



Providing an independent voice to
make LPT services great for all

Report from Mark Farmer, Chair of Leicestershire Partnership NHS Trust's People's Council and Healthwatch Leicester and Leicestershire Board lead for LPT and Mental Health

Update on The People's Council

This month, with the support of the communications team at LPT we have launched our webpage, Twitter account and our Facebook page. Our Twitter handle is @lptcouncil. We would be grateful if Board members could promote our Twitter.

The People's Council has started to look at its work priorities, beginning with Step Up To Great Mental Health using a Task and Finish Group model. We have training kindly offered by Deanne Rennie for some Task and Finish group mechanics training and how to follow an appreciative enquiry approach.

As part of developing working relationships with LPT leaders, we have had Anne Scott to talk about the work of her Directorate. Deanne Rennie attended to observe the meeting. Council members really enjoyed the session and found it very informative. One of the main issues raised was around the personalisation of care and what this meant for LPT. With this being one of the Council's priorities for the year, we will work with Anne Scott and others to better understand this. Other Executive Board members are booked in to attend future meetings. The Council would like to extend the invitation to Non-Executive Directors too.

The Council's leadership team now meets every two weeks to manage the Council's business and consists of myself, the two Vice-Chairs and the Chair of our comms sub-group. We recently met with the Chair and Chief Executive of the Trust to discuss how the working relationship between us will work. This follows a People's Council development session that we had earlier in the year with an external advisor, as we wanted to make sure the relationship between us as a LPT independent advisory Council and Trust Board works well. A proposed framework for that relationship is outlined at Appendix A and is attached for comment and Board approval.

We are receiving training and development support for the Council's leadership team from LPT's HR training and development team. This includes leadership skills analysis and access into LPT's training and development programme for LPT leaders. For the Council's wider membership, we will conduct a survey to see what their training and development needs are.

We have decided that given our workload and given that we have had two recent resignations from people struggling with their own personal time commitments, that we want to recruit around six new members to the Council. I have been in touch and am waiting to hear back from the Chief Executive of Mosaic as we would like an organisation on board to represent learning disability.

I did identify a risk at the last Trust Board meeting around a lack of administrative support for The People's Council. However, some administrative support time for the Council has been found. We will keep this under review to ensure that it is sufficient for the heavy workload of the Council

Report on Healthwatch

We have sent a report to LPT about Urgent Access to Mental Health services. This review was put in place as Healthwatch had heard many concerns about urgent access to Mental Health services. We would ask that the Board formally replies to it, when LPT is ready to do so. We will also be asking system partners to reply to the findings too, as not many people were aware that there were other providers that can help with urgent mental health needs.

Healthwatch was pleased to comment on the Quality Accounts for LPT this year, being able to note the many positive achievements across the Trust and some areas which we feel need to be addressed.

The staff team at Healthwatch is reviewing priorities for the year ahead. We will be running a project looking at male suicide examining what the local picture is and what more needs to be done to address it. The team is also working to establish a Youth Healthwatch which we will keep our partners updated about.

As part of the Step Up To Great Mental Health consultation we will be running our own events to feed into it. This is to help encourage a wide as possible cohort of people to give their feedback on the proposals.

Recommendations

Trust Board is asked to agree to sign up to the proposed protocol agreement attached at Appendix A.

Appendix A

Protocol agreement for the working relationship between The People's Council and Trust Board

1. LPT Board will equally value the Council and each person on it for what they bring
2. Provide good support across LPT for the Council, including timely responses for information and to help raise awareness of the Council
3. Listen and take into account what the Council has said and the conclusions it has come to and provide an explanation if the Board or the Executive Team does not agree with

4. LPT will provide administrative support to:
 - Ensure that documents are circulated **at least 7 days** in advance of meetings and are written **clearly with no jargon**.
 - Organise the times and dates of Council, sub-group and Task and Finish Group meetings
 - Ensure that there is good quality, accessible information provided and that there is communications support for those that require it
 - Ensure that all group members are able to find important Council papers and LPT documents
 - Take the minutes of our meetings
 - Ensure that LPT members provide information and documents that are not wordy using audio and visuals
 - Support the work of the Council's Chair as the Council's main representative
5. Provide managerial and policy support for the Council through the Head of Patient Experience and Involvement at LPT.
6. Ensure that the Council has through the Head of Patient Experience Involvement at LPT the resources to fund activities such as training and development programmes, expenses and volunteer thank you events.