

# Service User & Carer Involvement

Interact from your mobile device

**Go to [slido.com](https://www.slido.com) and enter the code #QIConf**

You'll be able to see the slides we present, ask questions, take part in our polling, and tweet your thoughts using #QIConf

# Thana and Rachael

## **Experts by Experience**

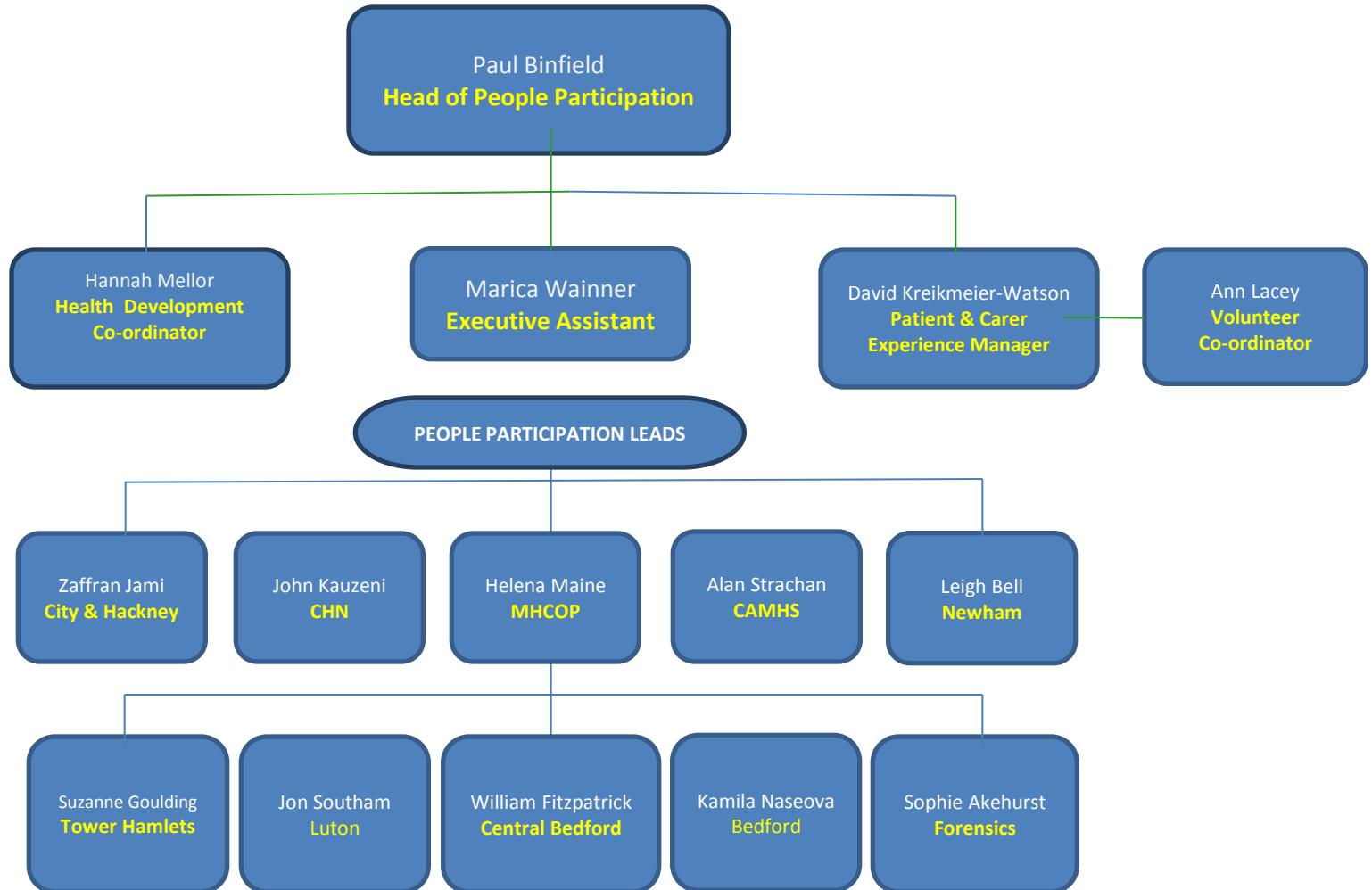
### People Participation

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# ELFT People Participation Team



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# Staff Recruitment Policy

- **Service User** and **Carer** input into all posts but priority will be given to posts with clinical contact and direct daily service user contact.

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# Staff Training

- Service User/Carers deliver **new staff induction** sessions
- Input into all levels of **staff development** programme
- Rolling out new **Care Plan** process staff /service user training teams

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09:32  
Thursday 3 November

LET'S GO  
THE NEW  
BEHIND

# PERSONAL JOURNEY





Reaching There !!!

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# Project Engagement - Thana



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# Peer Support

- Expansion of our **Peer Support** across all areas.
- Inpatient and Community (including enhanced primary care)
- **Carers Mentors** being developed
- ENRICH research project (Peer Support)

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# Research

- Linking in service users/carers with academic research projects. Report due this year.
- People Participation team is conducting research (employing 3 service user researchers) to measure the **potential impact** of People Participation on **Recovery**.
- Prestigious **World Health Organisation (WHO) Collaborating Centre** – based in Newham.

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# Quality Improvement

- We have 85 service users/carers trained in QI methodology
- Active in many QI projects as team members.

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# Newham QI Wall nearly finished!





# The Team

NEWHAM PSYCHOLOGICAL SERVICES

Dr Amra Rao



# INFORMATION DESIGN - BEFORE

## Confidentiality

During your assessment you will be asked to consent to information sharing on a need to know basis. Confidentiality is within the Trust and there may be times if there are concerns about risk, when your therapist will consult with another professional to further assist you. This may be your G.P. or a psychiatrist or care coordinator. It is important that throughout our contact with you we meet your needs as best we can. You will be informed if this happens.

## What if you need an Interpreter?

Newham is a multicultural borough and we regularly see service users from many racial, ethnic and cultural backgrounds. We pride ourselves on being an accessible psychological therapies service therefore we always use an interpreter when required. If an interpreter is needed, we will book an interpreter for you and will use the same interpreter so that you feel secure talking about your concerns during sessions. We are open to any feedback you have regarding the interpreter so that we can ensure it helps your therapy. Interpreters are bound by confidentiality.

**ADDRESS:** Secondary Care Psychological Services  
409, Stratford High Street  
Stratford  
Newham  
London E15 4QZ

**TELEPHONE:** 0208 221 6000

Secondary Care Psychological Services Newham

East London   
NHS Foundation Trust

# Psychological Assessment and Therapy

Information for service users referred to the service



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# Psychological Assessment and Therapy

Information for service users referred to the service

## Practical Information

We are open Monday to Friday and offer evening appointments from Monday to Wednesday. Services are mainly provided from our office in Stratford. If required, we can arrange free interpreters who are bound by confidentiality.



## Information about Mental Health

East London NHS Foundation Trust: [www.elft.nhs.uk](http://www.elft.nhs.uk)  
The mental health charity Mind: [www.mind.org.uk](http://www.mind.org.uk), T: 020 8519 2122  
The mental health charity Rethink Mental Illness: [www.rethink.org](http://www.rethink.org), T: 0300 5000 927  
Free advocacy Voiceability: [www.voiceability.org](http://www.voiceability.org), T: 020 3355 7142  
Newham Carers' Network: [www.newhamcarers.org.uk](http://www.newhamcarers.org.uk), T: 020 8519 0800

## Crisis Support

Our service does not provide crisis support. Please contact your GP or referrer for support during office hours.

Outside Office Hours, please call the following Crisis number: 020 7540 6782.

## Service Users Forum & Quality Improvement

We are keen to engage service users in shaping our service. We hold forums twice a year inviting service users and their family to discuss their experiences with us. All current service users are notified about upcoming meetings. You can also help us improve the service and get engaged with our quality improvement programme: [www.qi.elft.nhs.uk](http://www.qi.elft.nhs.uk). We look forward to hear from you if you are interested.

## Welcome to Newham Secondary Care Psychological Services



409 High Street, Stratford, E15 4QZ

Tel: 020 8221 6000 | Fax: 020 8221 6001 | [www.elft.nhs.uk](http://www.elft.nhs.uk)

Newham Psychological Services provide a variety of interventions, such as assessment, consultation and talking therapies to individuals, groups, couples and families affected by longstanding and complex mental health needs.

This leaflet contains information about our service, the assessment process and treatment options. Please call us to clarify any information in this leaflet or if you have any further questions.

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## Our Initial Meeting

Following a referral you are invited to an assessment meeting. This is to work with you to decide how best to help you as we offer a range of interventions.

### What happens in the assessment?

- You can be assessed alone or with people important to you.
- You will be asked about the problems you would like to work on, about you as a person and your life experiences. This may include talking about distressing events. We appreciate this can be difficult and we aim to ensure you are treated with dignity, respect, and compassion.

If together we agree that therapy is the right option, you will be placed on the waiting list for the agreed treatment. You will be asked to complete a 'Permission to Use and Share Information' consent form, with information about our health recording system and confidentiality policies.

### OUR TEAM



### What if I or the assessing clinician feels therapy is not the best option?

We understand that not everyone is ready to engage in therapy. For instance you may feel uncertain about your goals for change and what to work on in therapy, or you may not be able to attend regular sessions. In such cases, we would discuss alternative options that could be helpful.

### What if I cannot attend my assessment appointment?

- Please phone us on 020 8221 6000 to cancel or reschedule as soon as you are aware as we may be able to offer it to someone else.
- If an assessment appointment is cancelled or missed we offer one replacement session. To ensure fairness to others on our waiting lists we will close a case if the replacement session is missed. You can be re-referred in the future if your circumstances change.

## Choice for Therapies

We offer a range of evidence-based therapies & a range of workshops.

**Cognitive Behavioural Therapy (CBT)** Focuses on how you think, feel and behave, and how these aspects influence and interact with each other. Therapy helps you change behaviours and the way you think about your difficulties

**Integrative Therapy** which combines a number of therapeutic approaches, either at the same time or one after the other

**Psychodynamic psychotherapy** focuses on problematic patterns of behaviour that evolved from past relationships and life experiences. Psychodynamic psychotherapy might be provided in individual or group settings.

**Systemic Psychotherapy** which provides support for service users and people close to them, e.g. partners or family members, to help them improve communication, relationships and mutual understanding. Carers might also be seen for therapeutic support without the client.

Therapy sessions are usually 50-60 minutes, once weekly.

### Attendance

Therapy is a commitment and progress will rely on your attendance and engagement. Text reminders for appointments can be arranged. If you consistently miss appointments, we may discharge you from the service. At various times we will ask you to complete questionnaires, to help us assess your progress and improve the service offered to clients and carers.

### Starting Therapy

After assessment, you are likely to have to wait until a therapy slot can be offered to you. Your assessor can tell you the current estimated waiting time. When you reach the top of the therapy waiting list, you will be contacted by us to arrange sessions for individual or group therapy.

We also offer a number of ways to begin working on your therapy goals as well as developing wellbeing skills in advance of these sessions in the following workshops. Let us know if you would be interested to join them.

**Wellbeing Workshops:** These provide information and skills on managing anxiety and worries, dealing with depression, and poor sleep.

**Relationship Skills Workshops:** These focus on relationship and communication skills and are open to service users, their partners, family members and carers.

**Brief Family Support:** This involves five sessions of couple or family work to explore how best to support each other for mental health recovery.

# How Are We Doing?

Category	Indicator	Performance
NHS Improvement	Finance risk rating (on a scale of 1-4, with 4 being the best)	2
NHS Improvement	Governance risk rating (on a scale from green to red, with green being the best)	Green
NHS Improvement	Single Oversight Framework – shadow rating (1-4, with 1 being the best)	2
Care Quality Commission CQC	Overall rating (inadequate, requires improvement, good, outstanding)	Outstanding
National Targets	National targets relevant to mental health and community services	Fully compliant
National Staff Survey	National ranking for overall staff engagement score	1st
National Community Patient Survey	Overall national ranking	3rd

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# Roleplay

- **Example** : The “Bad and the Good” of Quality Improvement (QI) Projects.
- How not to and how to **involve people** in your QI projects!
- Please use **SLIDO** (apps) to comment on the roleplays and this presentation. Thank you.

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# The Cast

- Could the cast please enter the stage....

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# QI Project Meeting

31 March 2017



Event code: QIConf



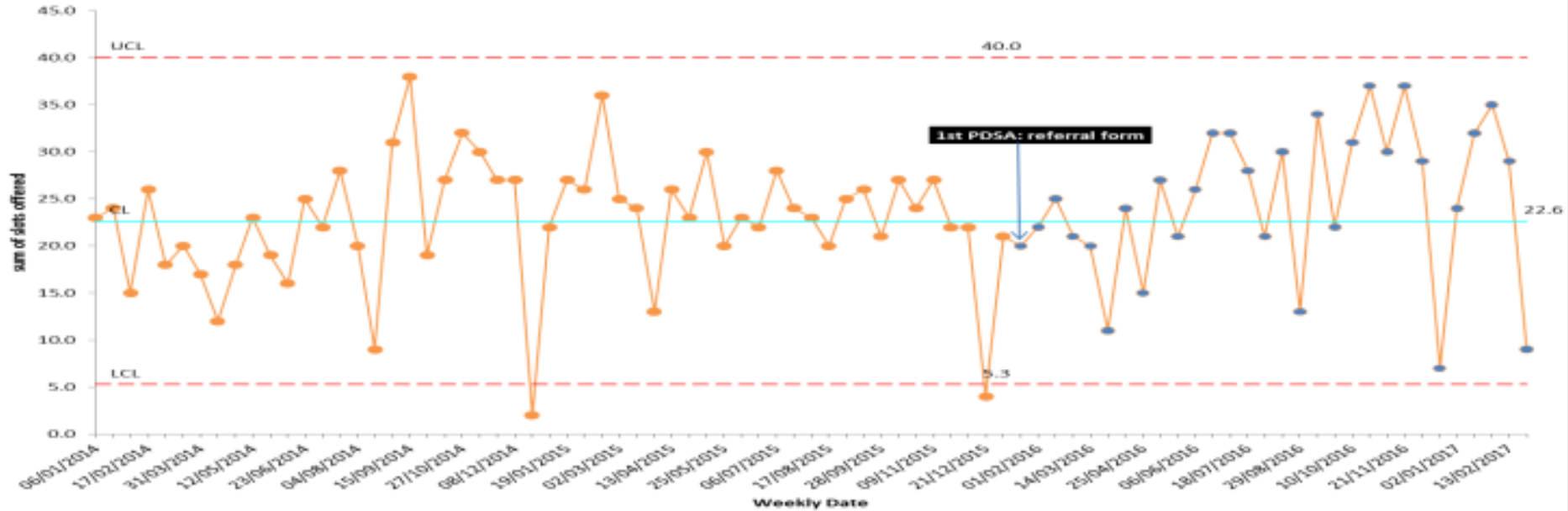
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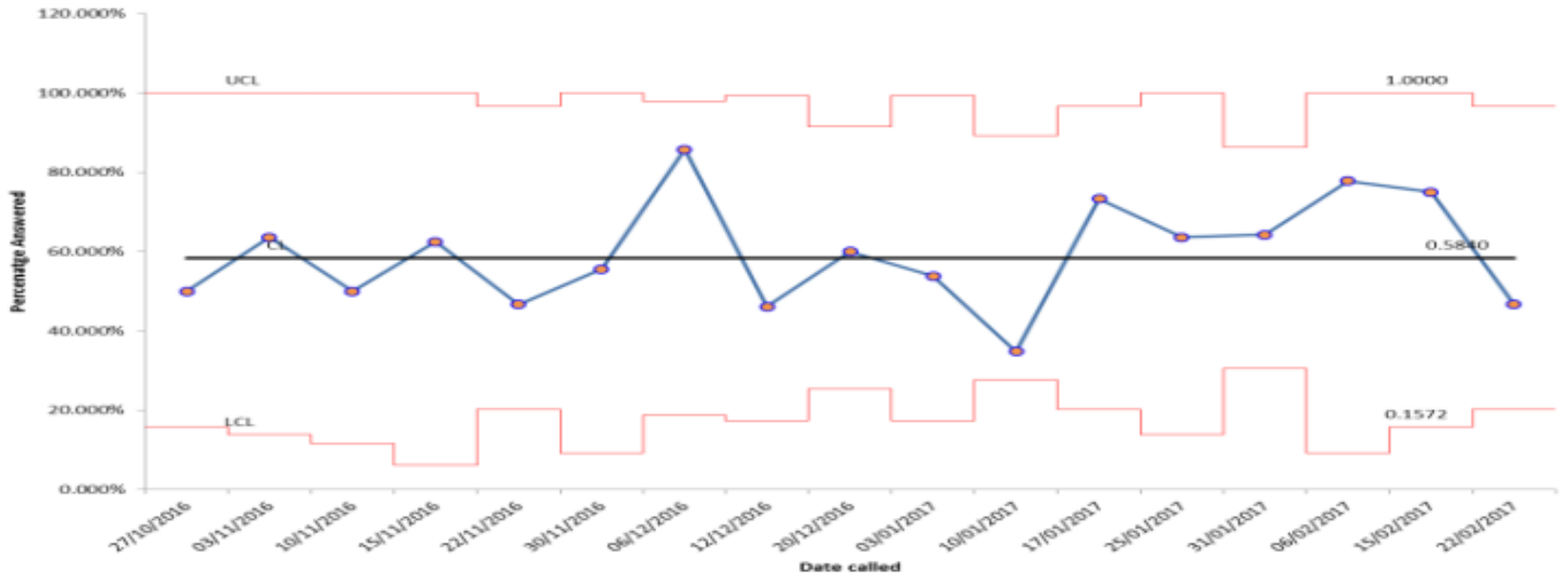
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**Weekly Assessment slots offered**

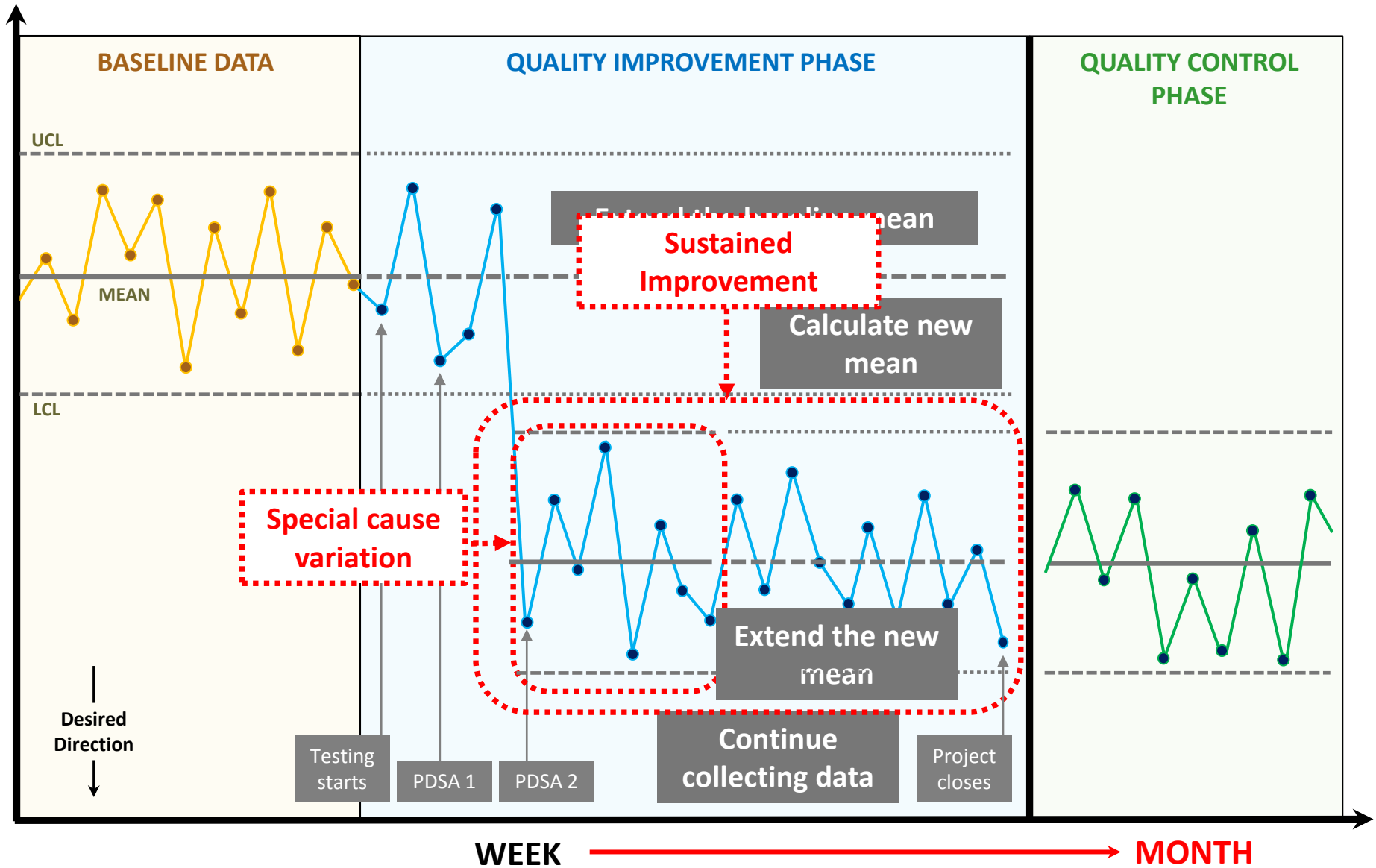


**P chart: Call and Book Percentage Answered based on # of patients called**



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# Control Chart





# QI Project Meeting

31 March 2017



Event code: QIConf



Wi-Fi name: CentrEd WIFI  
(no password)

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31 March 2017



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Wi-Fi name: CentrEd WIFI  
(no password)

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# Thoughts & feedback from Slido

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# Improving the Complaints Process in Tower Hamlets



**Andrea Monk and Lucy Boden**

**Annual QI Conference - Friday 31st March 2017**

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# PROJECT AIMS



- For **60%** of all complaints received by Tower Hamlets to be **resolved locally** by **December 2017**.
- We also intend for **100%** of these complaints to be **investigated within the timeframe** by **December 2017**.

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# PROJECT TEAM



- **Lucy Boden** (Clinical Governance Co-ordinator) – Project Lead
- **Andrea Burke** (Service User)
- **Tracey Upex** (Deputy Borough Director)
- **Chris Kitchener** (Associate Director of Assurance)
- **Nilusha Phigera and Kathryn Greenwood** (Complaints Advisors)
- **Samantha Mosharaf** (Complaints Manager)

Sub-team:

- Toby Nathan (Community Mental Health Nurse)
- Greg Lauranis (Inpatient Ward Manager)

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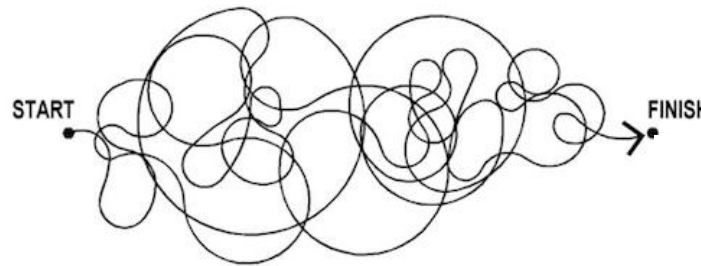
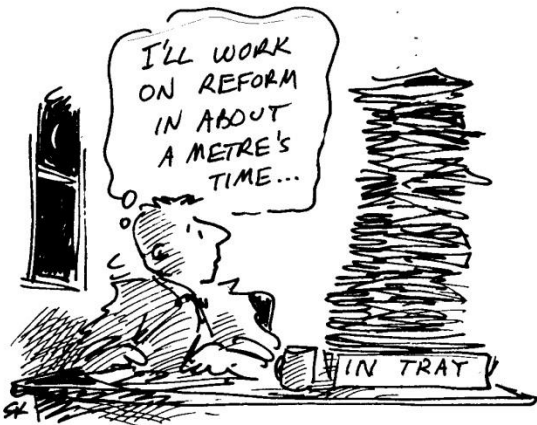
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# WHY IS THE PROJECT NEEDED?

To help both staff...

...and the complainants



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# WHAT HAVE WE BEEN UP TO? LOCAL RESOLUTION TRAINING

- We have been designing a programme of local resolution training
- The training covers:
  - communication skills
  - how to plan an investigation
  - developing SMART recommendations
  - tips for successful local resolution meetings
  - valuing people
- The training will be co-delivered by Andrea, Lucy and the Complaints Team
- The first round of training will be delivered to all operational leads, matrons and ward managers



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# ANDREA'S INVOLEMENT



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# ANY QUESTIONS?



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# A Step forward approach to improving GP Cluster MDT meeting

**Project Lead:** Amal Alaoui  
**Service User:** Hugh Macleod

**Physiotherapist:** Martinez Norayd; **Rapid Response:** Franey Daniel;  
**Nursing Clinical Lead:** Tripathi Reena; **District Nurse Team Leader:** Odunsi Ade  
**District Nurse Deputy Team Leader:** Joseph Murkeesha; **Care Navigator:** Muwonge Juliet; **Social Worker:** Samuel Holmes; **ELFT Administrator:** Umarji Rayhana  
**GP Federation Administrator:** WALI Alisha; **GP:** Dr Vaishali Ashar

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