35	826
Page views	266	203	131	210	724	354	309	368	233	217	234	118	3,367
Average visits(mins)	3.02	3.18	1.41	6.03	3.07	4.53	2.45	3.05	3.31	2.93	2.09	1.37	3.00

CSUP 5 year strategy (available at www.bournemouth.ac.uk/csup/resources)

In May 2015, the HSS Executive approved the Service User and Carers' strategy and its aims:

- To collaborate with service users and carers in ways which respect and value them as experts by experience
- To create and support opportunities for service users and carers to lead, contribute and collaborate in research activity
- To develop innovative, meaningful and less resource intensive models of involvement in education which are shown to enhance professional practice
- To develop a national profile for innovative involvement in health and social care research and education
- To increase the number of high impact research studies and publications from across the Faculty of Health and Social Sciences which focus on involvement in health and social care education, research and practice.

Specific goals within the strategy for 2015-16 are listed and reported on below:

1. Embed involvement in all NMC and HCPC regulated programmes
2. Evidence of increased direct involvement in research activity across the Faculty supported by CSUP research role
3. Identify effective processes for evaluating activity and using the data for research
4. Develop links with CEL
5. Develop funding bid(s) for research into involvement and innovative pedagogy
6. Develop opportunities to host student placements
7. Develop opportunities for members (experts by experience) to undertake roles within the partnership
8. Explore and develop less resource intensive models of meaningful involvement such as film, digital stories, use of literature and art, social media
9. Develop opportunities for contributing to local, regional and national service user involvement networks
10. Obtain funding and host a regional event
11. Increase number of publications

2015-16 goal: Embed involvement in all NMC and HCPC regulated programmes

The following data provides an overview of the number and types of activity for each HCPC and NMC programme in HSS. The number of sessions, hours, group members and student feedback forms for this 12 months academic period are illustrated in the tables for each programme.

Social Work

	Comparison of Social Work Academic Activity Sept 14 – Aug 16 and Sep 15 – Aug 16												
	Year 1				Year 2				Year 3		Step up	Total	
	2014-15		2015-16		2014-15		2015-16		2014-15	2015-16	2015-16	2014-15	2015-16
	MA	BA	MA	BA	MA	BA	MA	BA	BA	BA			
Sessions	6	8	6	8	8	9	7	7	7	7	7	38	42
Hours	47.75	53.75	27	43.5	24	21.2	16.75	20.25	17	21	23.75	164.2	152.2
Group members	40	19	11	19	12	13	8	7	9	10	13	96	68
Student feedback	45	196	63	115	9	0	0	0	0	13	20	250	211

Topic areas covered were:

- Student presentations on placement experiences
- Student assessed role play on breaking difficult news
- Portfolio reading and feedback to practice panel
- Social Work practice preparation
- Community placements (service user led unit)
- Brain Injury *
- Young Carers
- Older People Dementia (Carer)
- Student assessed role play (Step Up): challenging behaviour (Carer & S/U) *
- Mental Health (S/U)
- Asylum Seekers (Org) *
- Learning Disability (Carer & S/U)

* new activity this year

We engaged with 7 members of the SW team during this 12 month period. This activity was funded by the social work education support grant for service user involvement. Listed below are the number of sessions, hours, group members and applicants we have been involved with in both BA and MA Social Work interviews this year. The Social Work interviews are divided into 3 parts:

1. The Group activity which CSUP co-ordinate
2. The written test which CSUP co-ordinate
3. The individual interview which the Academics co-ordinate

All programs must meet the regulators' approval. The regulators are the [Health and Care Professions Council \(HCPC\)](#) and the [Quality Assurance Agency for Higher Education \(OAA\)](#)

Social Work Interviews September 15 - August 16						
	BA/MA		Step Up		Total	
	2014-5	2015-6	2014-5	2015-6	2014-5	2015-6
Sessions	15	22	4	0	19	22
MA Applicants	37	41			37	41
BA Applicants	104	92			104	92
Step up Applicants			54	0	54	0
Hours	152	145	31	0	183	145
Group members	35	38	8	0	43	38

Adult Nursing

The main areas of involvement in the Adult Nursing programme are:

- Year 1 *Service users as Partners in Care* within the 'Exploring Adult Nursing' Unit
- Year 1 Learning Disability Theme day
- Year 2 Nursing Simulation within the Unit; *Therapeutic Communication in Adult Nursing*
- Year 2 Humanisation Workshops within *Humanising Nursing Care*

The Humanisation workshops are all facilitated by service users and carers so that students can appreciate the lived experiences of vulnerability and the impact of dehumanising care. The workshop facilitators include:

- People with an on-going mental health issue
- Individuals that are Gay, Lesbian, Bisexual or Transgender
- Individuals living with a disability (physical or intellectual)
- Individuals with drug or alcohol issues
- People from BME communities
- Individuals that are homeless
- Older People
- People that have sought asylum
- Interviewing service users about their condition

Comparison of Adult Nursing Academic Activity Sept 14 – Aug 16 and Sep15 - Aug16								
	Year 1		Year 2		Year 3		Total	
	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16
Sessions	8	11	6	6	0	0	14	17
Hours	96	36.5	340	587.5	0	0	436	624.05
Group members	17	17	76	84	0	0	93	99
Student feedback	476	475	448	532	0	0	897	924

Nursing interviews have been the most significant area of coordinator time. To manage this within CSUP capacity this will be reduced by 2/3 in the following year as we move instead to a model of moderating the process instead of being involved in all.

The table below needs some explanation:

In 2014-15, carers and service users were involved in just the *group exercise* part of the interview process, which required an hour of their time. There was a CSUP member present on nearly every panel observing the group discussion. In the last year there were fewer number of interview days, with service users/carers involved in just under half of the interviews; this time they were involved in the whole interview process (Group exercise, individual interviews, decision making), hence the increase in hours and decrease in group members.

Adult Nursing Interviews September 15 – August 16		
	2014-15	2015-16
Sessions	38	26
Hours	131	142.5
Group members	131	43

Children and Young People’s Nursing

Comparison of CYP Nursing Academic Activity Sept 14 – Aug 16 and Sep 15 - Aug 16								
	Year 1		Year 2		Year 3		Total	
	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16
Sessions	1	3	4	2	0	0	5	5
Hours	4	11.5	6	2	0	0	10	13.5
Group members	1	3	5	2	0	0	6	5
Student feedback	22	47	54	38	0	0	86	85

Topic areas covered by CSUP members include:

1. acute illness in childhood (experience of coming into hospital)
2. application of communication skills (parent of a child with Autism)
3. experience of health care for children in different settings (parent perspective)
4. young carers

CYP Nursing Interviews September 15 – August 16		
	2014-15	2015-16
Sessions	0	9
Hours	0	68.75
Group members	0	19

Mental Health Nursing

This academic year has seen involvement in the observation and feedback of role play within *Communication and Therapeutic approaches to Mental Health* and an activity where service users undergo a physical health assessment within the *Physical Care in Mental Health Settings* unit of learning.

Mental Health Nursing students have also attended the *Learning Disability Theme Day* with Adult and CYP Nursing students.

Mental Health Nursing Academic Activity September 15 – August 16				
	Year 1	Year 2	Year 3	Total
	2015-16	2015-16	2015-16	2015-16
Sessions	1	4	0	5
Hours	4	21	0	25
Group members	1	7	0	8
Student feedback	24	0	0	24

Working with Sarah Eales, Service users and carers have been fully trained to enable them to participate on all interview panels. A review of the process will take place in September 2016.

Mental Health Nursing Interviews September 15 – August 16		
	2014-15	2015-16
Sessions	6	16
Hours	34.75	117.25
Group members	9	30

Midwifery

Number of sessions, hours, group members and student feedback forms received, for this 12 month Academic period for each year group:

Midwifery Academic Activity: September 15 – August 16				
	Year 1	Year 2	Year 3	Total
	2015-16	2015-16	2015-16	2015-16
Sessions	1	2	0	3
Hours	1.5	4	0	5.5
Group members	1	2	0	3
Student feedback		63	0	63

Topic areas covered:

- A Father shares his experience of still birth *Grief and Loss day*
- The Co-ordinator and a service user(s) deliver a session: 'The existence and importance of user groups and how they inform maternity services delivery' within the *Caseloading Practice Unit*

Occupational Therapy

Number of sessions, hours, group members and student feedback forms completed for this 12 month academic year for each year group:

Comparison of Occupational Therapy Academic Activity								
Sept 14 – Aug 16 and Sept 15 – Aug 16								
	Year 1	Year 1	Year 2	Year 2	Year 3	Year 3	Total	Total
	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16
Sessions	1	3	2	2	0	0	3	5
Hours	2	5.75	8.75	5	0	0	10.75	10.75
Group members	2	4	5	5	0	0	7	9
Student feedback	14	88	53	37	0	0	67	125

Topic areas covered:

- Carer Assessments (C) *
- Communication Skills (Carer & S/U)
- Cancer (S/U) *
- Dementia (C) *
- MS (S/U) *

We engaged with 4 members of the Academic team in the 12 month period.

Physiotherapy

Number of sessions, hours, group members and student feedback forms completed for this 12 month Academic period for each year group:

Comparison of Physiotherapy Academic Activity								
Sept 14 – Aug 16 and Sept 15 – Aug 16								
	Year 1	Year 1	Year 2	Year 2	Year 3	Year 3	Total	Total
	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16
Sessions	1	2	4	8	3	2	8	12
Hours	2	5	8.5	16.75	13.5	6	24	27.75
Group members	2	2	5	10	5	2	12	14
Student feedback	13	45	83	186	58	22	154	253

Topic areas covered:

- Communication & Compassion (S/U)
- Amputee workshop (S/U)
- Physical Disability & Multiple Sclerosis (S/U) *

- Learning Disability (S/U)
- Parkinson's (S/U)
- Neurological condition MS (S/U)
- Rehabilitation after stroke (S/U)
- Brain injury (S/U)
- COPD Panel (S/U)
- Cystic Fibrosis (S/U) *
- Patients Panel (S/U) *

We have engaged with 4 members of the Academic team in the 12 month period.

Operating Department Practice (ODP)

ODP Academic Activity September 15 – August 16			
	Year 1	Year 2	Total
	2015-16	2015-16	2015-16
Sessions	0	1	1
Hours	0	5.5	5.5
Group members	0	6	6
Student feedback	0	47	47

Topic areas covered:

- Understanding the lived experience *

We have engaged with 1 member of the Academic team in the 12 month period.

Paramedic Science

Paramedic Science Academic Activity September 15 – August 16							
	Year 1	Year 1	Year 2	Year 2	Year 3	Total	Total
	2014-15	2015-16	2014-15	2015-16	2015-16	2014-15	2015-16
Sessions	0	10	2	2	0	2	12
Hours	0	43.75	3	3	0	3	46.75
Group members	0	21	3	3	0	3	24
Student feedback	0	133	42	48	0	42	181

Topic areas covered:

- Stroke and Support services (S/U & Org) *
- Patient Assessments (S/U) *
- Fundamentals / Communication (S/U & Org) *
- Homelessness (S/U & Org) *

We have engaged with 3 member of the Academic team in the 12 month period.

Sociology & Social Policy

Number of sessions, hours, group members and student feedback forms completed for this 12 month Academic period for each year group:

Academic Activity Sociology & Social Policy September 15 – August 16		
	Year 1	Total
Sessions	3	3
Hours	5	5
Group members	8	8
Student feedback	42	42

Topic areas covered:

- Cerebral Palsy *
- Transgender *
- Homelessness *

We have engaged with 1 member of the Academic team in the 12 month period.

Sociology & Anthropology

Number of sessions, hours, group members and student feedbacks we have completed for this 12 month Academic period for each year group:

Academic Activity Sociology & Social Policy September 15 – August 16		
	Year 1	Total
Sessions	1	1
Hours	1.5	1.5
Group members	2	2
Student feedback	12	12

Topic areas covered:

- Cerebral Palsy

We have engaged with 1 member of the Academic team in the 12 month period.

Summary

The data demonstrates involvement in education across all qualifying programmes with a total of 917.5 hours Academic activity for the year and 473.4 hours Interview activity overall. The goals for the following year will be to review the balance of involvement across year groups and types of activity e.g. admissions, simulation, lectures and assessment with priority being given to activities evaluated as having the biggest impact on student learning and practice.

Evidence of increased direct involvement in research activity across the Faculty supported by CSUP research role

Continuing from the previous academic year; there have been opportunities to provide input into research bids from the PPI perspective; some of which have resulted in funded projects e.g. Wellbeing of Women application: *Updating the Understanding of Perineal (UP) practice at the time of birth across the UK*. However the requests for PPI continue to be on an 'ad hoc' basis, and rather last minute, giving little time for comment and discussion.

In July this year, Angela went to City University with Dr. Sarah Eales (Senior Lecturer in Mental Health Nursing) to attend a meeting of 'SUGAR' (Service User and carer Group Advising on Research).

The Group was founded in 2009 by Professor Alan Simpson and his colleagues in mental health nursing research at City University London. The researchers were keen to further develop service user and carer involvement across their programme of research and build long-term collaborative research relationships with members of local communities in east London.

They wanted to ensure that a range of voices from those with lived experience of mental health services was heard in a systematic way by those conducting research into mental health nursing and services. Inspired by the motto 'Nothing about us, without us', SUGAR was created. The group currently consists of 13 service users and carers and meets with various mental health researchers once a month. Training and development is provided and meetings are facilitated by members of the research team. <https://blogs.city.ac.uk/sugar/about-us/>

Angela was impressed with the group and was able to 'see them in action' whilst 3 research projects were presented to them and they asked questions and gave comments etc. One thing to note, however, is that the group did not seem to be involved in coming up with the initial ideas and shaping the research question.

Within the Faculty we will be:

- Discussing how CSUP could provide a forum for people to present their research proposal/ideas and for Service Users/carers to questions/advise/join the team; with consideration of the SUGAR model
- Explore and develop the concept of user-led research

It has been helpful to attend research groups within the Faculty; to hear about their work and to raise awareness of CSUP and the potential. Two such examples are:

BUDI Research Group

This group meets monthly to share news; discuss research ideas; provide the opportunity for people to present their research and practice conference presentations. I was invited as a speaker to talk about the work of CSUP and suggest ways in which we can work together.

'Human Movement/Integrative wellness Group

This group has very recently come together under the leadership of Professor Alison McConnell. As yet, there has been no consensus regarding nomenclature but the research foci discussed so far has been:

- Impact of physical activity upon wellbeing in people with chronic conditions and complex morbidities.
- User-centred interventions (design to implementation).
- Participatory medicine.
- Multi-dimensional approach

The group will be putting together an application for Cluster status pending the outcome of the review of FHSS research entities.

Angela will continue to attend this group as it develops, providing support from the CSUP perspective

1. Identify effective processes for evaluating activity and using the data for research

This year we have worked with Ella Marley-Zagar to develop and maintain activity data throughout the year. This has enabled us to identify patterns and gaps in activity across HSS which will be used to feedback to programme teams and to inform planning for the following year.

Student evaluation forms continue to be summarised within two weeks of an activity taking place and shared with the academic and service users/carers involved in the activity. This year, an academic evaluation form and a service user evaluation form were added, enabling us to evaluate each activity from all three perspectives.

2. Develop links with CEL and

3. Develop funding bid(s) for research into involvement and innovative pedagogy

We were awarded £3000 from the UoA 25 education development fund. CSUP's work is to develop and promote innovative and creative service user and carer collaborations and pedagogy in teaching across the Faculty, university and nationally, through good quality research, publications, chapters, conferences and networking. These have included the development of simulated skills sessions where students practise skills and interventions with service users and carers in the skills suite; consultation events where students are given the opportunity to meet with carers and service users to discuss their experiences and consider the implications for their own practice; portfolio reading where service users and carers read and provide feedback on practice portfolios and on how effectively the service user and carer perspective is considered; a practice learning in the community unit where students' group work is facilitated by service users and carers (experts by experience) as students seek to gain understanding and insight on their allocated topic out in the community; a learning disability theme day for students across programmes; Humanisation workshops led by service users and carers; and the creation of a series of digital resources (short

films) to embed service user perspectives in health and social care education and for use by our practice partners and their workforce development units.

The aim of all of these opportunities is to enhance the quality of the student learning experience by fostering criticality, curiosity, scholarship and reflection on experiences and knowledge in ways which are both meaningful and relevant to students' and practitioners' continued personal and professional development. We anticipate this forming the basis of a REF Unit of Assessment 25 (Education) impact case study and will be shared through the CEL blog and website.

4. Develop opportunities to host student placements

We were awarded funding for an undergraduate research assistant post (URAP) which enabled us to recruit a sociology student to conduct a thematic analysis of two years' worth of student evaluation form data. Using the UoA 25 education development fund award, we provided 19 paid work experience placements to Faculty of Media students which provided the opportunity to work with stakeholders (CSUP, academics and service users) to work to a brief and create professional digital teaching resources which are being disseminated nationally. The digital resource project was a collaboration between CSUP and the Faculty of Media and Communication (Karl Rawstrone and Christa Van Raalte) which involved working together to design the project, recruit students to media roles including producer, camera, sound and post-production and in providing mentoring throughout.

5. Develop opportunities for members (experts by experience) to undertake roles within the partnership

This is being explored within the membership, particularly at service user steering group meetings. Two members have expressed an interest in managing online social media for the group; several members contributed to the design of a public facing poster to support on-going recruitment and others have identified an interest in developing research skills and in reviewing plain English summaries for research bids.

6. Explore and develop less resource intensive models of meaningful involvement such as film, digital stories, use of literature and art, social media

Ten films have been created this year as a result of funding for the Digital Resource Project and The Parents Story Project. These are available at www.bournemouth.ac.uk/csups/resources Six films completed in July 2016 have already been optioned by Dorset Clinical Commissioning Group for use with GPs and health care practitioners; Dorset Pain Clinic for use on their website; Bournemouth Borough Council for use within their training programme of independent reviewing officers (IRO's) who chair child protection conferences and by Portsmouth Hospital NHS Trust for use with midwives as part of their safeguarding strategy. This is as a result of a local film screening

for invited guests and we anticipate an even higher take up when the films are disseminated along with facilitator notes and guidance, across our national networks in the coming year.

7. Develop opportunities for contributing to local, regional and national service user involvement networks

8. Obtain funding and host a regional event

Network development

At the start of the year we were in contact with 63 organisations and we are now in contact with 75 (52 local and 23 National). The database of organisations can be shared amongst BU academics looking to collaborate in education, professional practice and research. The aim for the next 12 months will be to develop these opportunities for joint working. This will include a networking event to introduce students and academics to a range of organisations and support the development of these networks within teaching, practice and research.

Angela and Pete have attended 10 events throughout the year, 4 national, 2 regional and 4 local.

15th Oct 15 – Wessex Shine Awards Southampton (Regional)

28th Oct 15 – S/U & Carer Involvement in Health and SW Education (National)

26th Nov 15 – National Carers Summit Carers UK (National)

10th Dec 15 – 10 Year Celebration event CSUP (Local)

16th May 16 – CSUP Organisational event (Local)

20th May 16 – Care Act Conference (Local)

15th Jun 16 – Wessex Quality & Improvement Conference (Regional)

20th Jun 16 – Dorset CCG Changes to Dorset Community Health and Care Services (Local)

30th Jun 16 – LEN Showcase Wolverhampton (National)

15th Jul 16 – HEA The Value of Public Partnership in Higher Education: releasing potential for recognition Lincoln University (National)

CSUP Collaboration event

The CSUP Collaboration event held on the 16th May 2016, at Bournemouth House, gave the opportunity to share with academics and organisations from both the Third Sector and Statutory Authority what we had been working on over the past 12 months, as well as giving an opportunity to network on both Academic and research opportunities and there was also opportunity for students to network with the organisations. Twenty people from different organisations attended this event.

Service user and carer coordinators in HE conference

We organised and hosted a ‘Service User and Carer coordinators in HE conference’ at our Executive Business Centre in October 2015. This interactive and dynamic event brought together people from 29 Universities from across England, Scotland and Wales who coordinate service user and carer involvement in Higher Education in health and social work programmes

including Pharmacology, Physiotherapy, Nursing, OT, Psychology and Paramedic Science.

The day included opportunities to engage in solution focused workshops to identify challenges and solutions to inform and develop effective involvement in our own field of practice and to explore and share ideas and resources.

Participants were encouraged to identify themes or challenges they wished to explore during the day and to identify tangible solutions. This conference reports provides further information and captures some of these discussions and solutions.

<https://www1.bournemouth.ac.uk/sites/default/files/asset/document/Conference%20Report%20with%20attachments.pdf>

This broad range of activities has been successful in raising our national profile and developing networks and collaborations to support CSUP and BU activity in research, education and practice.

9. Increase number of publications

Books:

Hughes, M and Warren, A 2016 Use of simulation as a tool for preparing students for the realities and complexities of the workplace. Chapter in book proposal in Morley, D (ed) 2016 Enhancing employability in higher education through work based learning – case studies from UK universities. Submitted

Eales, S. and Warren, A. Contributors to book Chapter 46; Liaison Psychiatric Nursing in *Psychiatric and Mental Health Nursing: The Craft of Caring Third Edition*

Academic Peer reviewed Journal articles:

Warren, A, Cescutti-Butler, L., Hughes, M. 2016b Involvement in midwifery education and research: experience from a carer and service user partnership. In draft – proposed submission to Midwifery

Hughes, Mead, J., M. Warren, A., and Atkins, P 2016a Evaluating the impact of service user and carer involvement in health and social work qualifying programmes: A thematic analysis of student evaluations. In development

Hughes, M 2016b The Parents Story Project: Gaining insight into parental substance use, *Journal of Social Work*, submitted.

Hughes, M 2016a. What Difference Does it Make? Findings of an impact study of service user and carer involvement in social work students' subsequent practice, *Journal of Social Work Education*. Accepted

Conference papers

Baron S, Warren A. [Using simulated practice to enhance pre-registration nursing students' interpersonal, communication, assessment and handover skills](#). Wessex Quality and Improvement Conference, Grand Harbour Hotel, Southampton, 15 Jun 2016 - 15 Jun 2016. Wessex AHSN and Health Education England websites. 05 Jul 2016 (Conference Paper)

Heaslip V, Spriggs, A, Mills A, Scammell J, Warren A, Mercer A, Addis A, Bond M, Latchford C, Borwell J. ["Humanising the Interview Process"; an Evaluation of Service User/Carers Contribution to Value Based Recruitment in a Pre-registration Adult Nursing Programme](#). NET/NEP 6th International Nurse Education Conference, Brisbane, Australia, 03 Apr 2016 - 06 Apr 2016. 06 Apr 2016 (Conference Paper)

Hughes, M. "Taking a life of its own: reflections on co-production with a theatre company and film makers" Challenges and best practice in co-production conference, Sheffield University, 18th May 2016 (Conference)

Spriggs A, Heaslip V, Mills A, Warren A, Haynes J. [Service User/Carers contribution to Value Based Recruitment in a Pre-registration Adult Nursing Programme](#). NET; networking for education in healthcare, Churchill College, Cambridge, 08 Sep 2015 - 10 Sep 2015. 10 Sep 2015 (Conference Paper)

Baron S, Warren A, Addis A. [Placing the person at the centre of care: learning from simulation](#) Humanising Care Conference, Bournemouth University, 23 Jun 2015 - 23 Jun 2015. 23 Jun 2015 (Conference Paper)

Conclusion and look forward

This again, has been a busy year for CSUP as we have developed a range of new activities across HSS programmes and sought to develop our involvement in research activity. A key priority for 2016/17 will be on working with HCPC and NMC programmes to evaluate and review this involvement and identify how these contribute to the wider curriculum in ways which achieve the biggest impact on student learning and their subsequent practice. The creation of digital resources has been a great success and we will work hard to disseminate and track the impact of these over the coming year. CSUP are already contributing to the design of Fusion three building and will continue with this work to ensure an accessible and user friendly environment for staff, students and our members. Finally, the main priority this coming year will be on developing meaningful ways of service users and carers contributing and leading on research activity across the Faculty. We are keen to extend the expertise from developing involvement in education into research and to develop and test out models which will be successful in developing research which leads to better outcomes for service users and their families.