



Providing an independent voice to
make LPT services great for all

Report from Mark Farmer

Chair of The People's Council and Healthwatch Leicester and Leicestershire Board member

The People's Council

We are nearly at the one-year mark of the establishment of the Council- this is therefore an opportune moment to spend some time over the next two months looking at how things are going and to look at what we may need to do differently to achieve our original aims. We have asked an external organisation to assist with this review. We would also like to work with members of Trust Board to better understand what role we could have in the Step Up To Great refresh and how we could help co produce it.

We are in the process of recruiting new members to the Council and are looking for up to eight new members. I would be grateful for anything that Trust Board members could do to promote these roles, including asking staff teams if they are aware of any patients and carers who may be suited to becoming a patient or carer leader. The closing date for applications is September 16th 2021 and the website address for circulation is www.leicspart.nhs.uk/involving-you/the-peoples-council/

The People's Council has been working to finalise and send a comprehensive response to the Step Up To Great for Mental Health consultation. Our report outline what we welcome about the proposals and areas that need more reflection on so that services better meet patient and carer needs. We are planning to have an ongoing role in the implementation stage and will be conducting a further review to see what lessons could be learnt about how to do a service review such as in the future.

We now look to our next priorities which are equality, diversity and inclusion and the personalisation of care. We also continue to have senior members of staff at LPT meet the Council, with us recently meeting the Director of Mental Health.

At our last meeting, the Head of Learning and Development attended the meeting and presented LPT's leadership strategy. A number of points were raised including the importance of patient and carers leaders in the design and delivery of leadership programmes, patient and carer leaders having access to leader training modules in U Learn and the possibility of Voluntary and Community Sector organisations having access to planned Integrated Care System leadership training events as a way of helping to make sure they can be fully effective within the new system. The Head of Service undertook to get back to us on all of these points.

I would also like to report that the Council's Leadership Team have been meeting with the Head of Patient Experience and Involvement to inform the development of lived experience roles at the Trust and we inputted into a paper to operational Executive.

It was my pleasure to represent Healthwatch and The People's Council at the recent judging panel for the Covid Hero Awards. Separately, the People's Council were asked to select the winner for the involvement award.

I would like to put on the record my personal thanks to Liz Rowbotham, (a former Non-Executive Director) who has been supporting me with the development of my skills as a Chair. Her supportive and considered advice has been of a real help to me. I will miss being able to tap into her vast experience.

Healthwatch

Our staff team has been touring the city and county to engage with people to understand their experiences of health and care services locally. We will use the intelligence gathered to inform our work and the team will share intelligence with our partners.

We have supported the Step Up To Great Mental Health consultation by promoting it to as many people across the County and City as possible. We have also been making sure that if we were receiving any information on any difficulties that people were having with filling in the form or any organisation or groups that wanted to be engaged with are contacted and supported by the CCG. We have been impressed by the innovative approaches and considerable effort put in by LPT and CCG members of staff into reaching out to the widest number of people as possible. Healthwatch has also produced a report on access to Mental Health services which will form part of the public consultation feedback.

We hope to see the results of the consultation and understand them before final a decision is taken by the CCG on the future of those services.

We have a created a Healthwatch Leicester and Leicestershire Board working party to look at how we want to see the Integrated Care System (ICS) for Leicester, Leicestershire and Rutland develop, and the role we would look to have within it and how the patient and carer voice will need to be put at its very heart. We continue to have membership of the ICS Partnership Board and all the Health and Wellbeing Boards.

I am a member of the system Design Groups for All-Age Mental Health and Primary and Community care integration as a patient and carer representative on behalf of Healthwatch and Co-Chair the group with the Director of Mental Health at LPTs. The All-Age Mental Health Design Group recently had an away day for the whole of the Mental Health system. We looked at how we can better deliver our programme of work, including how we do more co production, manage transformation and prepare for becoming a full ICS. One product of our away day will be to develop a systems outcome strategy for Mental Health. The Design Group has also been coordinating the considerable work required to manage the investment of over £18 million into mental health services.

I have recently been appointed as an Expert Advisor on Adult Mental Health to NHS England and have been invited to sit on the working group looking at access targets and there is currently a national NHS consultation about the new targets which are ambitious, but from a patient and carer perspective most welcome as they will help to give mental health parity of esteem with physical health.

Appendix 1 – Healthwatch Report Easy Read