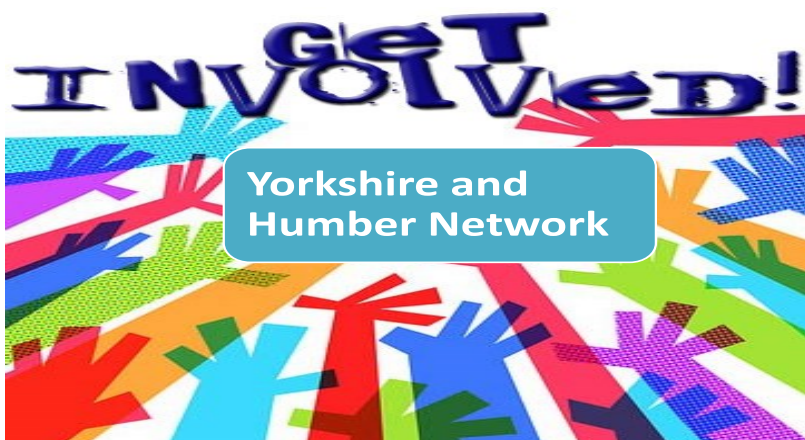


# YORKSHIRE AND HUMBER NEWSLETTER 3



***Thank you to everyone who contributed!***



At the last Yorkshire and Humber Network meeting on the 16th April, we had presentations from 2 services about their Involvement meetings. The meetings in these 2 services work really well and have good attendance, but they both work in very different ways. We thought it would be useful to have presentations from 2 services on the same topic so that we can have different ideas and share various best practice approaches.

We aim to do this at subsequent Yorkshire and Humber meetings on different topics. As always if anyone would like to present on a certain topic at any future meetings then we would be delighted to hear from you so do please let us know. This can be a really useful way to get feedback from other services, and for everyone to learn from each other.

The presentations this time were from staff and service users at Wathwood hospital and from Moorlands View. More information from these presentations can be found on pages 6&7, and 8&9.

We also did some group work looking at developing a role description and group description for the Yorkshire and Humber Network groups which can be found on pages 4&5.



**Yorkshire and Humber Network Agenda**

16<sup>th</sup> April 2015 10.30 – 13.00

1. Welcome and Introductions
2. **Presentation** from Moorlands View – Recovery and Outcomes Group
3. **Presentation** from Wathwood – Patients Forum
4. Service User Experience Questionnaire



5. **Group work** – Developing a role description and group description for CQUIN and Yorkshire and Humber Network Groups
6. Benchmarking Tool



7. **Round Robin** – update from you and Newsletter

Date of next meetings: 16<sup>th</sup> April, 30<sup>th</sup> July, 13<sup>th</sup> October

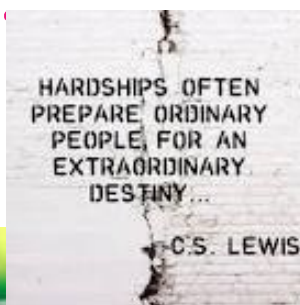
(All 10.30 – 13.00)

**Inside this Issue**

The last Yorkshire and Humber Network meeting	1
Where are we up to?	2
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Round Robin—service update	10 & 11
Poster for next meeting	12
Poster for Newsletter	13

## Where are we up to?

- We are continuing to attend each services Involvement meeting every quarter. This is really useful as it helps to give us an overview of all the work that is happening in services, and many common themes keep cropping up that are the same in each service. This helps us to be able to offer suggestions and advice in the meetings about how to resolve some issues and to put services in touch with each other.
- Another reason that it is useful to be able to attend these meetings is so that we can meet and talk to service users that cannot attend the regional meetings for various reasons, and to let everyone know about all the work that is taking place.
- The 3 CQUIN groups are continuing—every 2 months. These are:
  - Collaborative Risk Assessment
  - Supporting Carer Involvement
  - Smoking Cessation
- Each of these groups has now met once.
- We have also sent out posters to everyone to help advertise the groups on the wards. Anyone can join a group at any time throughout the year, you don't have to have been before and we can help bring you up to speed.
- The Yorkshire and Humber Network will also continue to meet once a quarter. We would love to see lots of people attending this meeting from all the services if possible. This is a meeting to share best practice and let everyone know what is happening within your service and the more people that attend the merrier!
- On pages 4&5 of this newsletter is some more information about what to expect and how to prepare yourself if you are going to attend one of these meetings.
- The Benchmarking tool is a product that started out in the Reviewing Involvement Structures project group, and is another piece of work that we will be focussing on over the coming year. Some services have asked us to come and support them with benchmarking certain areas which we have been doing in a workshops style group with staff and service users and then coming up with an action plan. If anyone else would like us to come and support them with the benchmarking tool then please let us know.



## Motivation and Inspiration corner

PLEASE SEND US QUOTES THAT INSPIRE YOU!



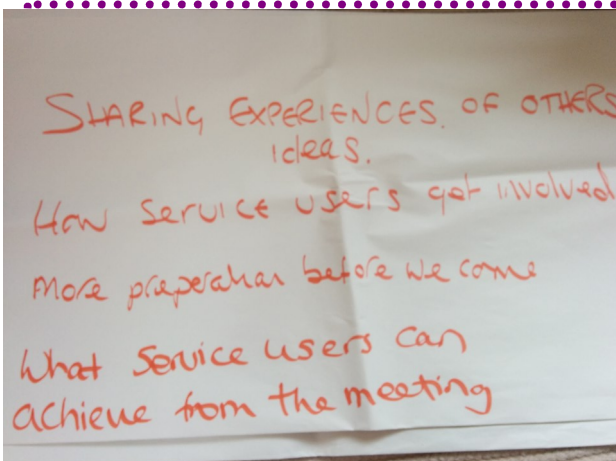
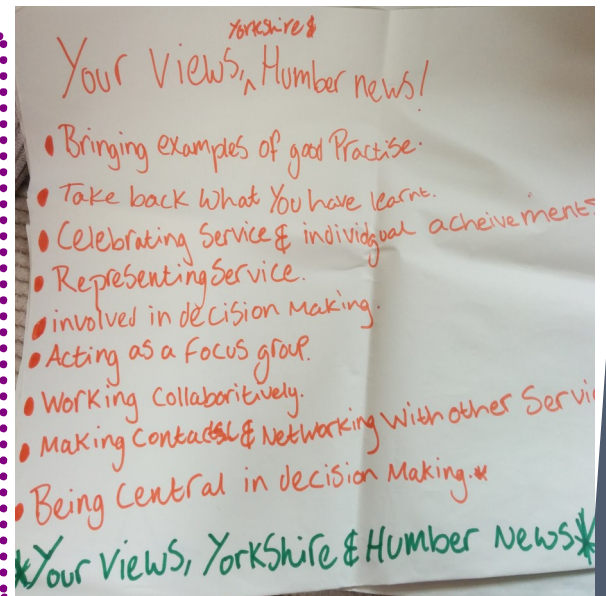
**ARTWORK FROM A SERVICE USER AT  
MOORLANDS VIEW**



# Role of someone attending the Yorkshire and Humber Network

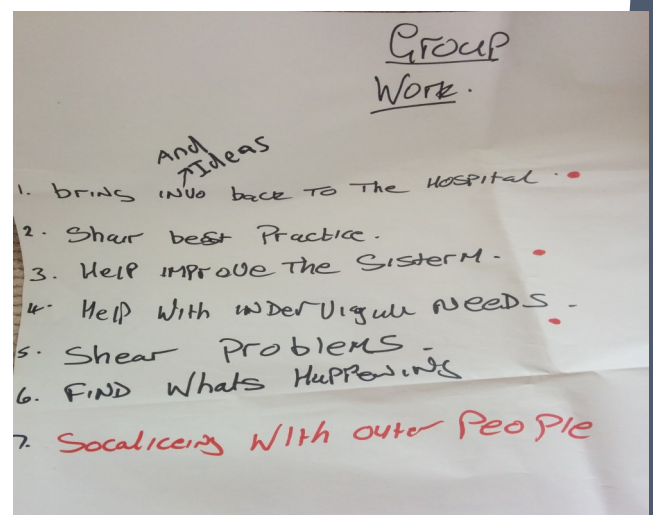
We thought it would be useful to look at what the role of someone attending the Yorkshire and Humber Network would be, so that if anyone is coming who has not attended before, so they can prepare themselves and know what to expect from the meeting. We did some group work to look at this in more detail and to ask everyone what they thought should be included. We can then add a short role description to the posters that we send out. We will also do this for each of the CQUIN groups.

- Your Views, Yorkshire and Humber News!
- Bringing examples of good practice
- Take back what you have learnt
- Celebrating service and individual achievements
- Representing the service
- Involved in decision making
- Acting as a focus group
- Working collaboratively
- Making contacts and networking with other services



- Sharing experiences of others ideas
- How service users get involved
- More preparation before we come
- What service users can achieve from the meeting

- Bring info and ideas back to the hospital
- Share best practice
- Help improve the system
- Help with individual needs
- Share problems
- Find out what's happening
- Socialising with other people



- Listen to good ideas and feedback to own hospital
- Meeting other agencies and find out what they do
- Representing our service and share what we do
- Reassurance "we are not alone" – others have same issues/concerns/experiences
- Giving own perspective
- Everybody listened to, not judged, equal voice – 'round table idea'

listen to good ideas + feedback to own hospital.

Meeting other agencies + find out what they do.

Representing our service + share what we do.

Reassurance 'we are not alone' - others have same issues/concerns/experiences

giving own perspective

everybody listened to, not judged equal voice - 'round table idea'

SHARING GOOD PRACTICE

To ATTEND THE MEETING AND PARTICIPATE

To LISTEN TO OTHERS

To VOICE CONCERNS

To SUPPORT + CHALLENGE NEW DEVELOPMENT

MOORLANDS VIEW

### Sharing Good Practice

- To attend the meeting and to participate
- To listen to others
- To voice concerns
- To support and challenge new development

- Our Roles
- Get views and opinions across
- Listen to other services and their ideas
- Good experience – meeting new people
- Socialising with others
- More independence/responsibility
- Build skills
- Build confidence
- Sense of involvement
- Team work
- Team building and work

Garrow house      OUR ROLES.

- \* Get views + opinion across.
- \* Listen to other services and there ideas.
- \* Good experience - meeting new people.
- \* Socialise with others.
- \* More independence/responsibility.
- \* Build skills.
- \* Build Confidence.
- \* Sense of involvement.
- \* team work
- \* team Building and work \*

## Wathwood Hospital presentation of their Patients Forum

We had a presentation from a service user and staff representative from Wathwood hospitals Patient Forum. They talked through a lot of different initiatives that have happened as a result of the Patients Forum and many of those can be found in the action plan that is continually updated. The meeting is open to all the service users at Wathwood and attendance is very good. The meeting is supported by key members of staff, however staff attendance is limited to those key members in order to allow as many service users as possible to attend. The meeting is chaired by service users and the agenda is led by what the service users want to discuss. Lunch is also provided at the meeting, and it is held once a month. Below you can see some guidelines that they developed for the chair of the meeting and a script that the chair can use as a prompt., as well as the rolling action plan which clearly shows how there is a clear process so that actions are followed up and fed back to the group where these can't immediately be agreed .

positive

Nottinghamshire Healthcare NHS Trust  
Positive about integrated healthcare

### Guidelines for Chair

1. Ensure everyone is introduced (familiar with people present stating their name and where they are from)
2. Ask for any apologies (people who could not attend meeting)
3. Look at last minutes asking if there are any matters of accuracy (ensuring everything written is correct)
4. Look at action points and see if these have been addressed (people have completed the task that was set)
5. Look to agenda and work through agenda (ask everyone if they have anything to discuss and make a note, alternatively use last action points if no agenda)
6. If applicable, Any Other Business (points not included on agenda) to be addressed before the close of the meeting.

### **Notes**

Ensure people have chance to speak, and ask everyone at the end if they have an issue.

1. Welcome everyone my name is ..... and I am your chair for today's meeting. Could I ask everyone to introduce themselves and state where they are from starting from my left.
2. Can I remind everyone to be respectful of people's views. For only one person to speak at a time during the meeting please so that people can be clearly heard.
3. Do we have any apologies from anyone unable to attend today's meeting?
4. Could we go through the minutes from the last meeting and check for any matters of accuracy.
5. We will now go through the action points from the last meeting.
6. Does anyone have any agenda items for today's meeting?
7. Does anyone have any other business for the agenda?
8. Could we have a volunteer chair for the next meeting?
9. Thank you everyone for attending and see you in two weeks' time.

The Resource, Duncan Macmillan House, Porchester Road, Nottingham NG3 6AA  
Chair: Dean Fathers, Chief Executive: Professor Mike Cooke CBE

Our Trust is  
**SMOKEFREE**

POSITIVE ABOUT  
HEALTHCARE

INNOVATION IN  
HEALTHCARE

ACCREDITED

### Patient Involvement from September 2013-October 2014 (Evidence from Patient Forum)

Date Matter Was Raised	Description	Action	Date it was Fed back	What was done
26 <sup>th</sup> September 2013	Query was raised about patients having their own email addresses.	Take to next risk Management Meeting	9 <sup>th</sup> January 2014	Consultants agreed to have trial period to have access to emails (on-going with certain patients)
7 <sup>th</sup> November 2013	Patients on low income could not afford cinema trips on group leave	Staff member took forward to look into	28 <sup>th</sup> November 2013	An application was sent to Rothercard (can get discounts to certain theatres).
28 <sup>th</sup> November 2013	To Purchase a PlayStation 4	Staff member to look into costing etc. and take to risk management	9 <sup>th</sup> January 2014	Risk management team agreed to purchase a PlayStation 4
12 <sup>th</sup> December 2013	Music workshops to be more frequent	Agreed in the meeting	12 <sup>th</sup> December 2013	Made the music workshop once a month of a 2 month trial period
9 <sup>th</sup> January 2014	KFC night was requested	Managers to look at events calendar	6 <sup>th</sup> February 2014	Agreed to hold a KFC night on 14 <sup>th</sup> February – Halal was also organised.
9 <sup>th</sup> January 2014	Requested that central activities could be used more at a weekend	Managers to look into	3 <sup>rd</sup> April 2014	Weekend Leisure Group occurred. Extra staff have been rostered for future Saturdays – weekly.
23 <sup>rd</sup> January 2014	It was stated that on occasion staff have been noted segregate cups into those for use for staff and those for use by patients.	Managers to take this to wards	6 <sup>th</sup> March 2014	All ward cups are now pooled, apart from the cups for visitors which are set aside. Patients can also have their own individual cup if they prefer.

Date Matter was Raised	Description	Action	Date it was Fed Back	What was Done
6 <sup>th</sup> February 2014	Requested that the Donkeys and Alpacas are brought closer to the hospital for patients who do not have Horticulture Leave	To discuss outside the meeting to take the Donkeys and Alpacas closer to Assessment Ward and Continuing Care	6 <sup>th</sup> March 2014	The animals were brought closer to the hospital for the patients without Horticulture to see – agreed to carry on weekly.
6 <sup>th</sup> March 2014	Was raised that Arnold Lodge is going to introduce night time confinement. Was explained that it is important for patients to voice their opinion about this via Patient Opinion		20 <sup>th</sup> March 2014	Reported that there have been 19 Patient Opinions posted on the web site expressing objections to night time confinement and Jane Danforth's response was read out. It was confirmed that there were no plans to introduce this at Wathwood
6 <sup>th</sup> March 2014	Issue was raised regarding drug testing on return from unescorted leave that it was felt unnecessary to be tested every day, that it was expensive to do this and contrary to rehabilitation	It was agreed to raise at next policies and procedures	20 <sup>th</sup> March 2014	It was reported that this has been discussed at the Policy and Procedures meeting and it was agreed that drug testing will be following discussion with the RC and in accordance to individual patient need.
3 <sup>rd</sup> April 2014	It was requested to have more staff to assist extra leaves.	Discussed in Meeting	3 <sup>rd</sup> April 2014	It was agreed for more staff to assist leaves as our hospital is at full capacity

Date Matter was Raised	Description	Action	Date it was Fed Back	What was Done
12 <sup>th</sup> June 2014	Suggestions for a themed lunch outside central activities. Previously there have been BBQ's and roast lunches available.	Bring back ideas to next meeting	26 <sup>th</sup> June 2014	It was agreed to hold a Mexican themed lunch. This was organised.
10 <sup>th</sup> July 2014	It was brought up that when patients receive a parcel, a form is sent to be filled in before they receive the package, this then can sometimes extend the time until patients receive the parcel. It was asked if patients could do a single consent so it saves time instead of having to fill the same form in every time.	It was agreed to be took the procedures	24 <sup>th</sup> July 2014	It was fed back that this matter has been dealt regarding parcels outside the meeting and the manager of security is in full support of this.
24 <sup>th</sup> July 2014	It was requested if patients could enter some creative writing etc. into the Koestler awards	It was discussed in the meeting	24 <sup>th</sup> July 2014	It was agreed for patients to speak to their OT's about this. Posters would also be put up to remind patients to enter if they wish to.
7 <sup>th</sup> August 2014	Voting for what some of the budget should be spent on	Agreed in the meeting	7 <sup>th</sup> August 2014	It was agreed to spend £150 on 3 PS4 games and up to £100 on headphones for the PS4

Date Matter was Raised	Description	Action	Date it was Fed Back	What was Done
21 <sup>st</sup> August 2014	It was requested if another KFC night could be arranged	Manager of hotel services will look into this	18 <sup>th</sup> September 2014	It was fed back that the KFC night is arranged for October
21 <sup>st</sup> August 2014	It was suggested if appointments with primary health could be made clearer as sometimes patients miss appointments they have forgotten about as they don't have an appointment card with the date and time written down.	Staff to speak to Primary Health	16 <sup>th</sup> September 2014	The manager of Primary Health was told and is now aware of this.
21 <sup>st</sup> August 2014	It was suggested if there could be a chair available for the airlock in the Lodges as it can be uncomfortable for some patients to bend down and take their shoes off whilst being searched.	Staff to speak to The Lodges Ward Manager	4 <sup>th</sup> September 2014	The Lodges Ward Manager agreed to have a chair available for people who needed it.
4 <sup>th</sup> September 2014	It was suggested having a 'Wathwood's got Talent' held in the hospital	Patients will plan with staff outside the meeting	16 <sup>th</sup> October 2014	It was agreed that this would be taken to the community meetings to see whether there was any interest. Simon also suggested whether instead of having a judging panel if it would be more enjoyable for the Wathwood's Got Talent to be set up as an open mic event.

Date Matter was Raised	Description	Action	Date it was Fed Back	What was Done
15 <sup>th</sup> May 2014	Woody's shop will provide religious items e.g. religious foods, clothing and toiletries	It would be discussed outside the meeting what the shop will supply	26 <sup>th</sup> June 2014	Religious items were ordered and placed in the shop.
15 <sup>th</sup> May 2014	It was raised that patients on prison incomes of £20 per week patients may be able to receive free toiletries.	It would be looked into	29 <sup>th</sup> May 2014	It was confirmed that patients on a prison income could receive free toiletries and was advised how to receive these.
15 <sup>th</sup> May 2014	It was suggested if a patient could play the DJ decks more often at Thursday night leisure group	Will be looked into scheduling of the leisure group and report back in around 4 weeks.	24 <sup>th</sup> July 2014	An evaluation form was handed out to patients that attend Thursday night leisure group regarding whether they would like the DJ decks to be used every week. It was fed back that 18-20 patients are happy for the decks to be used.
12 <sup>th</sup> June 2014	It was suggested if there could be a live band play in the hospital	Patient to organise this	18 <sup>th</sup> September 2014	It was fed back that the band had been booked for November.
12 <sup>th</sup> June 2014	Requested for snacks and drinks to be provided for the world cup	It was discussed in the meeting	12 <sup>th</sup> June 2014	It was agreed for patients to ask their ward managers to supply snacks and drinks for some games for the world cup – it was also agreed that managers were happy for patients to stay up to watch the England matches if they were on late.

**Thanks Wathwood!**



Date Matter was Raised	Description	Action	Date it was Fed Back	What was Done
16 <sup>th</sup> October 2014	It was suggested if the hospital could have a film night for World Aids Day	Discussed in the meeting	16 <sup>th</sup> October 2014	It was agreed that this would be included in the evening.

# Moorlands View Recovery & Outcomes Group

## What we are about

It was great to hear from Moorlands View about their Recovery and Outcomes group. This group meets monthly and a service user rep attends from each ward.

Many of the reps attended and presented the following slides about their meeting.

This meeting works really well with some set agenda items, and clearly agreed role and responsibilities outlined for the reps.

# Moorlands View Recovery & Outcomes Group Aims

- Group meets monthly
- Meets service user needs
- Platform to voice opinions / transparency
- Support and advice
- Patient voices don't stop at community meetings
- Develops a recovery focussed service

## Moorlands View Recovery & Outcomes Group

### Who & what?

- \* Service user reps
- \* Chair
- \* Moorlands View service user involvement lead
- \* PALS Officer
- \* Yorkshire & Humber involvement leads

# Moorlands View Recovery & Outcomes Group Involvement Agreement

<b>Role 1:</b> To act as Ward Service User Representative. Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Aim:</b> To develop Moorlands View services in line with contract and CQUIN standards, Key Performance Indicators and National Directives.
<b>Commitment:</b> <ul style="list-style-type: none"> <li>• Go to Monthly Recovery and Outcomes meetings.</li> <li>• Go to Weekly Community meetings.</li> </ul>
<b>Location:</b> Moorlands View and Lynfield Mount Hospital (various meeting rooms etc...).
<b>Role:</b> <ul style="list-style-type: none"> <li>• To follow the agenda speaking about your views and ideas, based on your experience.</li> <li>• To share with the group the views and ideas of the service users on your ward.</li> <li>• To go back to the ward and share information from the recovery and outcomes group with service users in community meetings etc...</li> <li>• Help with staff and service user surveys &amp; audits</li> </ul>
<b>Responsibility:</b> <ul style="list-style-type: none"> <li>• To fulfill your role as described</li> <li>• To do activities if you have agreed to them.</li> <li>• To let the Staff Service User Involvement Lead know if you know you are unable to attend a meeting.</li> <li>• To speak with staff if you have any issues or concerns with fulfilling your roles.</li> <li>• To speak with staff if there is anything you don't understand or need help with.</li> <li>• To keep a record of time spent for payment purposes.</li> </ul>
<b>Training or Support Needs:</b> <ul style="list-style-type: none"> <li>• Training and support is provided on the job and in consultation with the service users therapist to meet individual needs.</li> </ul>
<b>Agreed Role Review Date:</b>



# Moorlands View Recovery & Outcomes Group Agenda

## Moorlands View Service User Involvement/Recovery & Outcomes Group Minutes

Date of meeting Present Apologies		
	Discussion	Action agreed & timescale
Previous Minutes		Supporting evidence
Hand Gel Audit Update		Meeting minutes
Dining Experience PMHW		Audit results.
Ward Environments		
Equality Diversity and Human Rights		
KPI/CQUIN/ Commissioning		
Service user involvement group / recruitment / work roles		
Shared pathway & Outcomes framework		
Any Other Business		

Next Meeting: 13:00 – 14:30 MV Meeting Room

## Moorlands View Recovery & Outcomes Group Strengths

- \* Gives positive message about mental health.
- \* No difference between staff and service users
- \* Personal development, gaining roles and skills
- \* Having a voice

## Moorlands View Recovery & Outcomes Group Challenges

- \* Unrealistic expectations
- \* Not taking too much on
- \* Budgets

**Thanks Moorlands View!**



Moorlands View Recovery & Outcomes Group  
‘Any questions?’

# Y & H Network Round Robin

A new feature of the Yorkshire and Humber Network meetings is the Round Robin. Towards the end of the meeting everyone gets their lunch and then we go round and get a quick update from all the services about the things they have been up to since the last meeting. This is a good way to share information, best practice, to shout about the things that you are proud of and to ask for any information or support with anything you are working on. Also a great way for everyone to get ideas and suggestions for future presentations too! We thought it would be great to put all this information in this newsletter, to share all the great work that is happening in Yorkshire and Humber.

## Alpha Sheffield

Attended service user awards  
Held Easter event and raised £90  
Planning events for Mental Health Awareness week  
We are planning to attend the National Forensic Conference in Manchester  
We are participating in Race for Life  
Had our monthly trip last week went to Twycross Zoo  
Participated in a staff and patient bake off  
Patients won 1<sup>st</sup> and 2<sup>nd</sup> Prizes  
Just delivered our first Collaborative Risk Assessment training to staff and patients. It has now been handed to staff to start delivering wider  
Entries for the Koestler award have been submitted  
Holding a stall in community social event to help reduce stigma and build awareness around mental

## Amber Lodge

## Bradley Woodlands

Risk assessment  
My shared pathway re-launch  
Continued work on MDT agenda  
Caribbean disco  
Thornton's egg writing  
Sensory room re-modelled  
News and media group  
Flamingo Land trip  
Food safety training / qualification

## Bretton Centre

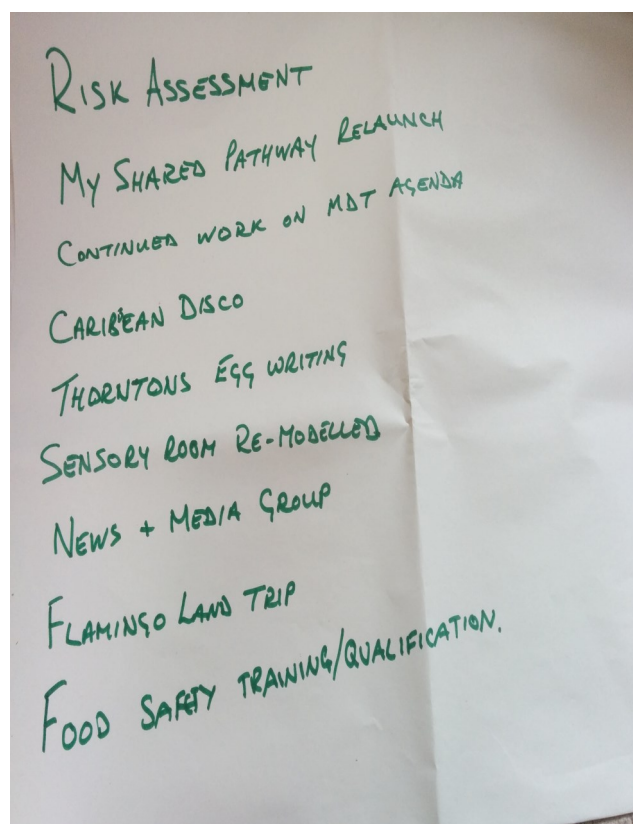
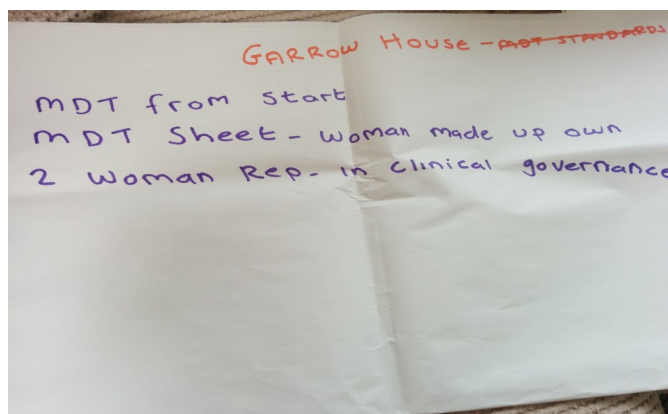
## Cygnets

## Cheswold Park

## Garrow House

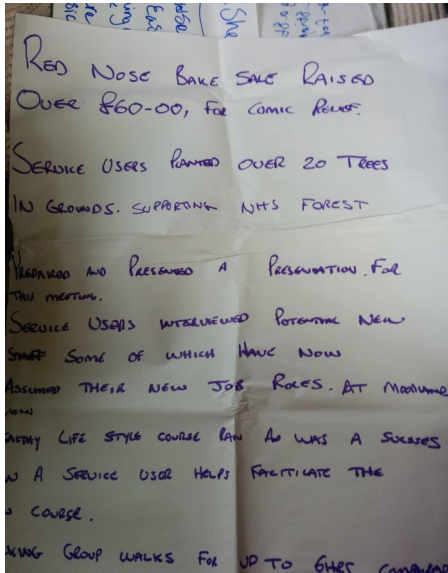
MDT from the start!!!!  
MDT sheet - women made up their own  
2 women reps in clinical governance

## Forest Lodge



## Clifton House

## Humber Centre



## Moorlands View

Red nose bake sale raised over £60 for Comic Relief

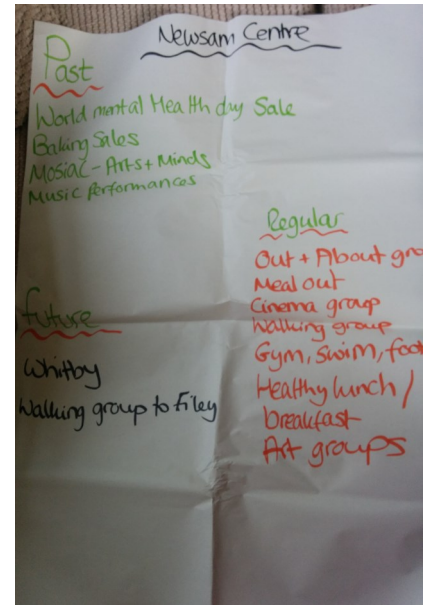
Service users planted over 20 trees in grounds to support the NHS forest

Prepared and presented a presentation for this meeting

Service users interviewed a potential new staff some of which have now assumed their new job roles

Healthy lifestyle course ran and was a success, now a service user helps to facilitate the course

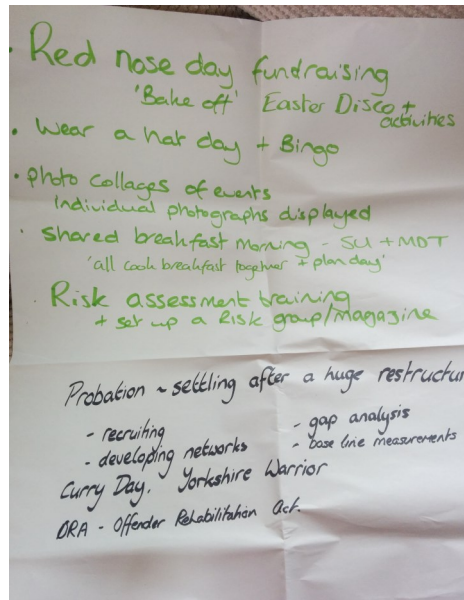
Walking group walks for up to 6 hours compared to 4 hours



## Newhaven

### Waterloo Manor

- Red Nose day fundraising
- 'Bake off', Easter Disco and activities
- Wear a Hat Day
- Bingo
- Photo collages of events - individual photographs displayed
- Shared breakfast morning - service user and MDT - all cook breakfast together and plan the day
- Risk Assessment training + set up a risk group and magazine



### Newsam Centre

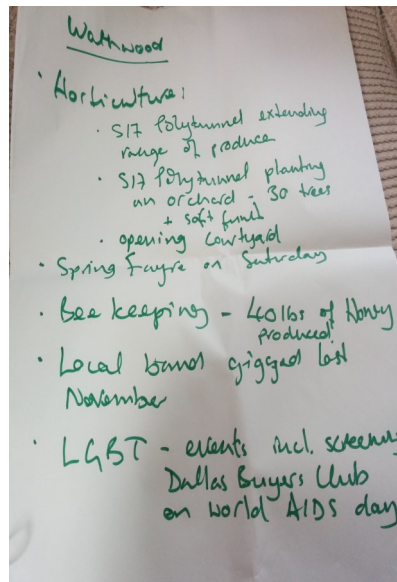
- Past
- World Mental health day sale
- Baking sales
- Mosaic - Arts and Minds
- Music performances
- Regular
- Out and About Group
- Meal out
- Cinema group
- Walking group
- Gym, swimming, football
- Healthy lunch/Breakfast
- Art groups
- Future
- Whitby
- Walking group to Filey

## Stockton Hall

## Newton Lodge

### Wathwood

- Horticulture
- Section 17 Poly tunnel extending range of produce
- S17 Poly tunnel planting an orchard - 30 trees and soft fruit
- Opening courtyard
- Spring Fayre on Saturday
- Bee keeping - 40 lb of honey produced
- Local band came and did a gig last November
- LGBT - events include screening Dallas Buyers Club on world Aids Day



### Probation

- We had 2 people visiting from probation
- Settling after a huge restructure
- Recruiting
- Developing networks
- Gap analysis
- Baseline measurements
- Curry day
- Yorkshire Warrior
- ORA - Offender Rehabilitation Act

A complex network diagram with numerous nodes of various colors (red, blue, green, purple, orange) connected by thin lines, forming a dense web. The nodes are arranged in a roughly circular pattern, with some lines extending outwards.

# YORKSHIRE AND HUMBER NETWORK

Thursday 30<sup>th</sup> July

Tuesday 13<sup>th</sup> October

Sandal Rugby Club Wakefield

10.30 – 1

Lunch and refreshments provided



# Yorkshire and Humber Newsletter

*We need you!*

**Do you like....**

**Writing articles?**

**Poetry?**

**Creative Writing?**

**Artwork?**

Please note we will say in the newsletter who sent it in, (first name and service) so if you would rather it was put in anonymously then please let us know.



We would love to hear from you!

We are Holly and Jo, we work as Involvement Leads across all the secure services in Yorkshire and Humber and we want to produce a newsletter so that everyone can share these things with each other.

It will be a great way to find out about what is happening in other hospitals, as well as sharing your work with others.

You can ask a member of staff to send things to us, or you can send them direct if you have access to email on

[holly.alix@nhs.net](mailto:holly.alix@nhs.net)