



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

In November the Council will have been in existence for one year. At the last Board meeting, I updated Board to say that we are engaging with an external reviewer to look at how the Council is operating and what the Council can better do to meet its original aims and objectives.

I am also pleased to report that we have had over five applications in for people wanting to join the Council who will be interviewing shortly.

We are planning to use the joint development session with Trust Board in November to talk about our priorities and what the Board and Council would like to get from them. I would also want us to consider the role of the Council in the implementation phase of Step Up to Great for Mental Health and what we can do to strengthen the role of the Council in the co-production of strategies, plans and service developments across LPT.

The Council has also commented on the Step Up to Great strategy refresh. We want to see a greater focus on LPT tackling health inequality and for the patient part of the brick to better reflect the amazing work that has gone into transforming LPT's approach to patient and carer involvement.

We were also of the view that moving forward that we would want to see plan refreshes like these done in a co-produced way with patients and carers helping to develop the Trust's priorities. We therefore welcome the commitment made by LPT's Head of Strategy to involve the Council

in the development of the delivery plans that will sit beneath the Step Up To Great Strategy.

We are in the process of improving the ways in which members of the public can contact the Council, with members of the public able to call us. There will be a leaflet distributed across LPT's estate explaining the role of the Council and we plan to do a presentation on the introduction to involvement course and plan to create a video for the induction for new LPT staff.

Two members of the Council's leadership team and I are working with Alison Kirk to help develop the Trust's approach to the creation of lived experience roles and looking at the possibility of a Patient Director who has lived experience as recommended by NICE in its guidance on shared decision making.

[Healthwatch Leicester and Leicestershire](#)

The Healthwatch staff lead for mental health (one of our community engagement officers) is leaving Healthwatch and a new one will be appointed shortly. We have recently recruited two new members to our Board, one of whom will be leading on learning disability. We will link her up to learning disability leads at LPT. The Healthwatch contract comes to an end in March 2022, but there is the possibility of it being extended by a further year.

We are about to restart our enter and view programme, using the statutory powers that we have. The focus initially will be on GP surgeries and we are currently conducting a review on access to those GP services as most complaints are about this. We continue to receive comments from service users and carers about long waits in getting support from mental health services across all parts of the system. We are planning to do Enter and Views of LPT facilities next year.

I continue to Co-Chair the All-Age Mental Health Design Group with Fiona Myers, Acting Director of Mental Health and will continue to do so until we have agreed a new model for how Mental Health will be led within the Integrated Care System. There will be an engagement and involvement lead managed by LPT and reporting into the Design Group to ensure that we have a better understanding and insight to what patients and carers want from mental health services. We have recently created a performance sub-group and it will be their role to deep dive into areas of concern, escalating matters to the Design Group if it needs

system leadership involvement. The impact of massive demand on mental health services is having a significant effect on performance, with the IAPT provider, VITA receiving over 600 referrals a week and it still taking many years before someone starts personality disorder treatment.

I continue my national work as an Expert Advisor to NHS England on Adult Mental Health and will be part of the national group working on community mental health services and the group working on the financial value of personality disorder services as NHS England are looking to fund mental health services in a different way. I am also on the Community Mental Health services outcomes Task and Finish Group. I am pleased to report that Tasha Suratwala, a Council Vice-Chair has also been appointed as an Expert Advisor to NHS England on Adult Mental Health, and Al Richardson, Chair of the Council's Communication Sub Group has been elected as a Governor of Northamptonshire Healthcare NHS Foundation Trust.