

People Participation

Beyond Patient Experience -
Rhetoric into Reality

Participation is a Right - NHS Constitution

‘You have the right to be involved in discussion and decisions about your health and care, including your end of life care, and to be given information to enable you to do this. Where appropriate this right includes your family and carers.’

‘You have the right to be involved, directly or through representatives in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided and in decisions to be made affecting the operation of those services.’

ELFT philosophy

- A value based approach, grounded in a candid and robust dialogue with service users and carers that results in improvement
- Co-producing everything we do
- Has a focus on improvement
- A process that incorporates a whole range of activities
- Moving beyond the traditional Patient Experience to one of Participation (not just measuring how people feel about a service but how they can actively change it)
- It required a fundamental change throughout the organisation in how it perceives and therefore works with service users and carers as expert partners in their care – still working on this

The challenge!

How do we turn the wealth of knowledge of patient experience from many sources into meaningful action and outcome?

Participation activity and opportunity – Just a selection

Ensuring we recruit, develop and retain effective staff

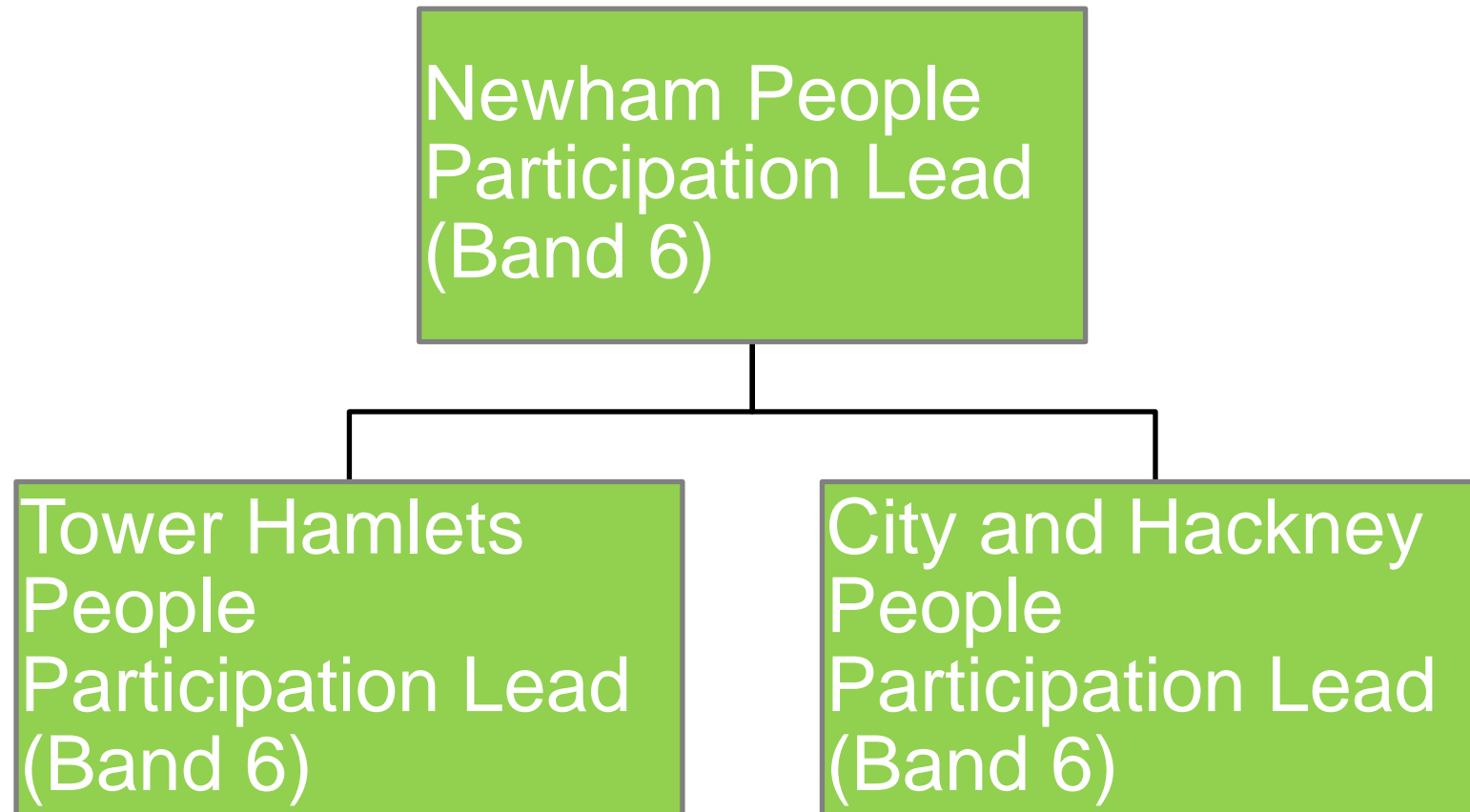
- Values based recruitment- interview panels for all staff, nurse selection days, consultant panel, Non Executive board members
- Medical education - Academy of Lived Experience (ALE)
- Training and development programmes outside of ELFT - DLR, JCPlus, police
- Service user/carers as guest lecturers at UEL, University of Beds, City University, international conferences (IHI, RCPsych)
- Quality Improvement - QI coaches, user led projects.
- Service users as staff – including administration, nurses.

Participation activity and opportunity – Just a selection

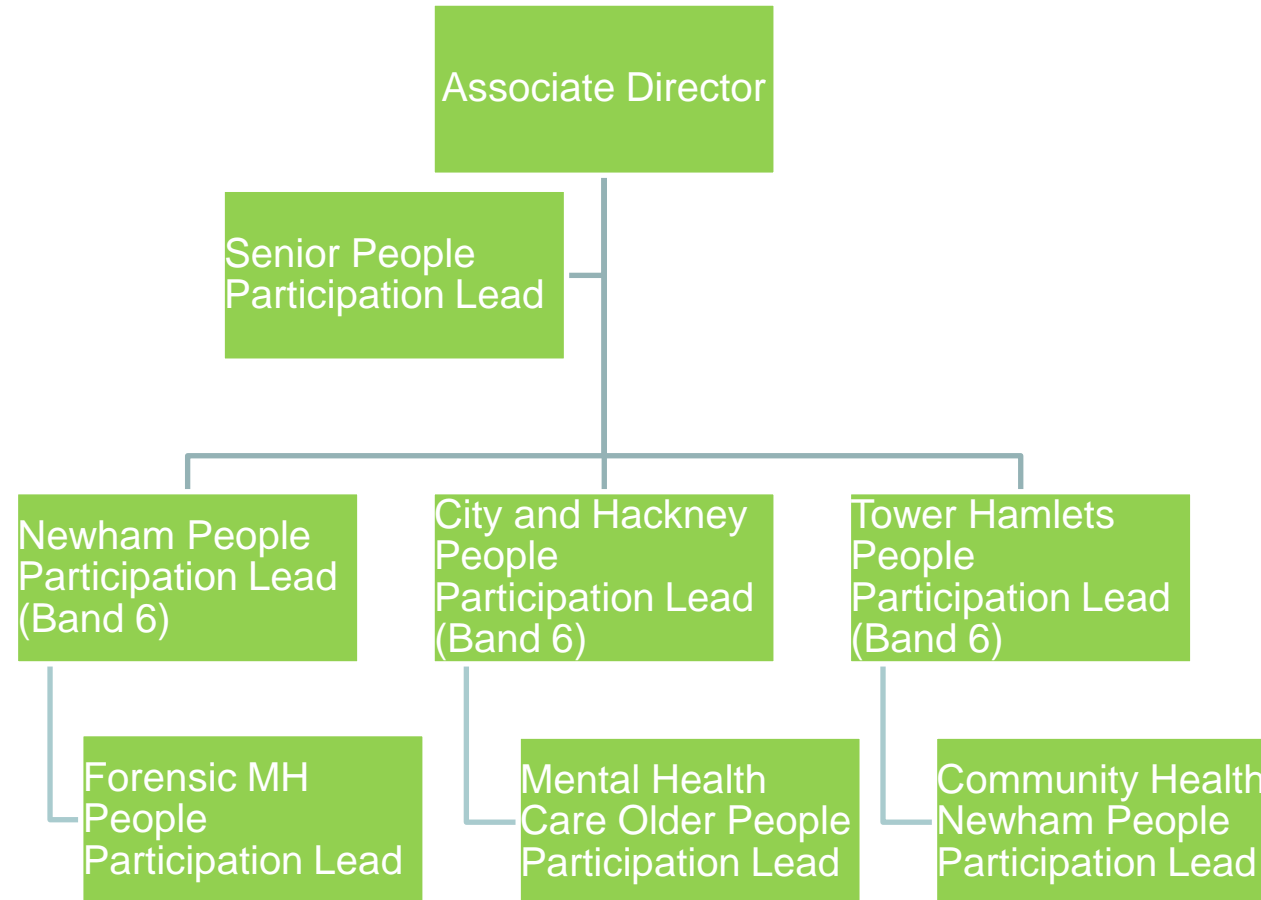
Ensuring we deliver effective services

- Service user/carer researchers/projects
- Trained and delivering Quality Improvement – internationally recognised service user led accreditation scheme
- Service users writing complaint responses/supporting staff grievances.
- Service users designing and facilitating training
- Service users reviewing and co-producing policies and procedures
- Pathways out of PP/focus on ‘What Next’ for individuals so they are always learning and looking to move on with their lives. (PSWs, befrienders, PPWs, PPLs, other lived experience roles outside of PP)

Original PP Structure 2008



PP Structure 2012



People Participation Team 2019

- Associate Director of People Participation
- 10 People Participation Leads
- 25 Peer Support Workers
- Volunteer Coordinator
- Health Development Coordinator
(38 Team members)

People Participation Directorate 2023

- Director of People Participation
- Head of People Participation (currently recruiting Head of PP Support Services)
- 28 People Participation Leads
- 16 People Participation Workers
- Suicide Prevention Lead and Digital Lead CAMHS
- Academy of Lived Experience Lead plus Admin
- Befriending Service Lead and 58 Befrienders plus 2 Admin
- Volunteer Service Lead plus Admin
- Health Development Lead and Coordinator and 7 Peer Leaders/Instructors
- PP Office Manager and EA
- Payments Administrator
- Cost of Living Co-ordinator
- Peer Support Professional Lead, 3 Peer Support Borough Leads and 75 PSWs, Admin (PSWs sit in teams) (206 Team members)

People Participation Leads

- City and Hackney Adult Mental Health (1 PPW)
- Tower Hamlets Adult Mental Health (1 PPW)
- Newham Adult Mental Health (1 PPW)
- East London Forensics (1 PPW)
- East London Perinatal (1 PPW)
- East London Adult Community Health (1 PPW)
- East London Autism Service
- East London CAMHS (6 PPWs)
- Luton Adult Mental Health
- Bedford Adult Mental Health
- Central Bedfordshire Adult Mental Health
- Bedfordshire Adult Community Health (1 PPW)
- Bedfordshire Older Adults Mental Health
- Bedfordshire Perinatal
- Bedfordshire Primary Care
- Bedfordshire CAMHS (2 PPLs/3 PPWs)
- Bedfordshire Specialist Services (Drug and Alcohol)
- Trustwide Learning Disability Service
- Trustwide Psychological Therapies
- Trustwide Corporate
- Trustwide Digital
- Trustwide Estates and Facilities
- Barts Health Trust (2 PPLs)
- NELFT MHLDA Collaborative
- BLMK MHLDA Collaborative
- BLMK ICS AHP Faculty

Embedded in Trust Governance

Local Working Together Groups

Each borough/service has a local Working Together Group



Trustwide Working Together Group

This meeting connects elected service user and carer representatives from each of the local WTGs. It meets every 3 months to share the progress made by the local groups and to discuss any Trustwide issues that may have arisen.



Board's People Participation Committee

The Trustwide Working Together Group reports to the People Participation Committee. Chaired by one of our Non-Executive Directors with majority service user membership. Recommends the People's Participation Strategy to the Board and holds the organisation to account for its delivery.

Addressing Inequalities

- Make services accessible to all – ages, disabilities, gender, sexual orientation (all protected characteristics), for those who have English as a second language, BSL users, neurodiversity etc.

People Participation

- Celebrating People Participation success more visibly (Befriending etc.).
- Making the People Participation offer to service users and carers as early on in their treatment as possible.

Education

- The Trust to work towards developing more opportunities for service users and carers to further their education and/or to educate others.

Joint Working

- Developing thoughtful and meaningful engagement – hybrid working, face to face and virtual.
- Linking up with other organisations – developing people participation and co-production across the system.

Care and Treatment

- Focusing on the barriers of care – getting the basics right (access, waiting times etc.).
- Develop more employment opportunities for people with lived experience of services.

Improving the Quality of Life

- Develop more options for people to improve their quality of life – creativity, healthy lifestyles etc.
- Develop more opportunities for ELFT to share and grow together – service users, staff and carers.

TWWTG
priorities
2022-2025

The Ladder of Co-production

The Core of Co-production

Myself, the Service User, The Carer, the Expert by Experience is at the core of the work we do together. We work towards and in true partnership and co-production side by side.

Bringing both professional and lived experience together on equal footing, sharing and valuing each other's knowledge, without hierarchy or assumption.

Working together has the power to revolutionise our service, valuing people, empowering me and allows me to provide insights that sometimes staff do not have. I feel that I am more than a label, but a person with skills and understanding, I have a voice and I am heard.

Being inclusive is a core value of the Trust and underpins our working relationship, both striving for brighter and more inclusive future.



Some important points!

- Values based – we care, we respect, we are inclusive
- PP open to current service users and carers
- Involvement up to 12 months after discharge from service
- Recognising different skills and experiences
- Rewards and recognition policy
- Recruitment policy
- Co-production policy
- Needs dedicated staff (PPLs) to recruit, lead, facilitate and support
- Creatively use funds
- PPLs come under 2 teams
- Time – support – commitment
- Inspiring hope

'Start somewhere, go everywhere'