

Feedback from
Valuing Inclusion of People Workshop
Friday 22 March 2019

Workshop 1 - WHAT IT IS LIKE NOW?

1. Very little consistency and lack of capacity to deliver real involvement and engagement that is quality and sustainable
2. Consultants and General Practitioners (GPs) should have attended today
3. Lack of an overall business model for Involvement and Experience
4. Stereotypical attitude to engaging with diverse communities especially carers and people from BME communities, young people and disabled
5. Our experience of attending Community re-design consultation – very tick box and not co-production

Workshop 2- WHAT IT COULD BE LIKE?

1. Use of Patient Leaders/ambassador model
2. Keep it simple
3. Use of the Social model rather than a Medical model
4. Directors, executives, trustees and members of the steering group need to be inclusive and diverse in terms of their employees in order to reflect patient and service user experience and Execs need to be involved on an equal footing with service users and carers (quarterly meetings for a sense check)
5. Restorative practise and recovery model

Workshop 3- WHAT DOES GOOD LOOK LIKE?

1. Value users time-Values based approach
2. Pop ups for feedback inpatient and outpatient and community services
3. Join up good practise – Commissions partnerships
4. Good Governances and best practice on engagement and involvement by practise not dictated by budget or politics
5. Better Community engagement and development of Partnerships with other health and social care organisations
6. Carers Community – People who we serve need to be listened to and valued
7. LYPFT website in terms of service user and patient involvement opportunities
8. Awareness training based on the Equality PC's and Patient Experience should be compulsory for all staff members at the NHS

9. Observational feedback- from staff ,service users, carers and our partners
10. Quality Assurance needs to be built into any design of new projects and programmes(PDSA CYCLE)
11. Engagement requires a diversity and equity dimension at the design and planning stage all the way through to implementation and this needs to be transparent and accountable to all stakeholders
12. Technology- allows research without stigma and use of digital and social media
13. Service user , Carers and staff ambassadors for a more cohesive and coordinated approach
14. Use of social media Facebook, Blogs, Tweet and Youtube to capture peoples experience and journey and this can be used as a learning and development tool for staff
15. Meeting groups and Trust Board being more active and involved in SUN and carers meetings and other partnership meetings
16. Escalation system- people need to understand how they can escalate concerns without going through PALS
17. Development process- better user and carer involvement (co-production)
18. People, Service User, Carer community need to be assured that after their voices are listened to then LYPFT need to act upon comments and concerns
19. Access marketing to inform service users and carers of involvement opportunities in the format chosen by the individual
20. Access nonverbal literature like easy read and use of social media such as videos and blogs
21. Monitor impact of change after consultation and involving people that's people feel assured that its not just another tick box exercise

Email feedback

"I'm sorry I couldn't attend your event, but I hope someone raised the fact that using acronyms does not help engagement. I don't know what LYPFT stands for without googling it (which I have now done!).

Good luck, but some of us are up to our necks in being surveyed, examined, focus grouped. And some have lost faith that it makes any difference whatsoever. I say just try to put yourself in the public's shoes, especially those in marginalised groups, and get on with improvements. If you get it right for the most marginalised of us, you'll have got it right for all".

Valuing Inclusion of People – social media activity

For the Valuing Inclusion of People event on Friday 22 March the Trust's Communications Team ran a day long social media campaign to encourage people to get involved on the day. We also posted a wrap-up of the day's activity the following week to provide people with information from the day and a further opportunity to get involved and provide feedback. A breakdown of coverage is below:

Facebook

Date	Post	Engagement
21 Mar	There are lots of ways you can get involved	202 People Reached 6 Engagements *
22 Mar	Our #ValuingInclusion workshop is about to begin! - Video content	457 People Reached 15 Engagements
22 Mar	There are lots of ways you can get involved with our Trust	6 People Reached 17 Engagements
22 Mar	We've had some brilliant discussions and feedback - Video content	273 People Reached 8 Engagements
29 Mar	Last week we held our Valuing inclusion of people workshop - Video content	660 People Reached 47 Engagements

* Engagements can be defined as "likes", "comments", "shares" and "clicks on links".

Comments and feedback from Facebook posts included:

Andy Johnson Don't be afraid to 'de-professionalise'. All views are welcome not just those of 'mental health experts'. And of course what really helps people along their recovery journeys is when they become experts in their own health ...

Peter Webster Great workshop today. Two main themes on our table seemed to be how to make sure service users and carers know about all the services available, and how to connect with them, plus making sure that carers are involved at all stages.

Twitter

Date	Post	Engagement
21 Mar	How can we improve the way we work	Impressions 1,037 Engagements 28 **
22 Mar	Our #ValuingInclusion workshop is about to begin	Impressions 660 Engagements 7
22 Mar	Our Director of Nursing Cathy Woffendin - Video content	Impressions 1,706 Engagements 87 Media (video) views 370
22 Mar	Top ideas raised at our #valuinginclusion event. - Poll content	Impressions 883 Engagements 11
22 Mar	We've had some brilliant discussions and feedback	Impressions 1,078 Engagements 24
22 Mar	We spoke to Oliver Wyatt, Head of Mental Health Legislation - Video content	Impressions 1,373 Engagements 109 Media (video) views 274

29 Mar	Missed out on our #valuinginclusion workshop last week? - Video content	Impressions 708 Engagements 9 Media (video) views 89
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**** Engagements can be defined as “Hashtag clicks”, “Likes”, “Detail expands”, “Profile clicks”, “Retweets”, “Media engagements” and “Link clicks”.**

Comments and feedback from Twitter posts included:

Twitter Poll

Top ideas raised at our [#valuinginclusion](#) event. What is the most important thing for you when it comes to getting involved with the Trust? Send us through your ideas as well!

- 0% Having the right info
- 22% Better comms at discharge
- 78% Choosing how you engage

9 votes – Final result

Use of Hashtag #ValuingInclusion

End Stigma Leeds @endstigmaleds Mar 22

The power of sharing your story, listening to Nataalka sharing her journey with MH [@LeedsandYorkPFT](#) [#valuinginclusion](#) event

End Stigma Leeds @endstigmaleds Mar 22

Information should be cascaded down and more communication [@LeedsandYorkPFT](#) [#valuinginclusion](#) event

Miriam Blackburn @miri_rose_ Mar 23

Didn't end up tweeting yesterday but came away with lots of ideas and heard a lot of experiences to inspire us to move forward and improve [#valuinginclusion](#)

End Stigma Leeds @endstigmaleds Mar 22

What is it like now? [@LeedsandYorkPFT](#) for [#valuinginclusion](#) loads of interesting and key points raised & loads of discussion

Peter Webster @peweb Mar 22

[#valuinginclusion](#) met some great people today at Valuing Inclusion workshop in Leeds, including 4 potential new Governors!

Miriam Blackburn @miri_rose_ Mar 22

Interesting day ahead [#valuinginclusion](#) [@LeedsandYorkPFT](#) [@LYPFTPaS](#) [@tweetrose](#) [@TeamPDLypft](#)

Key feedback themes

- Value based approach required
- Valuing carers and listening to carers and learning /listening and acting
- Patient/Carers Leaders Model
- Use of Social media and digital
- Better communications on Involvement opportunities
- Monitor and evaluate feedback and better accountability and assurance and feedback
- Require an overall involvement and engagement model and this needs additional capacity to facilitate and coordinate
- More active Trust Board and Execs to work in a co-productive framework