

# Service Users Forum

'Friends of Walkergate Park'



## Walkergate Park Centre for Neurorehabilitation and Neuropsychiatry

- Are you an inpatient or outpatient service user at Walkergate Park?
- Are you the family carer of a Walkergate Park service user?
- If so, why not join the service user forum?

Members communicate and work with staff and management, contributing to making the services at Walkergate Park the best possible.

## What does the Forum do?

Its purpose is to...

- Communicate with and feedback to staff and management from service users about their experiences, ensuring the service user voice is heard and acted upon

## Who can join the Forum?

- Anyone who is using WGP services or has used them. Carers, relatives and supporters of those who use WGP services.

## How does the Forum work?

All members are invited to participate in planned, structured meetings, once a month. One larger meeting annually.

Working with the Walkergate Park Management Team, members of the Service User Forum Steering Group can and do represent the views of the SUF in many different service user involvement groups in Walkergate Park.

## The Forum's previous activities:

- **Points of You**, speaking to service users about their experiences.
- **NEDM, North East Driving Mobility Service** was to close down due to funding cuts. With the involvement of the SUF, the service was saved.
- The **Ambulance Service, Catering** and **Car Parking** were all parts of the service improved with major assistance of the SUF.
- **Service User Documents**: members help in ensuring documentation is as accessible to all service users as possible.
- **Neuro-disability conferences and forums**, members have given talks at events held within and outside of Walkergate Park.
- **Research projects**: the forum have been consulted on and involved in medical research in conjunction with Walkergate staff and Universities.  
**and more...**

**Please join us!**

## Further information

You can help improve and maintain the service for service users at Walkergate Park.

If you would like to join the forum or need more information about it, please contact: [christine.russam@cntw.nhs.uk](mailto:christine.russam@cntw.nhs.uk)