

This research is a partnership between Northumbria University, Northumberland, Tyne and Wear NHS Foundation Trust and Northumberland, Tyne and Wear Service User and Carer Network.

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Is there a Pathway to Recovery through Care Coordination?

Flash Card 8:

Key Care Coordination Quotes

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Key Care Coordination Quotes:

- ✓ *'involves establishing a trusting reliable relationship with the user of mental health services'.* (Professional)
- ✓ *'care coordination for me is having a team of people who work with me to help me deal with my mental health issues. This is an equal partnership with a shared goal and vision'.* (Service User)
- ✓ *'its lip service, box ticking'.* (Carer)
- ✓ *'... care coordination is not for care and treatment of the patient. Care coordination is the administrative process that is used to capture the care and treatment to patients'.* (Professional)
- ✓ *'I've always been listened to and I felt they've worked with me, they've valued what... my opinions are, I've not been pushed into anything. I've not been treated as someone who hasn't got anything to give in my recovery or anything like that.'* (Service User)

