

Impact of Public Involvement in Research

Involving people with lived experience of using mental health services

Support Needs Approach for Patients in Mental Health

SNAP (the Support Needs Approach for Patients) is a way of enabling person-centred care. Clinicians wanted to use the SNAP Tool in mental health, but it was not originally developed for use in this setting. So we worked with service users with experience of mental health services, and mental health clinicians, to adapt SNAP for use in mental health.

Public contributors:

- provided insight into how to adapt the tool for use in mental health services
- reviewed materials for recruiting people into the study
- advised on the content, layout and visuals of the adapted booklet
- enhanced the interpretation of the findings from study.

Working together through online meetings worked well, as did providing recaps about the tool and how it worked at each session. The project has the potential to benefit mental health service users by enabling person-centred conversations to comprehensively identify and address their unmet support needs.



“The meetings were run sensitively, and I felt that my perspectives were valued and taken very seriously. **Being involved in this project helped me feel that my admission was not only something very traumatic, but perhaps my experiences could be used to benefit others for some kind of “greater good”.** That shift was very powerful. I was glad to be involved, it really was transformative for me in how I thought about.” (Lived experience study contributor).

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