

A guide to

Personal and Public Involvement (PPI)



Service User and Carer Testimonials

This guide will help you to develop a Service User and Carer testimonial template to help capture their experience of being involved in your Involvement activity. It will provide an outline of what you could ask and also clarify if the Service User and Carer would like their testimonial to be used to promote Involvement opportunities or if they wish to have their testimonial to remain anonymous.

Use the following as a template to help you develop your Service User and Carer testimonial.

Insert a short name of the Service User and Carer testimonial template.

Example:

"Your views on your Involvement experience"

Consider having a short introduction of what the Service User and Carer Template is for?

Example:

We would be keen to hear about your views on your Involvement experience. Please feel free to include as much detail as you like. We would be particularly interested to know the following. However, we do ask that you do not record any personal identifiable information about yourself or others.

Use open ended questions and help to ensure they are clear and to the point. It is always a good idea to keep the number of questions to a minimum. You may want to consider the following questions.

Example:

Question 1: What attracted you to become involved in this Involvement activity?

Question 2: Would you recommend other Service Users and Carers to get involved in future Involvement opportunities? (Please explain your response)

Question 3: What difference will your Involvement contribution make to your life, community and other Service Users and Carers?

Question 4: Do you have any further suggestions on how we can improve our Involvement process?

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It is important that you have the Service Users and Carers permission to use their testimonial for promotion, evaluation and publicity. You may want to consider inserting the below into your testimonial template

Example:

I agree that you [insert organisation name] can use the views I have given above. Please tick one box per line.

Promotion and publicity: Yes ☐ No ☐

Evaluation: Yes ☐ No ☐

Tick here if you want your views to remain anonymous (have your name withheld). ☐

You may want to consider being able to contact the Service User and Carer in the future, either to follow up on the views they have shared or invite them to future Involvement opportunities in your organisation. You could insert the below into your Service User and Carer Testimonial to allow this function to happen.

Example:

I would be happy for you to contact me in the future about the views I have given here and also to inform and invite me to future Involvement opportunities.

Please tick one box.

Yes ☐ No ☐

If **yes**, please provide one of the following.

Your phone number: _____

Your email address: _____

Signed (your name): _____

Print name (BLOCK CAPITALS): _____

Date (DD/MM/YYYY): _____

For more information on Involvement, Co-Production and Partnership Working, please visit the Engage website:

<http://engage.hscni.net>

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