

# Patient and Carer Experience and Involvement Strategy

## One year on



### A warm welcome

Our 3 year Patient and Carer Experience and Involvement Strategy, co produced with our service users, carers and members of the public, was launched in April of 2020. In the strategy we made a pledge to report back on progress we make each year. Welcome to our first bulletin, which celebrates the achievements made so far. Thank you to all of our service users, carers and staff members who have been involved in helping us to achieve some of the priorities set out in our strategy.

#### Louisa Weeks

Patient and Carer Experience and Involvement Lead

The Patient Experience and Involvement Strategic Steering Group (PEISSG) is chaired by our Director of Nursing, Professions and Quality, Cathy Woffendin. This group provides assurance that work continues in order to achieve the priorities identified in the strategy. The Experience, Carer and Involvement Sub groups report back to the PEISSG with their progress on a quarterly basis.

The 3 priorities of the strategy are:

#### Involvement

Together we need to increase the number of people who become involved in how our services are provided, including people from diverse backgrounds to meet the needs of people living in our communities.

#### Experience

You don't want to keep repeating your story. Together we need to develop systems which gather and monitor feedback to improve patient experience.

#### Carers

Carers want to feel valued as a partner in care. Together we need to develop dedicated carer support across the organisation and with citywide partners.

We have made good progress in all of the priorities of the strategy and also in the processes which underpin the involvement of people with lived experience in developing and improving LYPFT's services.

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## Processes we've introduced

### Payment and reimbursement policy

We've introduced a clear policy for the payment and reimbursement of expenses. There are 3 levels of involvement, and how people are reimbursed or paid depends on the type of event and their level of involvement. In a recent update to the policy, Learning Disability service users put forward a proposal to ask if they could have a choice in how they are paid, by a cash payment or a voucher if bank transfers aren't appropriate. People have welcomed the introduction of this clear policy.

### Involvement database

We've developed an involvement database which helps keep a record of a the wide range of involvement activities being carried out by an increasing number of services in LYPFT.



"Things are more organised, we know where we are!"


### Promoting opportunities to more people

We've developed relationships with organisations such as Arts & Minds, Healthwatch Leeds, Family Action, LTHT, LCH, the SUN, Carers Leeds, Leeds Mental Wellbeing Service, Leeds Recovery College, Leeds CCG, Leeds Involving People, and Leeds Carers Partnership. Doing so has meant that we have shared good practice and been able to tell more people about how they can be involved in improving LYPFT services.

## Progress and projects

### Meetings and events

We've supported services users, relatives and carers to take part in a wide range of meetings and events. Examples are SUN meetings to hear about and comment on new projects, strategic steering groups, 'Spotlights on Services', and working groups to develop new projects, events, learning opportunities or ways of working.



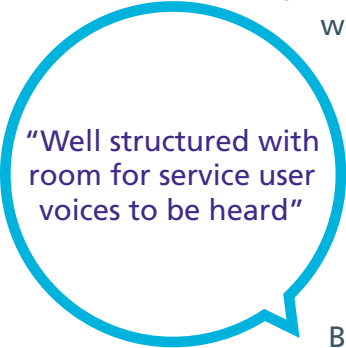
"We've still had regular meetings and maintained momentum"

**'Your Voice: Your Mental Health'** was the name of two on-line events co-produced in April 2021, by members of our Service User Network and 'Together We Can', alongside Leeds Involving People. People with lived experience of mental health services inspired others by sharing how they had used their experience to influence decision makers and make a difference to the way mental health services are provided in Leeds. People who attended learned about the different ways they could become involved and the impact being involved can have

on maintaining positive wellbeing and recovery.

It was fantastic to hear about a range of volunteer led and co-produced projects in Leeds including Recovery College, LYPFT's diverse mums group, Visible, Black Health Initiative's Young Ambassadors

Project, Talking Sheds and the Mental Health Collaborative.



"Well structured with room for service user voices to be heard"


## Have Your Say

A group of service users, relatives and carers came together to design a new Trust wide feedback tool called 'Have Your Say'. The group designed the questions to ensure they were written in an easy to read style, and services users, relatives and carers can now give their feedback in a variety of ways. They can do this by completing:

- a pre paid postcard
- an online questionnaire
- by giving their feedback over the phone or by email
- by using a QR code on their mobile phone

'Have Your Say' is now being rolled out across the Trust with feedback being available directly to each service.

Have Your Say



We welcome your views to help us improve our services. Your responses are anonymous and will not affect your care. For each question please tick clearly inside the box. Thinking about the service we provide.

**Q1. Overall, how was your experience of our services?**

Very good      Good      Ok      Bad      Very bad      Don't know

**Q2. What has been good about the care you received? Can you give us an example?**


**Q3. Please tell us about anything that we could have done better? This could include**

• your personal or cultural needs    • your safety    • asking about medicines. If your concerns are urgent please speak to a member of staff.

Please tick this box if you DO NOT wish your comments to be made public.

6466103297      FMI.RGDV2      Please return this card to the FREEPOST address overleaf or hand to a member of staff

You can complete this questionnaire online at [www.myonlinesurvey.co.uk/PPFT/ROD](http://www.myonlinesurvey.co.uk/PPFT/ROD) or by scanning the QR Code. Phone 0800 0525790 or email your feedback to [haveyoursay.lypft@nhs.net](mailto:haveyoursay.lypft@nhs.net)



## Recruitment panels

Service users, relatives and carers were part of a number of recruitment panels for staff in a range of roles from different services across the Trust. Candidates for roles such as psychologists, team managers, nurses, and clinical directors faced questions from service users, who, since the introduction of the payment and reimbursement policy are being paid for their valuable contribution to the recruitment process.

"Now that I'm paid for being part of a recruitment panel, I feel that LYPFT really values what I am doing"


"I feel useful that I can give opinions about candidates, I feel parity with professionals, it's empowering, I am treated as an equal"



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## Board stories

People with lived experience of our services, whether as service users, relatives or a carers have had the opportunity to talk directly to our board of directors. Experiences have been shared about community mental health services, forensic inpatients, the CONNECT eating disorder service, volunteering during the pandemic and the perinatal mental health service.



"I really enjoyed it and got the chance to talk to one of the board members afterwards"

## Other projects

SUN members also took part in a range of other feedback projects. One particular project was to ask that large print labels should be put on medication. SUN members also identified the challenges faced by people being able to join the growing world of digital meetings and appointments. They began thinking about how they could be better supported at meetings, so they felt more able to influence decision makers within our Trust. SUN members also took part in evaluations with regards to the impact of the pandemic, as community members or as inpatients.



## Involvement projects

People with lived experience have been actively involved in developing training sessions and workshops.

### Staff induction workshop

People with lived experience co designed and co delivered a module which was part of an induction programme for assistant support workers who were new to working in mental health services.

People who had spent time on inpatient wards, or who had relatives who had done so came together to discuss what they felt new staff members should know about what it was like to stay on a mental health ward. They also developed a session about the importance of involving relatives and carers in the care of their relative or friend whilst they were staying on a ward.

### Using your lived experience and getting involved

Working with Leeds Recovery College facilitators and staff, we developed a 2 session online course to encourage people with lived experience to get involved in activities such as service user networks, co facilitating other courses or service development workshops. We know that using knowledge from lived experience alongside others can help to support an individual's recovery and maintain wellbeing.



**Leeds Recovery College**

## Involving the friends, relatives and carers of our service users

We've continued to ensure that friends, relatives and carers of our service users take part in all involvement opportunities so their valuable opinions and experiences from their unique perspectives can be included. We've also raised awareness of the contributions unpaid carers make supporting service users by celebrating Carers Week in June, Carers Rights Day in November and Young Carers Awareness Day in March.

### Triangle of Care

Friends, relatives and carers have also been involved in specific projects such as ensuring that we are working towards achieving the 6 standards of the Triangle of Care framework in all of our services. Our services were asked to assess themselves against the 6 standards, and then Carers worked in partnership with staff to check the quality of these self assessments. They also trialled a feedback survey to check how relatives/carers had been involved in the care of their loved ones whilst they were being supported by our services.

"It's been nice to be asked my views as a carer, I've been heard"  
- Rebecca -

"I was encouraged to offer my views and felt supported by staff to do this"  
- Stephen -



## Carer champions

Each of our services is asked to identify a '**carers champion**' – a member of staff who raises awareness of carers in their service. This enables good practice to be shared and highlights the importance of including

and involving significant relatives and carers in the care of their loved ones. Carers Champions are invited to attend a monthly Triangle of Care meeting which is hosted by the Patient and Carer Experience Team. Carers champions from over 25 different services and teams have attended these in the past year. Learning Disability (LD) services have started a Carer Champion group especially for carer champions from the LD services. They have also invited carers to be part of this group.

## Carer support

Several of our services run peer support groups for relatives and carers of their service users and closer working relationships have been established with carer support organisations. We continue to work closely with Carers Leeds to ensure that staff and carers know about the support they have on offer. The Leeds Young Carer Support Service hosted by Family Action have delivered practice development sessions to our staff members to raise awareness of young carers and understand the particular challenges they may face whilst caring for an adult relative.



## Leeds Carers Partnership

LYPFT is a member of the Leeds Carers Partnership which champions the needs of carers and aims to influence the way that services are planned and delivered in response to the needs of carers

Members of the partnership include carers as well as staff from the public, private and voluntary sector.

The partnership has 6 priorities which LYPFT support in it's work with relatives and carers:

- Making Leeds a carer friendly city
- Influencing change and innovation
- Carer voice and involvement
- Improving identification of carers
- Supporting carers to care
- Providing the right support at the right time for young carers





**SUN**  
SERVICE USER NETWORK

## Service User Network - SUN

The SUN's monthly meetings moved online due to the pandemic and continued to be chaired and facilitated by members. SUN members have been able to identify issues they want to hear more about and be involved in. The SUN shares opportunities with members where they can influence positive change in a wide range of LYPFT services.

The SUN also produced a regular newsletter which was sent to SUN members and supporters. Over 20 issues were produced including a special edition for Carers Week June 2020. Several SUN members contributed articles and ideas to produce an engaging newsletter which kept people informed, included and supported during the pandemic.

The SUN also introduced 'SUN spotlight' sessions which enable service users and carers to hear directly from staff members of a particular service, to hear about what they do. SUN members are then given the opportunity to ask questions.

Over the past year SUN Spotlights have focused on Leeds Mental Wellbeing Service, the working age adult community mental health service, MHabitat and the Crisis and intensive support service.

"Lots of information presented with commitment"

"It was very informative"

"With the Pandemic and lockdowns SUN has been invaluable in providing somewhere to connect with other service users and the meetings have helped alleviate some of the feelings of loneliness and isolation, it is a safe, friendly space"

"I feel less isolated attending SUN meetings"

"These are really helpful, people come to tell us about the service and it gives an opportunity to ask things"

"SUN group – was very interesting and I learnt a lot. I particularly liked the way the meeting was mainly SU lead and the diversity in the group."



## Speak to the Patient Experience Team to find out more and get involved



**Louisa**  
Team Lead



**Rachel**  
Carer  
Coordinator



**Helen**  
Experience  
Coordinator



**Vanessa**  
Administrator

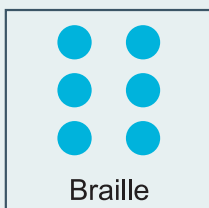
If you would like to get involved in future work with our Trust, please contact the **Patient Experience Team**.

Email: [patientexperience.lypft@nhs.net](mailto:patientexperience.lypft@nhs.net)

Tel: 0113 855 6840

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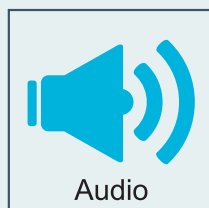
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