



Priory Hospital Kemple View

Joe's* story

About me

I was admitted to Kemple View with a diagnosis of paranoid schizophrenia. When I first arrived, I was deep in psychosis; I was struggling to look after myself, manage my symptoms and live independently. I also didn't understand my illness and why I was feeling the way I was.

Psychological therapy

Psychological therapy forms a big part of my treatment at Kemple View. It helps me to de-compress, understand my thoughts, feelings and emotions better, and learn to deal with them in healthier ways.

During my time at Kemple View, psychological therapy has helped me to understand and process the many different parts of my diagnosis, all with a dedicated team supporting me every step of the way.

My involvement at the hospital

As well as the many therapies and activities that I have benefited from at Kemple View, I've also had the opportunity to become involved in helping to shape and contribute to the running of the hospital.

Service user council

I decided to volunteer as a patient representative on the service user council. At first, I didn't really know what this entailed and whether my presence would make a difference. However, it soon became apparent that these initial concerns weren't needed.

Alongside other patient representatives, we raised a number of requests and concerns at council meetings; these were listened to and action was taken. We brought up a multitude of subjects and achieved many of our aims. Examples include requests for new cookers, furniture, televisions, games consoles, ward decorations and many more. I was truly taken aback at the positive impact that myself and my fellow patient representatives had on our wards.

After being a service user council representative for over 2 years, I've seen many tangible changes around the hospital. I believe that this is down to good communication and a culture of openness between patient representatives and staff. The role has been hugely rewarding; it's boosted my confidence and given me a real sense of purpose.



I will continue to be a service user council representative for the rest of my time here at Kemple View and I would advise anyone in my position, who feels able to be a voice for their ward, to embrace the same opportunity.

Clinical governance meetings

Alongside my role as service user council representative, I have also played an active part in the hospital's clinical governance meetings. In a similar way to the service user council, topics are discussed and actions put in place, except these tend to be more encompassing of the hospital as a whole instead of just one ward.

During clinical governance meetings, patients' opinions and thoughts are considered to be just as important as those of the staff. I really do feel as though I'm contributing to the smooth day-to-day running of the hospital and have some ownership over what goes on here, which gives me a great sense of satisfaction.

Where I am now

Thanks to the support and opportunities I have benefited from at Kemple View, I'm at a point where my life is fulfilling and I feel worthwhile again. I wouldn't hesitate to recommend Kemple View to anybody who needs psychological support and to feel understood.

I hope that future patients at Kemple View can gain as much satisfaction from the care and consideration that I have received here, shown by every member of staff – from the housekeepers all the way to the hospital director.

To contact Priory's central team, please call **0330 137 3910** or to speak to someone at the hospital directly, please call **01254 243 000**. Alternatively, you can email prioryenquiries@nhs.net or visit www.priorygroup.com/nhs.

For the most up to date information on our services, please visit our website.

*Patient's name and image has been changed to protect their identity. Priory Group UK 1 Limited, 80 Hammersmith Road, London, W14 8UD. Company Registration Number: 09057543