

Help us enhance mental health support services in Leeds

Service user involvement focus group

Friday 23 July 2021



Welcome and introductions

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Senior Insight, Engagement and Involvement Officer

NHS Leeds CCG



Housekeeping

- Stick to the agenda
- Be honest
- Be open to new ideas
- Listen to others
- Respect confidentiality
- Don't judge
- Stay muted
- Use the chat!
- Turn your camera off if needed
- Only share what you are comfortable sharing
- Enjoy

Building healthier communities



Agenda

- Welcome, introductions, agenda and housekeeping
- Background to service user involvement support services
 - What are service user involvement support services?
 - Which services are we talking about?
 - What do we already know?
 - What are we proposing to change?
- Group discussions in breakout rooms (if needed)
- Final thoughts and close



Enhancing service user involvement

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This Review – Aim

To ensure that the services being reviewed are able to contribute to the delivery of an improved, integrated and outcomes focused community-based mental health offer for Leeds; supporting the ambitions of the Leeds Mental Health Strategy which says that Leeds will be a mentally healthy city for everyone.



This Review – Measures of success

How will we know if we've succeeded?

- People of all ages and communities will be comfortable in talking about their mental health and wellbeing.
- People will be part of mentally healthy, safe and supportive families, workplaces and communities.
- People's quality of life will be improved by timely access to appropriate mental health information, support and services
- People will be actively involved in their mental health and their care.
- People with long term mental health conditions will live longer, and lead fulfilling, healthy lives.



What is service user involvement?

‘Service user involvement’ is the term used to describe the involvement of people who use mental health services in the development of how people receive their own care and how services are run. It’s:

- **The law** – the NHS has a legal duty to involve people in their care and when making changes to services.
- **Involving people in their own care** – when people are involved, they are more confident and have better knowledge and skills to manage their own health and wellbeing.
- **Learning from experience** – people who have experience of services are the ‘experts by experience’ and know if something is working well or not for them.
- **Demonstrating ‘you said, we did’** – we have a responsibility to show that we are actually listening to what people tell us and respond to that feedback.



What service are we talking about today?

Involvement Development Worker

- Commissioned from Leeds Involving People (LIP) by NHS Leeds CCG to support and develop mental health service users to confidently be involved in mental health service development in Leeds.
 - Runs and supports the Together We Can (TWC) network – a lived experience mental health network.
 - Works with service users and providers to improve experience of people using services (e.g. development of six 'I statements', development of Leeds Mental Health Strategy).
 - Works with partners, such as the Service User Network (SUN) to deliver 'get involved' events



What do we already know?

- 114,000 people each year in Leeds experience a mental health issue.
- Through 2019-20, 84 people got involved with the Together We Can network.
- There are 168 members of the Together We Can network.
- There are communities across Leeds that are underrepresented in having their voices heard in mental health services. These include diverse ethnic communities, carers, working age adults as well as other groups, such as those with long-term physical conditions, learning disabilities and autism.
- People have told us that a lot of involvement opportunities need a substantial commitment (attending regular meetings) and that they would like a range of options to be involved.
- People have told us they want to see that they have been listened to and that their input and feedback leads to actions.
- It is unclear where you find information about how you can get involved with the Together We Can network.



What should we be aiming for?

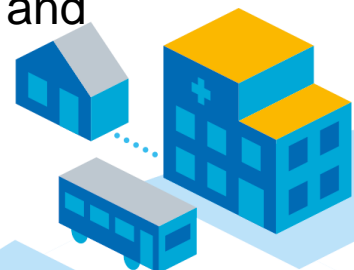
Any arrangements to enable service users to get involved in developing services should ensure:

- the right level of support and training (where needed) is available to service users to help them to participate in involvement activities.
- service user involvement is accessible to and representative of the 114,000 people a year in Leeds who experience mental health difficulties, their carers and under-represented diverse communities.
- a range of involvement opportunities to cater to different abilities and levels of commitment and interest (not everyone wants to attend meetings).
- an easy to find and consistent online presence (e.g. website and social media) to raise awareness of opportunities and how to get involved.
- clear evidence of the difference that service user involvement has made ('You Said, We Did') is available.



Proposals for change

- Set up a new ‘strategic co-production’ group. This would be a group made up of experts by experience and health and care staff. Experts by experience would take a step-back from their own experiences to consider the wider service user experience and how we hear those voices if there are gaps (including diverse communities). The group will help commissioners and providers make decisions about developing mental health services and hold them to account to ensure the service user voice is heard.
- Set up a new Expert by Experience network for anyone with experience of mental health services to help or be involved with developing mental health services and receive updates about developments in the city. They will have access to a range of opportunities to be involved, which will be developed with members of the network and the strategic co-production group.
- Any new contractual arrangements will specify a clear role to ensure that ‘You Said, We Did’ examples of how people’s input has made a difference are demonstrated.
- Any new contractual arrangements will ensure that there is a clear online presence on a website and on social media.



Discussion Groups

- Zoom will put us all into break out rooms (if needed) so we can all have a chance to discuss the proposals
- We have a set of questions we want you to think about, that link to the proposals for change.
- We've got 60 minutes.
- We genuinely want to hear what you have to say, so please use this opportunity to get the conversation going.



Group discussion questions

- What do you think about our proposals – what kinds of support would be most useful to help people get more involved?
- How can we make any involvement opportunities more accessible and sensitive to the needs of diverse ethnic communities and other vulnerable groups?
- How do you think we could demonstrate how service user involvement is making a positive difference?
- How else can we involve people?
- Where would you look for information on how to get involved and/or have your say?



Final Thoughts and summing up



Focus Groups

Refugees and Asylum Seekers

27 July, 10.30am – 12.30pm

<https://leedscommmhfocusgroups.eventbrite.co.uk>



Evaluation

Please take five minutes to fill in our online evaluation of the session which you will receive via email after this session.

Please be honest so that we can improve future sessions.



Thank you!

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

