Contents

Pr	reface	vi
Ac	cknowledgements	X
Su	ummary	xi
Introduction service users have taken forward both the idea and practice of user		1
1	How we carried out the project Introduction The research approach	4 4
2	Service user networking Introduction The meaning of networking Barriers to networking	8 10 16
3	Service user knowledge Introduction Exploring service user knowledge: our aims Service user knowledge: making a difference The devaluing of service user knowledge Problems of access and tokenism The culture of health and social care organisations Resources Strengthening service user knowledge	26 29 30 31 34 35 37 39
4 offe	Exploring diversity Introduction Report 1: A group of Asian disabled people Report 2: A group of black mental health service users Report 3: Treatment and control – competing understandings and knowledge	49 49 49 56 65
5	Service user networking, knowledge and involvement: ways ahead Strengthening service user networking Promoting meaningful service user involvement	75 76 81
Re	eferences // 2006 Drambold et al. 2006	84
Ap	Appendix 1: Terminology – the language we use	
Ap	Appendix 2: Initial questionnaire	
Ap	pendix 3: Analysis of Shaping Our Lives initial questionnaires	92