

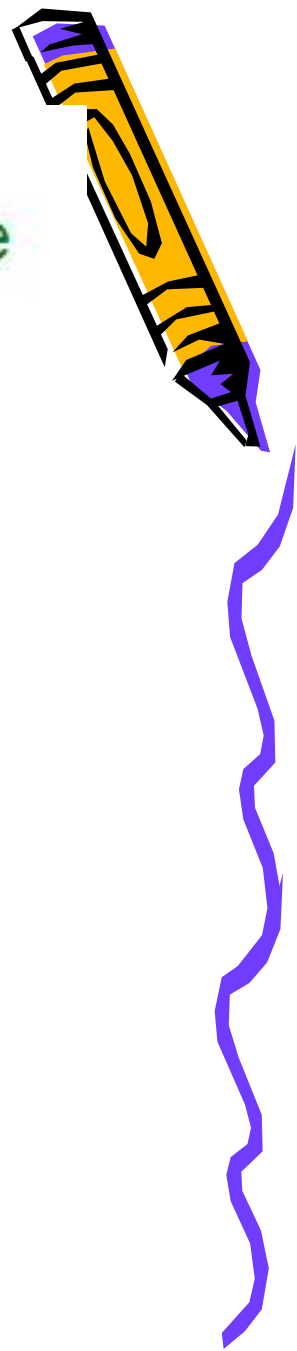


# Catalysts for Change

User Involvement  
- a personal viewpoint

Derek C Stewart for DRN  
Dec 4th 2008

# Our points of view alter the landscape



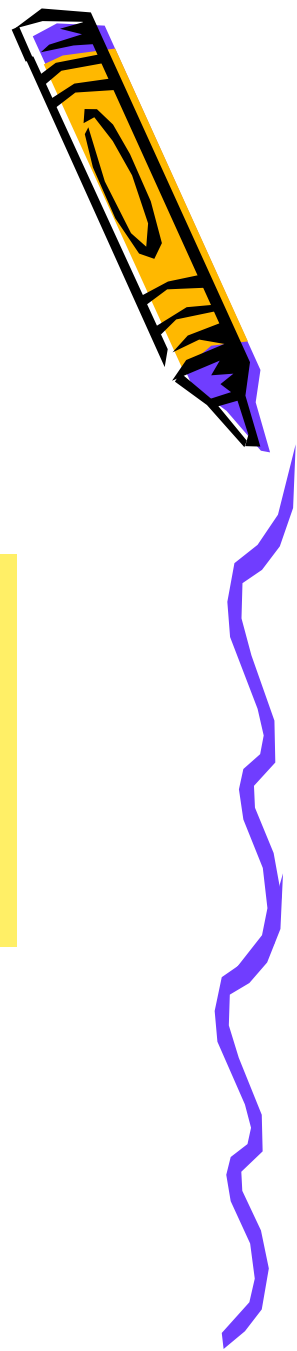
# Themes

- Acknowledging the Journey
- The Relevance of Transferable Skills
- Clarifying Our Responsibilities
- Being Effective
- Leadership for Change

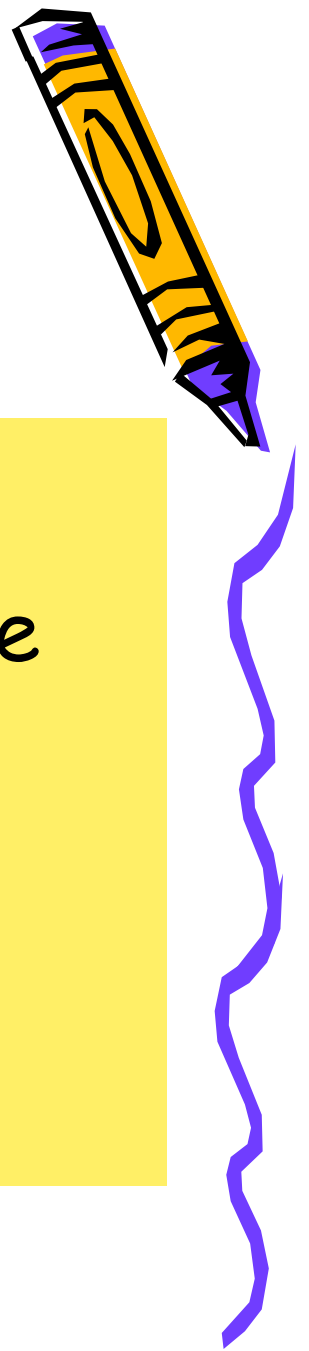


# Acknowledging the Journey

- Think back
- Recognise the difference
- Learn from others



# The Relevance of Transferable Skills



- More than our patient experience

Other skills, knowledge & experience

Working together

Problem solving

Customer focus

Looking after money

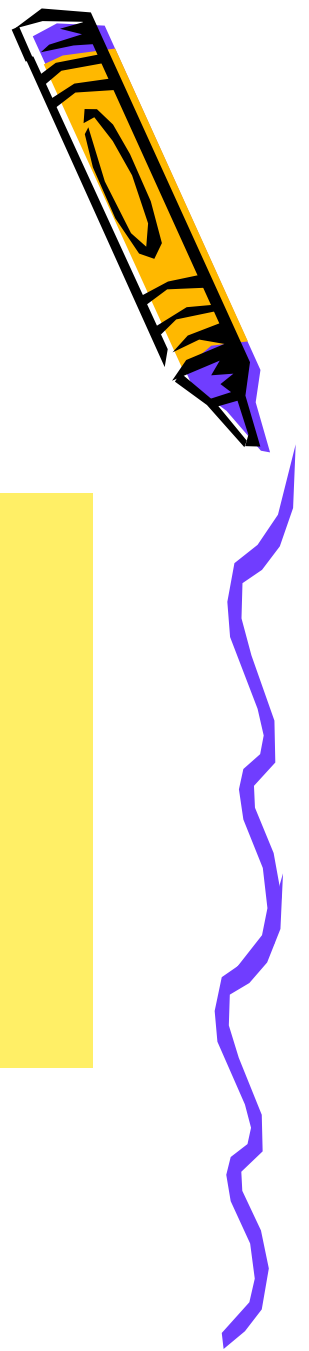


# Our Responsibility

- The Presence
- The Role
- The Place

and some valuable by-products





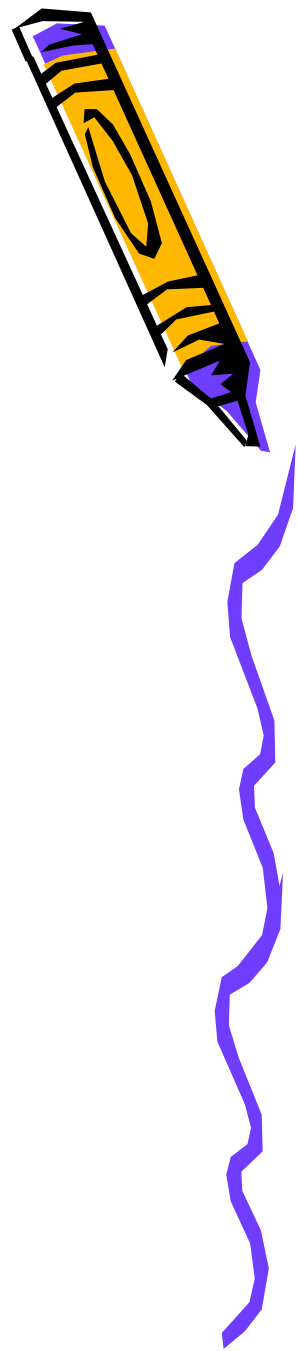
# And the Task

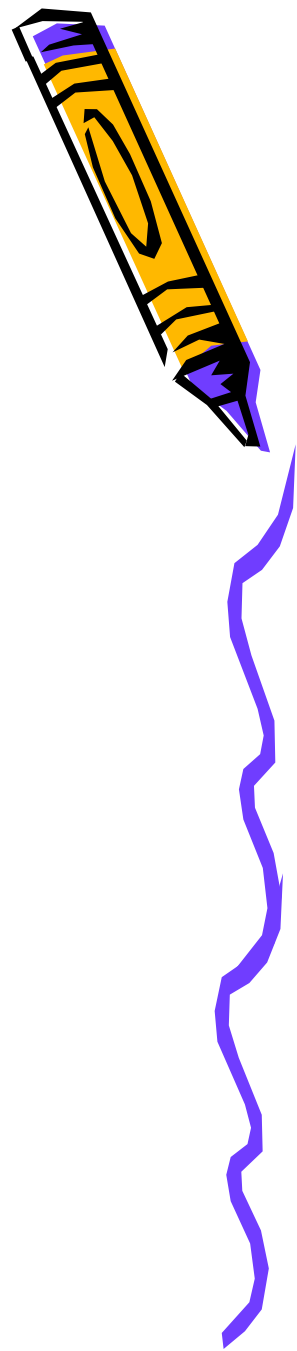
- Active Presence
- Vigilant Watcher
- Contributor to the Dialogue
- Challenging Partner



# Being Effective

- In Research
- In Service Delivery
- In Planning
- In Policy





# Catalysts for Change

- Becoming leaders
- Altering behaviours
- Tough truth telling
- Targeted activity

And so.....Agents of change.





# Final Thought

It is not enough to say we are doing something; but to be clear about the progress we are making.

Advisory Council for the Misuse of Drugs

