



Putting the Coproduction Charter into practice

How I will experience coproduction	Putting values in practice
I know you will explain your organisation and how my contribution fits into the overall structure and aims that we are trying to achieve.	<ul style="list-style-type: none"> • Provide information about the role of Suffolk Public Health and suicide prevention. • Provide information and the opportunity to discuss and understand the Quality Improvement (QI) process for suicide prevention project.
I understand how I can contribute and give value.	<ul style="list-style-type: none"> • Have a clear outline about the ask for lived experience in the quality improvement process.
I know we can plan meetings days & times so that I can make the arrangements I need, to be able to attend.	<ul style="list-style-type: none"> • Agree the dates/times together for meetings, so they can be planned for.
I know we can plan to meet at venues that are comfortable and welcoming for me.	<ul style="list-style-type: none"> • Ensure everyone attending understands the value of lived experience, and the principles of coproduction. That they also understand how distressing it can be to talk about lived experience, so that we can ensure a safe space and confidentiality about peoples shared stories. Understand that people can have

	<p>different responses and experiences to suicide and that this is okay.</p> <ul style="list-style-type: none"> • It's important to engender a no judgemental approach, to welcome all views, even if they differ from our own.
I know before I come, how I can easily claim expenses and that I will receive prompt payment.	<ul style="list-style-type: none"> • SUF will ensure expenses forms are provided for all meetings and paid within four days of receipt of the claim.
I know that when I arrive I will feel welcomed and made to feel comfortable.	<ul style="list-style-type: none"> • All participants to have a shared responsibility to ensure that all service users are greeted and welcomed.
I know my contribution will be recognised publicly in any opening and welcoming address.	<ul style="list-style-type: none"> • Acknowledging people's contribution through the conversation is important throughout the QI day and at the end, expressing a direct thank you and noting what it has brought to the day, gives real value to people's contribution, however small.
I know that it's okay for me to take time out if I need to and that there will be a quiet area, I can go to have some space.	<ul style="list-style-type: none"> • Because the subject matter can be a very personal experience it is important that there is a quiet space that can be used if people need to take time out.
I know that I will be an equal contributor along with professional staff who may be more formally dressed.	<ul style="list-style-type: none"> • Being an equal contributor is so vitally important, it means everyone present understands the value of lived experience, the gift it brings the process. That they are committed to really understanding actively listening to people's views and experiences.
I know you will keep jargon to a minimum and where it is used, you will remember to explain what you mean so I can understand what is being discussed.	<ul style="list-style-type: none"> • Jargon is complicated, we can all use it without realising, this is about being mindful, accepting we may all slip into jargon and being willing to gently remind ourselves to explain exactly what we are meaning and to check ourselves.
I know that you value my lived experience and the time I am giving to support co-production and to improve services together in real partnership.	<ul style="list-style-type: none"> • If we can do all the things on the charter, people have told us they feel valued, and an equal partner in the conversations.

<p>I know that you will explain how discussions are recorded so I understand when and how I will see what is happening next and how my contribution has made a difference.</p>	<ul style="list-style-type: none"> • We all need to know how discussions are recorded, and to know what is happening next. It's important for people to be involved in his planning and decision-making process.
<p>I am able to see the outcomes of my involvement in any reports, feedback and developments made.</p>	<ul style="list-style-type: none"> • This is so important. All too often service users are asked for their views; they then rarely see what happens next and if they do see the final report, rarely see their views reflected in the content. • It is vital that all outcomes include people's views so they can look at the content and see and know they have been heard and valued.
<p>I know that there is someone I can speak to if I feel that the discussion is having a personal impact on me and I feel safe to talk to that person.</p>	<ul style="list-style-type: none"> • This is important to ensure that people can be held safely through their involvement and participation, as sometimes triggers can be experienced both with or without warning and catch people 'off guard'. • We need to feel confident that people are safe to be involved and have the opportunity for support that they can trust and rely on. • SUF works through a keeping well discussion with service users, so together we can identify possible triggers and plan how that person wants to be supported, should they be impacted or affected by the discussion.