

# ***Service Users as Partners for Change***

David Gilbert (Director, *InHealth Associates*; Patient Director, Sussex MSK Partnership Central)

- **Kicking the cat** — *how the NHS passes performance anxiety down the line*
- **We can help** - *People with life-changing illness, injury or disability (IID) bring a wealth of expertise and benefits*
- **The engagement industry** - *How people are prevented from helping because engagement is not fit for purpose*
- **Green shoots** — *The rise of patient leadership and service users as partners*
- **New opportunities & roles** — *The Patient Director & The People Bank*

Twitter: @DavidGilbert43