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| **Statutory Guidance on Working with People and Communities 2022**  **Case study** | |
| **Details** | |
| **Title of the case study** | **Peer Leadership Case Studies** |
| **Organisation** | NHS England, Personalised Care Group (Lived Experience Team) |
| **Synopsis** | The Peer Leadership Development Programme (PLDP) was originally launched in 2014 as a face to face training programme with the purpose of enabling people with lived experience to develop their knowledge, skills and confidence to coproduce. In late 2020 this transitioned to the PLDP. Subsequently the remote learning facility was adopted via the Future Learn platform to enable participants to complete on Steps 1 and 2, Step 3 is delivered via face to face learning sessions (whilst being held remotely).  The PLDP has recently reached a pivotal milestone creating 200 Peer Leaders – people with lived experience completing on all three steps of the programme. A further 2819\* completed on Steps 1 and 2 to date. The ambition is to create 500 peer leaders by 2024, as set out in the delivery plan of the Universal Personalised Care Plan.  \*(figure correct at the time of writing- March 2022). |
| **Key contact** | Kirsty Jowett  [Kirsty.Jowett1@nhs.net](mailto:Kirsty.Jowett1@nhs.net) |
| **Content** | |
| **Background** | The Peer Leadership Programme provides people with an opportunity to learn about how the health & care system works, about local and national policy and about how to share good information. It also teaches about change management theory and communication styles and preferences, and how people can use their personal story to create a narrative for change. This programme enables people with lived experience to access up-to-date information and support, similar to what we receive by working in the health & care system. This ultimately enables people with lived experience to coproduce on a level playing field. |
| **The solution** | Supporting individuals to understand and participate in the Peer Leadership Development Programme.  Ali Smith and Iggy Patel are both Peer Leaders and champion the benefits and impact Peer Leadership means to them, and their lives. |
| **Impact** | **Ali’s story**  Ali joined the Peer Leadership Programme in Autumn 2019. She wanted to join at the time because she felt frustrated and powerless in the health and care system in her caring role for her two children, both of whom have Cystic Fibrosis and required healthcare service interventions. Ali is a nurse by background, and therefore had some understanding about how the health & care system worked, but still felt unclear on how some of the processes and decisions were made. Whilst Ali was ultimately striving for personalised care, she hadn’t heard the terminology used or recognised that this was what she was indeed advocating for at that time for her family.  Ali heard about the Peer Leadership Programme via another peer leader, and immediately recognised this was something she wanted to be involved with and part of. On joining she immediately felt like she was embraced as part of the team and had found her ‘place within society’. It made sense of her lived experience and meant she could use her experiences in a positive way to help shape services and make a difference to others. It also reminded Ali of her value and sense of self and being. She was surprised by how much she learned and how much confidence she gained through the programme, particularly in presenting about personalised care and sharing her own story.  Two years later, Ali now provides peer support to others using her own experiences and sharing the power of her voice to advocate for others who may be less able to. Ali also regularly talks at events, sharing her story and really values the shared vision within the Peer Leadership Network which positively transformed her life as a mother. She has supported numerous pieces of work including the rollout of the vaccination programme and contributing to the Allied Health Professional Strategy for 2022- 2027. It reminded her that she has a great deal to offer to others. The Peer Leadership Development Programme is something she is so deeply invested in and has enabled her to now feel empowered and be involved in the movement for making a difference.  **Iggy’s story**  Iggy joined the Peer Leadership Programme in 2021. He originally heard about the programme via Twitter and was curious, inspired, and hopeful that joining the programme may enable him to support developments in health and social care. Prior to joining he felt frustrated and powerless with no responses when reaching out to health & care services and professionals. Iggy was diagnosed at 30 with a muscle wasting disease, which ultimately meant he was unable to walk and progressively reliant upon a motorised wheelchair. This resulted in Iggy having to leave his profession working for the Local Authority, combining this with the lack of engagement and acknowledgement from systems left Iggy feeling invisible. Despite the challenges, Iggy knew he wanted to advocate, support, and collaborate and never deviated from his determined outlook on his journey.  Upon completion of the Peer Leadership Programme, Iggy felt inspired, empowered and with a sense of purpose once more. As he has extensive experience in both the legislation and policy field, he supports others that may not have the knowledge to guide and advise wherever possible. He recognises that in the twelve months as a peer leader within the network, he has contributed and played an active role in supporting to contribute and co-produce in more than he had in all of the ten years trying to play this role independently outside of the programme. He now has numerous requests for his support and involvement and feels positive about the change and influence within the sector. He has supported numerous pieces of work around personal health budgets, training for pharmacists and support for people waiting for elective care. He continues to champion the Peer Leadership Development Programme via social media platforms and his personal blog, providing the support and voice which he had until now fought so hard to be heard. |
| **Find out more** | Contact: The Personalised Care Lived Experience Team- [england.pldp@nhs.net](mailto:england.pldp@nhs.net) for more information on the Peer Leadership Programme and how to join.   |  | | --- | | More information can also be found in the Course Booklet attached below, and via the Future Learn Platform link to Step 1 of the Course also below. | |
| **Resources** | |
| Add files |  |
| Add hyperlinks | <https://ugc.futurelearn.com/uploads/files/55/c1/55c15aec-65cf-4372-899f-fe1302fec1c4/Peer_Leadership_Development_Programme_Course_Booklet.pdf>  <https://www.futurelearn.com/courses/peer-leadership-foundation-step-1?utm_source=nhsei&utm_medium=e&utm_campaign=n> |
| **Media**  How do you think this case study could be presented? | |
| Text |  |
| Video |  |
| Audio file / podcast |  |