



We value your  
**opinion!**

**Service  
Users and  
Supporters  
(SUAS)  
Council**

## **Service User Engagement in SPMHS**

As a rights-based organisation, St Patrick's Mental Health Services (SPMHS), is committed to involving service users in a meaningful way in the planning, delivery and development of our services.

Including the views and perspectives of people who have experience of our services is invaluable in helping us to provide the best standard of care possible to all our service users.

### **What is SUAS?**

The Service Users and Supporters (SUAS) council was established by SPMHS in 2005.

SUAS is a formal committee of volunteers made up of former service users and their supporters. They meet monthly, with members sharing their views and using their own experiences to discuss possible changes and developments being considered. SUAS strives to support the delivery of an enhanced service for service users receiving treatment, and their families.

### **What is our mission?**

SUAS occupies an advocacy role by representing the views, experiences and aspirations of service users and their families relating to mental health services in SPMHS. SUAS works in partnership with numerous teams and departments in SPMHS to actively participate in areas of policy-making, planning, organisation, delivery and monitoring of programmes and services.

### **What do we do?**

SUAS works to enhance the experience of service users who receive care and treatment at SPMHS, along with their families. SUAS aims to ensure a positive experience in all aspects of their treatment, both during and after their time in SPMHS.

The Council's primary focus is listening to and representing the views of people who engage with SPMHS' services. As such, SUAS:

- Recognises the importance of open communication with SPMHS in all aspects of mental healthcare, continuing to advance this on behalf of all whom the Council represents



- Provides input on various developments within SPMHS, represents the views and voices of service users on multiple committees and engages with SPMHS senior management
- Works to develop consultative and communication structures with the whole body of service users
- Seeks to form strategic partnerships with other organisations in the mental health arena.

## **What is our remit?**

SUAS is not a replacement for the SPMHS comments and complaints system. We are happy to assist if you wish to raise an issue, but ask that you avail of the other, established mechanisms for providing feedback and making complaints.

SUAS is not in a position to provide one-on-one advocacy services. If you have an issue you would like support with, the National Advocacy Service can provide a trained, independent advocate who can assist you in advocacy issues. Details of this and other advocacy services are available in the main SPMHS information booklet, on ward noticeboards and in the Information Centre in St Patrick's University Hospital.

## **How can you get involved?**

SUAS seeks to understand and include the views and perspectives of all service users engaging in programmes and services. If you would like to get involved, contact our Service User Engagement Lead, who can provide further details and assistance, by emailing [sfitharris@stpatricks.ie](mailto:sfitharris@stpatricks.ie)

## **How do I join SUAS?**

Our Service User Engagement Lead will be happy to meet you and provide you with further information about SUAS and the process of joining. Please note that membership of SUAS is subject to ratification by the Board of Governors of SPMHS.

stpatricks.ie

## Contact SUAS

### In writing:

Chairperson  
Service User and Supporters Council  
St Patrick's Mental Health Services  
PO Box 136  
James' Street  
Dublin 8

### By email:

SUAS@stpatricks.ie or  
sfitzharris@stpatricks.ie

### By telephone:

01 249 3390

### St Patrick's Mental Health Services

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