

Involvement Network Meeting

Hi there! This edition of the Newsletter focussed around the 2023 Roadshow that we did earlier in the year where we visited all 16 services that make up the Network. We also had a big focus as always on your Round Robin's that are always a highlight, and it was so nice to see every service who attended have both service users and staff stand up and present to what was a very packed room of over 90 people on a very hot day! The now much larger Network team all presented a "Getting to know me" slide to introduce ourselves. We also showed the Welly Fest film that was nominated for the NSUA this year, and did some group work about these meetings going forward to make sure they stay relevant and useful to you all!



		Yorkshire & Humber Network Agenda	<ol style="list-style-type: none"> 1 2 3 4 5
Thursday 7th September 2003 11-3 		Welcome & Introductions	
		Team Building	
Sandal RUF— Face to face meeting! 		Involvement Network Update	
		Getting to know me— Network Team!	
Lunch and refreshments provided 		Round Robin Over to you...	
		Roadshow—re-cap Group work on priorities Logo ideas	
		Welly Fest and Task films!	
		Feedback	

- Stockton Hall
- Newsam Centre
- Wathwood Hospital
- SWYFT Low Secure
- Amber Lodge
- Moorlands View
- Cheswold Park
- Clifton House
- Roseberry Park
- Humber Centre
- Newton Lodge
- West Yorkshire PC





5 items in a bag... make your story up...
You came up with some really creative stuff...

Tim Henman was a tennis player. He always used to wear his sweat band. He used to travel all over the world on fancy planes where he'd read books. He used to love fancy things and nice jewellery, until his career went sideways now, he's a painter and decorator.



Once upon a time... There was a sponge. He was listening intently through his headphones about the antics of the ball and the cup. They were trying to calculate the odds of the ball landing in the cup again when the sponge absorbed the feeling of the entire event.

We went camping, bought some marshmallows and roasted them on the campfire. Because it was a sunny day, I wore my sunglasses and I decided to dress as a princess, I brushed my teeth afterwards and fancied dressing as a princess, so I put a tiara on and watered my plant to finish off the day.

I decided to have a self-care day. I started by taking off my nail polish using nail polish remover pads and then used some hand cream. I chose to follow my dreams by cooking and then relaxed by playing cards.

It was a sunny day, so I put some suntan lotion on. I went to the zoo to feed the tiger an avocado and then we played bat and ball with a brush.



Bruce was a very fancy moose. He and his cat lived in a nice hoose. He got his spoon. He could see from the moon. And his tea he would draw through his fine silver straw.

In my car driving home with my ice cream cone. Listening to Frank Zappa on my mobile phone. Thinking what colour to decorate my home. Will probably cost some dough.



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Yorkshire and Humber Involvement Network—Getting to know me slides!

Charlotte Byrne

Working with...
 West Yorkshire Provider Collaborative
 NHSE
 Moorlands View
 Cygnet Bierley
 Newton Lodge
 Bretton & Newhaven
 Waterloo Manor



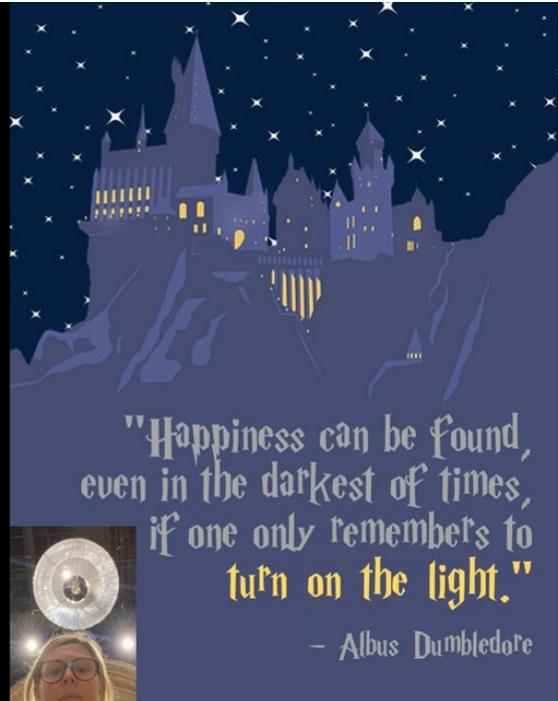
Line managerial responsibility for: WY Carer Experience and Engagement Coordinator and WY Involvement and Engagement Coordinator

2023 Task oversight: SeQuIn Tool, Big Event Planning, WY Experience Measure, WY Technology Workshop

Background: 10 years low secure female service (Waterloo Manor) Joined YHIN Team in January 2020

Speciality Interests: Quality Improvement and Advancing Equality

Other interests: Reading, Harry Potter, Christmas!



Holly Cade

- **Leading on Humber North Yorkshire Provider Collaborative including:**
 - **Adult secure, CAMHS, Adult Eating Disorder**
 - **Responsible for Adult Secure services:**
 - **Humber Centre, Clifton House, Stockton Hall**
- **Line managerial responsibility for:**
 - **Scott (Involvement and Engagement Coordinator for HNY Adult secure)**
 - **Dom (Involvement and Engagement Coordinator for HNY CAMHS/AED)**
- **2023 Task oversight: Roadshows, Website, Recruitment, New service lines**
- **Background: Nearly 10 years in this role!**
 - **Previously Involvement Lead at Garrow House**
 - **Project Manager at York Mind**
 - **Training – MSc Early Childhood Studies, PGDip in Psychotherapy, CMI Level 7 Professional Consulting, Myers Briggs Practitioner (MBTI)**
- **Work Interests: Training & Development, Facilitation, Service Improvement**
- **Other interests: Fitness, Cooking, Diving, Dog walks, Going on bear hunts!**



Jo Harris

Somewhere inside of all of us is the power to change the world.

Roald Dahl



THE MAGIC WORDS FOR LEARNING



"I DON'T KNOW" ...YET

- My work days in this role are: **Mondays, Tuesdays and Fridays**
- The services I work with are **Newsam Centre** and all the South Yorkshire services (**Wathwood, Forest Lodge, Cygnet Sheffield, Cheswold Park and Amber Lodge**)
- **Other bits I do:** Project work, Coaching & Mentoring, Motivational Maps, and making external connections to share learning and other developments
- **Things that are important to me:** Lived experience leadership, wellbeing, motivation & organisational development / systems thinking – and personal interests are anything that make me smile like rainbows, things that sparkle or are magical ✨
- **Past experience:** Worked in Lived Experience and Involvement roles in adult secure services and commissioning for nearly 25 years now, as well as being a mental health nurse before that. I have trained in Professional Consultancy, Consulting to Teams and Organisations, Managing in Health and Social Care Organisations, leadership, different service improvement techniques, Motivational Maps, Wellbeing Coaching & laughter yoga
- I also work **2 days a week** in CPaQT in HNY Provider Collaborative as the **Head of Lived Experience and Involvement** working in a strategic role across Adult secure, CYP and Adult Eating Disorder services - working across the ICB and nationally.

Julianne Sidebottom

Role: Carer Experience and Engagement Coordinator

Work Days: Monday-Friday (flexible)

Responsibilities: West Yorkshire Services- specifically working with family, friends and carers to improve involvement and engagement across the patch.

Background: 5 years experience in a female low secure service (latest role as Involvement Lead). Joined current post with Involvement Network in March 2023.

Speciality Interests: Ensuring carers aren't forgotten! Driving quality through the carer voice. Training and development. Event planning. Meeting new people!

Other Interests: Dogs, Music, Swimming, Travel and Adventuring, Nature, Fast Cars and all things Glam!



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Sian Whiteside
 Role: Senior Administrative Assistant/Project Support



- Workdays: Usually Tuesday and Wednesday full days but with flexibility and currently sometimes doing some hours on other days
- Background: Initially completed a degree in law but have worked in various roles since then. My roles so far have included... Service Development Manager at York Mind, Befriending Coordinator at York Mind, Support Worker for people with learning difficulties and a Support Worker in a sheltered scheme for the over 55's, my most recent role was as a HR Administrator, and I joined the Involvement Network in April 2023, so proud to be a part of it
- Responsibilities: Distribution lists, newsletters, collating and sending out information, taking meeting minutes, helping with the website and specific project support and other admin as required
- Other interests: Walking/hiking, running, yoga, cooking, baking (see top right picture), acrylic painting (paintings featured here are my own), meditation, reading, being outside generally and I love animals especially dogs!



DOMINIC WELBURN

- Role: HNY Involvement and Engagement Coordinator for CAMHS/AED
- Education: BSc Sport & Exercise Science, MSc Psychology.
- Previous role: Tigers Trust (8 years)
- Speciality Interests: Personality & Motivation
- Hobbies: Table tennis, Football, Gym, Gaming and Learning



Richard Mason (Rick)

Involvement and Engagement Co-Ordinator (West Yorkshire:Adult Secure)

Working Hours: 08:30 – 16:30, Monday to Friday (flexible)

6 years experience in low and medium secure forensic services, including 3 and a half years as Recovery College and Involvement Lead.

Background in training, development, coaching and performance improvement in the financial services sector, and later in the telecoms industry.

Interests: Walking, cycling, reading, cooking, getting out in nature, listening to music

Gryffindor, and generally a bit of a nerd!

Professional Interests: Promoting Equality and Empowerment



"It is often the small steps, not the giant leaps, that bring about the most lasting change."



Scott Atkinson
Involvement & Engagement Coordinator

YOU CAN'T CROSS THE SEA MERELY BY STANDING AND STARING AT THE WATER.
RABINDRANATH TAGORE

MONDAY – FRIDAY
8:30 – 6:00
WORK NUMBER
07813 543193

I ENJOY BEING CREATIVE EVEN WHEN IT DOESN'T SEEM TO GO ANYWHERE

I ENJOY PHOTOGRAPHY

AS WELL AS MUSIC, FILM BOARD GAMES AND RUNNING

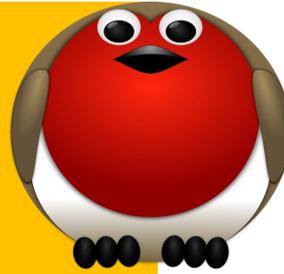
I LOVE SPENDING TIME WITH PEOPLE.

I ALSO ENJOY SPENDING TIME ON MY OWN

RESPONSIBLE FOR HUMBER NORTH YORKSHIRE
THE HUMBER CENTRE
CLIFTON HOUSE
STOCKTON HALL



Over to you... Round Robins!!



Stockton Hall



In July we had a group wellness walk around Castle Howard

Our female patients had a festival to celebrate moving to a new ward-games, music, BBQ food and bubbles!!



A number of patients have achieved and are completing AQA modules in different subjects including vocational, fitness and carpentry based



Patients ran a charity shop of clothes & books donated by patients and staff to raise money for the Rob Burrows MND charity- we raised £100!



We had our yearly hospital wide BBQ including face painting, tombola, silent disco and icecreams!



Stockton Hall



Charity car washing has been going on regularly over Summer, raising £66 for national Autistic society

Patient's Recycling project, Christmas fair and animation project have got through to the National Service User Awards and so we have been busy making films for these



Pride Coffee morning held, raising awareness and funds for 'Mind Out'



Patients have been making hedgehog houses to donate to the local school as part of their wildlife project



We have had a coffee and games morning-drinks served and board games to get everyone together!



Patients ran a plant sale to staff and other patients to raise money to put back into their horticulture department

We got new pet fish and had a competition to name them!





Roots & Culture Group

A&T have started a 'Roots & Culture' group, an opportunity for people to celebrate and share things from their culture that are important to them.

Within the group, service users work with staff to plan and facilitate a themed social event.

Our first group focused on **Sierra Leone** with participants sharing jollof rice, music and dancing and even learnt some of the language.

This is now being rolled out across the other wards!

NEWSAM CENTRE

Involvement and Recruitment

In the past 2 months service users have participated in the recruitment process. Service users have made up a **patient panel for staff interviews** and have been paid for their time.

We have also just completed interviews to recruit service users from each ward into a **'ward representative'** role for involvement meetings– this will be rotated every 3 months!



Cycling Group

The women's ward have just finished 'Cycle for Health', an 8week community programme.

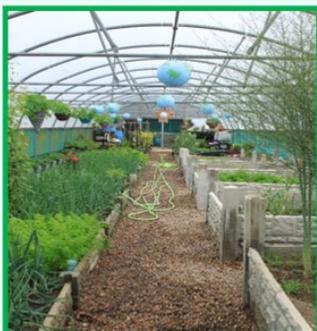
Congratulations to those who have learnt to ride a bike for the first time!

Wathwood Hospital

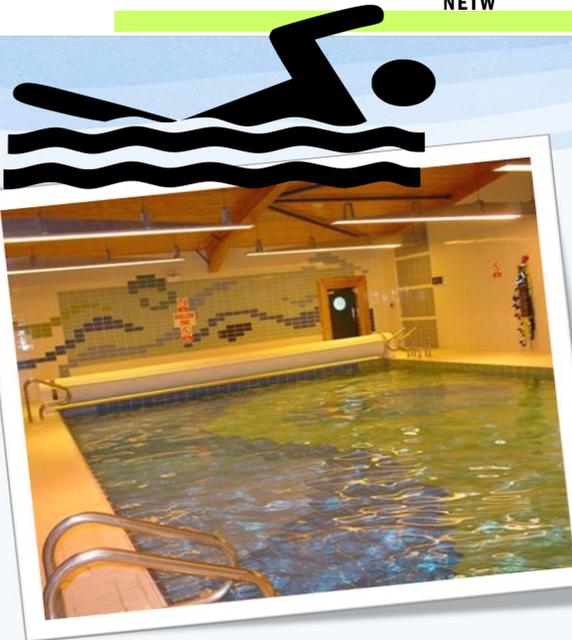
Nottinghamshire Healthcare Trust
Medium secure unit
Rotherham



Horticulture & Farmshop



Patients have been busy with the upkeep of the Polytunnels in horticulture which looks amazing



Newly introduced swimming lessons



Two patients from Rehab, who gained a swimming certificate. We asked them about their lessons:

Patient 1

Whose idea was it for you to have lessons?
 It was sports staff's idea but I already wanted to learn before lessons were introduced.
 How confident do you feel swimming now?
 Much more confident.
 What would you say to anyone else wanting to learn to swim?
 Go for it!
 Are you carrying on with swimming now you have your certificate?
 Yes, it's fun.

Patient 2

Whose idea was it for you to have lessons?
 My own. I could already swim a bit but I decided to improve my skills.
 How confident do you feel swimming now?
 A lot more confident.
 What would you say to anyone else wanting to learn to swim?
 Just do it. It's a good life skill.
 Are you carrying on with swimming now you have your certificate?
 I'm going to try but it clashes with some other activities I do.

Birds of prey visit to Wathwood



Volunteer Dogs

Buddy & Bella

Two dog volunteers will be shortly starting with us. Buddy is a Jack Russell x Yorkshire Terrier. Bella is a Golden Retriever.

Pets can be really important in peoples lives and the patients are excited to meet them. We will be running regular sessions for patients to interact with the dogs.

We look forward to welcoming the dogs and their owners to come in and spread some joy!



Peer Support Workers

Hannah and Steve have now joined the team as peer support workers. They are Wathwood's first peer support workers!

What to work on

We recently have had outdoor gym equipment installed, but can't use this until the rubber matting has been installed on 11th September ...

We have been trying to get a band in, however haven't had much luck so far. If anyone knows a band – let us know!

SWYPFT LOW SECURE
Round Robin



- Service user Involvement forum for Bretton Centre and Newhaven.
- Name and logo generated by service user representative from all 4 wards.
- 3 meetings to date and going well!!!



- Asian sweets
- Music
- Dancing!





Newhaven's winning entry!



- Pride BBQ at Newhaven!
- Food and drinks
- Games
- Fundraising stalls for LGBTQ+
- Raised £163.00



Not forgetting....

- Caring Gardens
- Football Events
- Creative Minds
- Involvement in NSUA's



Amber Lodge

Summer BBQ carers event
 We enjoyed our summer BBQ event with friends and families. This day was a great success and fun was had by all.

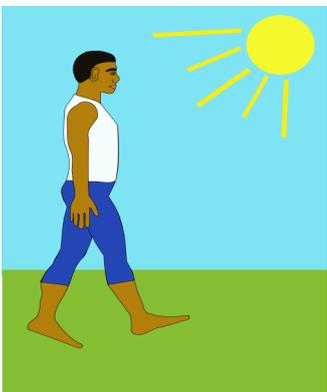


Patient lead roles. Gym REP
 We have a new patient Gym rep who helps out fellow patients in Gym session and with motivating others. He also helps with cleaning in the gym.

Football at GOALS with DICE.
 We have started attending the DICE football sessions once a month. This has been thoroughly enjoyed by all that have participated.



IPC Video
 We have been involved in an IPC video for the entire trust. Our patients have written their opinions on IPC and its importance and their words have been included in the video.



Amber Lodge

Our Amber Games
 We have recently held our Amber games. These have been well received and achieved fantastic engagement.



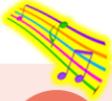
NHS 75 years celebration
 We raised money for saint Johns hospice, by holding an afternoon tea party.

Walking group is going further a field
 We are now planning and completing more challenging walks. We have completed Lady Bower, Damn Flask, Chatsworth Hunting Tower, Langsett reservoir and many more.



Sherwood forest festival
 We attended the Sherwood Forest festival which we enjoyed as well as enjoying a walk around the Forest

Moorlands View

 1	2	3	4	 5
<p>Leaves + IP</p> <ul style="list-style-type: none"> • Admissions- still testing for covid and completing smaller isolation periods. • We can now mix wards! • No more masks or glasses! 	<p>Improving environment</p> <ul style="list-style-type: none"> • As OT's we are still taking the lead with our sensory lead to assess and improve our environment. • The library space is now the 'make it your own space' this is now slowly being used with our service users. • All 3 wards have sensory suitcases. Which have equipment which can be supervised or given out to service users. 	<p>Involvement</p> <ul style="list-style-type: none"> • We now have 2 activity coordinator for our 3 wards. • Community meeting: Are still taking place across all 3 wards. • We've recently had a 'tell us about us' feedback form completed. 	<p>Connection</p> <ul style="list-style-type: none"> • We did have a pop café within the unit which was led by our 4 season café and OT team. • Current community activities: Tennis, Walking group, Badminton, Swimming, Football and Cycling. • Police students coming in to work with the guys to learn from one another 	<p>Improving experience</p> <ul style="list-style-type: none"> • Have established dietician in role with great impact on health and wellbeing • Music therapist has started up the jamming session for the whole of the Lynfield mount site. • We have launched tai chi sessions. For service users on a 1:1 basis. • Rabbit still going well and we have started to have our AAT Dog come into the office. • Education: Sharron trust providing resources.



MOORLANDS VIEW



Cheswold Park Hospital

Round Robin



Our Library has been Re-launched



Our Horticulture group has been busy this summer!



We have been shortlisted as finalist for the 'Innovation in Recovery Award' for our Restrictive Practice Training



We raised £80 for Switchboard LGBTQ+ at our PRIDE event in Chesbuck



Our Chief Executive Officer attended our Patient Engagement Council to discuss current relevant matters concerning the hospital





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Converge Headline at Cliftonbury



Delicious Courgette Cake Recipe from Nash...It's a slightly tweaked Nigella recipe so you know it'll be good!



Courgette Cake

with Lemon Curd &
Cream Cheese Icing

www.curlyscoking.co.uk

Some tips: from Nash... Use a slightly firmer lemon curd- a regular inexpensive one from Tesco's should do the job. If you choose a posh one that's too runny, the top layer of the cake will not hold as well.

Before mixing in the courgettes, the batter will look questionable. But once the courgettes are added, the moisture from the grated veg will transform it before your eyes!

COURGETTE CAKE WITH LEMON CURD & CREAM CHEESE ICING

A lovely light and zesty cake. This **Courgette Cake with Lemon Curd & Cream Cheese Icing** is the perfect cake to make to use up a glut of courgettes!



Ingredients

For the cake:

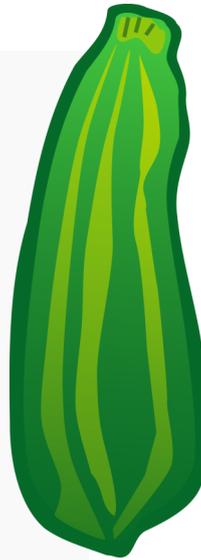
- 250 g courgettes (approx 2 courgette)
- 2 large eggs
- 125 ml vegetable oil
- 150 g caster sugar
- 225 g self-raising flour
- ½ tsp bicarbonate of soda
- ½ tsp baking powder

For the filling:

- 150 g Lemon curd

For the frosting:

- 200 g full fat cream cheese
- 100 g icing sugar
- 1 tbsp lime juice
- 25 g unsalted pistachios chopped



Nutrition Facts

Courgette Cake with Lemon Curd & Cream Cheese Icing

Amount Per Serving

Calories 355 Calories from Fat 126

	% Daily Value*
Fat 14g	22%
Saturated Fat 10g	63%
Cholesterol 31mg	10%
Sodium 104mg	5%
Potassium 127mg	4%
Carbohydrates 43g	14%
Fiber 1g	4%
Sugar 29g	32%
Protein 4g	8%
Vitamin A 92IU	2%
Vitamin C 4mg	5%
Calcium 22mg	2%
Iron 1mg	6%

* Percent Daily Values are based on a 2000 calorie diet.

Recipe Notes

Make sure you use a coarse grater as if it is too small the courgettes will become mushy.

Keep the cake covered in the fridge for 3-4 days.

Nutritional information is given as a guide only and may vary.

Instructions

1. Preheat then oven to 160°C (fan assisted, 180°C non fan). Grease and line two 8 inch round cake tins
2. Rinse the courgettes and then grate them using a coarse grater
3. Put eggs, oil and sugar into a bowl and mix until creamy
4. Add the flour, bicarbonate of soda and baking powder. Stir in the grated courgette
5. Divide the mixture into the two tins and bake for 25-30 minutes until golden and a cocktail stick comes out clean
6. Leave to cool for approx 30 minutes and then remove from the tins and allow to cool completely on a wire rack
7. Turn one of the cakes upside down on a plate and spread the lemon curd onto it
8. Beat the cream cheese and icing sugar together until completely combined and smooth
9. Once combined, add the lime juice. Pour the icing onto the cake and smooth to cover the cake
10. Scatter with the chopped pistachios



Top of the Crop



Flower Power



Animal Magic



Riverfields held themed Community Meetings:, e.g., Beetroot Month... Chickpea Month...



Community Eating

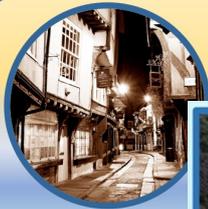
Bluebell sowed rich rewards for their 'proper' dinner plates.



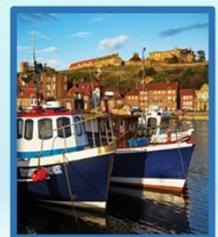
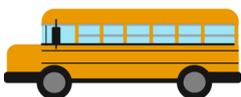
Westerdale satisfied early risers with a Weekend Breakfast.



Gallery



Out and About



Roseberry Park

Tees, Esk and Wear Valleys



NHS Foundation Trust

Fun Day “A Medieval Experience”

- For our fun day, we brought the olden days back to Ridgeway.
- We had a banquet, a Jester, Birds of prey, stalls and games.
- Staff and patients all enjoyed the community feel of the day



• Carers Week

- To celebrate Carer's week on one day we held an open day and invited carer's into see what wards and wider teams offer to the service users here!
- Feedback was overwhelmingly that people were impressed how many different activities and opportunities there are in our service and they are going to encourage their loved ones to get more involved.

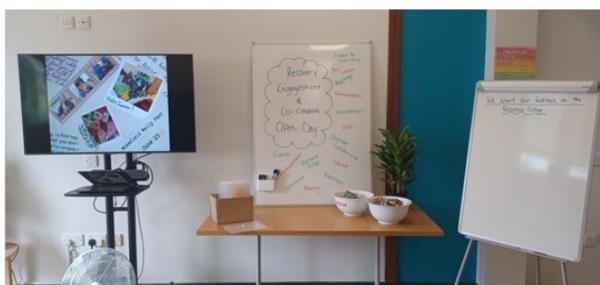
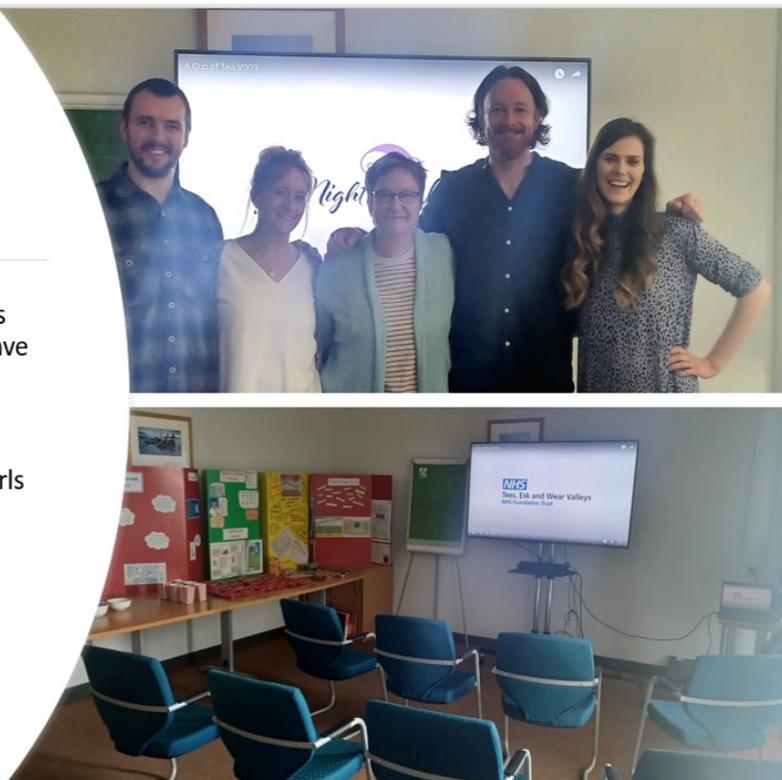


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Carer's Film

- At the end of carer's week it was felt this was a great time to premier the film we have been working on to showcase Carer's experience when a loved one comes into Secure Services.
- The group came up with the Name "Pearls in a Teacup" for the film and feedback was how powerful this story was.



Recovery College Enrolment Afternoon

- WE opened up the enrolment for next terms recovery college
- We continue to encourage people to join in and get involved.



Ridgeway 5 K

- We have started a weekly 5K walk or run
- Every Thursday at 2pm we have our 5K and encourage anyone and everyone to get involved
- We are also going to hold a recovery college course to talk about well being and benefits of being active





West Yorkshire Adult Secure Provider Collaborative

September 2023 Update
Presented by Joseph Sykes, Quality Lead, West Yorkshire
Commissioning Hub – j.sykes1@nhs.net



Adult Secure PC - Partners



Today's focus

1. Lead Case Manager Model – 12 months on
2. Commissioning Hub's refreshed ambition
3. Ideas we are working on
4. Adult Secure PC Workstream Updates



Lead Case Manager Model – 12 months on

The Lead Case Manager is responsible for coordinating all case management and quality activity within a service. They have either all or the majority of service users from the service, on their case load.

We implemented the Lead Case Manager model in August 2022 to try and:

- Increase the number of 6-8 week Case Manager reviews that were completed, with a focus on face-to-face reviews
- Make Case Managers more visible to service users
- Improve relationships between Case Managers and ward staff
- Strengthen quality oversight of services

Our evaluation to date has shown:

- A significant increase in the number of face-to-face contacts (July 2022 58% to July 2023 84%)
- Had some positive feedback from service users that their case managers are visible and engaging
- Ward staff have reported Case Managers are more visible – (this could be good or bad depending who you ask!)
- Services have described feeling very supported
- Case Managers have played a key role in monitoring and supporting services where quality concerns have been identified
- Local Integrated Care Boards have raised concerns that there has been a negative impact on relationships between them and Case Manaaqers



Commissioning Hub's refreshed ambition



Reflected on our overall engagement with the network over the last 18 months - room for improvement!



Want to work more closely with service users and the network



Testing the new Adult Secure PC and Involvement Network Partnership Group



Adult Secure PC Workstream Updates



- Women's pathway
- Community workstream



Service users spend a lot of time and energy sharing their feedback with professionals (Involvement Network, Case Managers, CQQ etc)



The PC and Hub have a responsibility to listen and act on feedback



We can't be confident we have acted on all of the feedback shared with us



We want service users and the network to hold us to account for acting on their feedback



We want to do better!



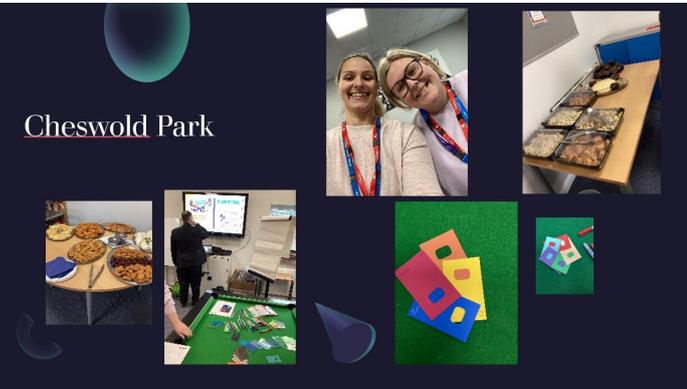
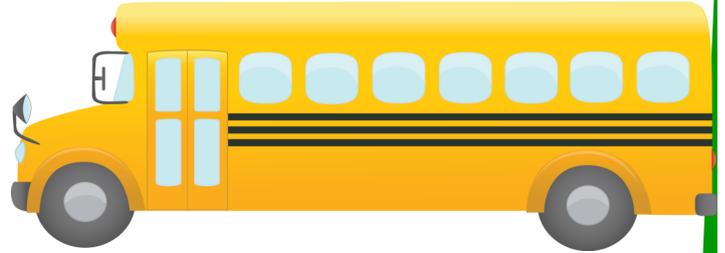
Going forward, we will share a copy of the log with you and invite you to ask questions, challenge us and suggest ways we can improve things



The Commissioning Hub, Involvement Network and the Adult Secure PC are working on two business cases:

- Improving service users access to technology business case
- Coproduction and Quality Improvement Annual Programme Business Case

The Hub is also supporting Waterloo Manor with a business case to support the implementation of the Patient Safety Incident Response Framework Business Case



Humber Centre

5 year plan – priorities

- Ground up as well as top down
- Being able to challenge in hospital – what is on offer?
- More workshops, feeling stagnant, meaningful activity
- Provider collaborative progressing things
- Changes happening – e-cigs, shop, dining experience, gym etc...
- Working together – change can happen
- Challenge has to start with the service users in hospital
- Time goes slowly – has an impact
- Challenge for involvement –make change happen
- Family and friends is so important
- Challenge in patients council
- Being accountable to service users
- Start with the basics
- Community focus
- More information available about how to get involved,
- Meaningful activity SeQuIn

Get To Know You BINGO

Sociable	Down to earth	Respectful	Caring	Enthusiastic
Sense of humour	Fun	Willingness	Creative	Honest
Thinks outside the box	Boundaried	energetic	A good listener	Funny
Manners	Non-judgemental	artistic	Community spirited	Mindful
Good footballer	Diversity	Culture	Versatile	Reliable

Bretton Centre and Newhaven

Bingo – what support do you want from the Network?

- To do active things instead of being sat around talking
- Listen to what we have to say – take time
- Build confidence
- Feels better when we learn and do more
- Sociable activities – getting together with others wanting similar things inspires people
- Communication – getting communication right is the key, understanding this is important
- More opportunities for service users and staff to tell their stories or share work that we are proud of, and share messages from work we have learnt from – so others can learn too
- Attending the low secure involvement meetings being set up again – having a regular presence and give live time information how other services are tackling similar problems
- Carers work – to map and share good practice
- To be part of something that we can achieve – individually and together



Newton Lodge

- 5 year plan – challenge!
- Through conversations
- Commissioners/PC Team visiting services at least once a year through Quality Reviews which have input from Involvement Team
- More peer support/lived experience roles (a different workforce)
- A focus on Technology- started at Newton Lodge
- Capturing everyone’s voice
- In service events for those without S17 leave



Moorlands View

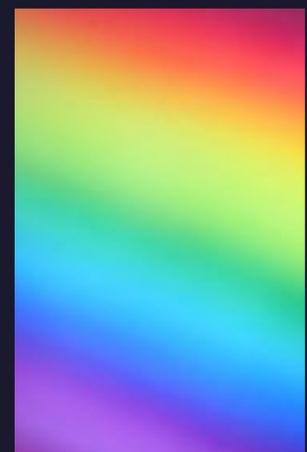
Logo ideas

Lots of words and phrases that sum up what we are trying to achieve as a Network

What represents that?

Images/shapes etc first and the colour can come next.

Can be busy if then the centre is simple - can also filter colours over to make it less busy.



#WELLYFEST 2023



What an amazing day!! Showing us all what Involvement is really about...And we were finalists in the hope and positivity category at the National Service User Awards for this event too!!





Workshop

What do we mean by the Network?

- What does it mean to you?
- Can you draw a picture/symbol of it?
- What one word describes it?

One Word to describe it...Picture or symbol...

TOGETHERNESS
IMPROVING EQUALITY
INCLUDED

Mind opening, shared growth, knowledge, information sharing, heaven, not being on your own, a sense of togetherness, being part of a group, supportive, collective voice, social network, victorious, link, collaboration, listening, feedback, taking ideas back to the hospital, interesting, support from different areas, positive quotes, thought of the day, communication, social skills, confidence, being heard as an equal, team building, sharing ideas, striving for excellence, making positive change, cohesion and inclusion, the network is the glue that holds us all together, progression, production, expectations, recovery, advice, communicating with other services, a lifeline, friendship, exploration, supporting each other, not alone, acknowledgement, second chances, creative solutions, team work, inspiring each other, socialising, sharing ideas, participation, learning, trust, accepting, understanding, community, motivation, caring, discovery, meaningful, improvement, motivating, banter, connections, coming together, service development and motivating!!!



INSPIRING
TEAMWORK



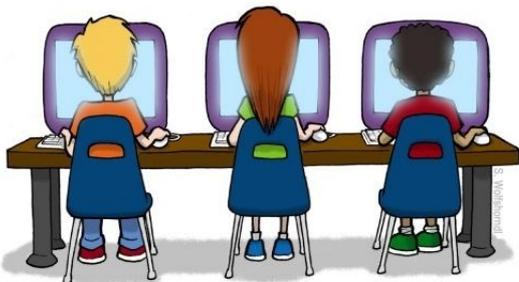


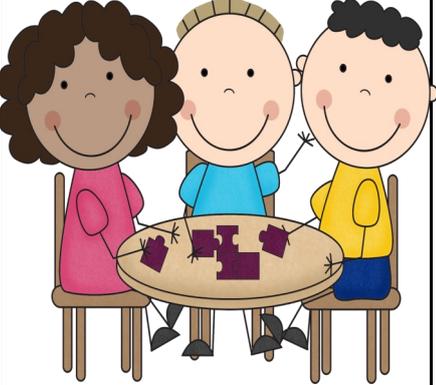
Workshop

	PROS	CONS
Virtual Meetings		
Face to Face Meetings		

- How can we make the Virtual meetings more fun and interactive?

	Pros	Cons
Virtual Meetings	<ul style="list-style-type: none"> • Able to attend whether you have transport or not, so more accessible, and higher attendance • Can make sure you have all the right people in the meeting • Accessible to more people • Convenient • Air conditioning • No additional resource required • Covid safe • Access to recordings afterwards • More focused and organised 	<ul style="list-style-type: none"> • Technology/Wi-Fi can fail • Difficult to concentrate • No socialising • No lovely M&S sandwiches • More difficult to connect • Less structure and flow • More distractions/harder to maintain focus • Workshops are more difficult • Impersonal • No ability to read body language • Not as relaxed or free flowing • Less productivity and engagement • Not everyone can get on Teams • Harder to communicate/socialise on Teams • Depends on the ward settled/unsettled • Can't see people • Large group looking at one computer



	Pros	Cons
<p data-bbox="140 353 405 465">Face to Face Meetings</p> 	<ul style="list-style-type: none"> • Individual conversations • Networking/Meet new people especially on breaks • Catching up with old friends • More relaxed • More cheerful • Better atmosphere • More fun and enjoyment • Food and drink • Enables managers to get involved more easily • Open discussions, friendlier and more laid back • Ability to have some banter • Gets you out/off the ward • Rewarding • Building relationships • Easier to follow the agenda • Can ask people about the discussed topics during the breaks • Nice to have lunch with new people 	<ul style="list-style-type: none"> • Lack of space, maybe need a bigger room • Not able to hear everyone • Lack of air/room too hot • Travel time and staffing • Less inclusive, not everyone has section 17 leave • Higher costs, travel etc. • Staffing required • Access to vehicles can be difficult • Not all services/patients can attend • Ward acuity can prevent • Leaves less staff on the ward



Workshop

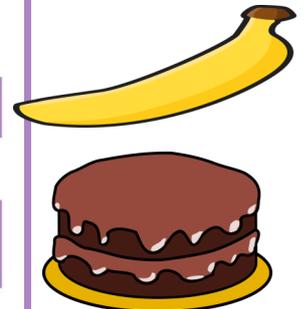
We asked and you voted numbers of votes in red and additional comments underneath

Help us Budget...

Room Hire	Food	Content	Capturing the Day
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Less often- more jam packed	More Frequent- less bells and whistles
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Co-delivered Training Sessions	Guest Speakers	Round Robin	Other?
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Room Hire 23	Food 15	Content 6	Capturing the Day 1
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Room Hire:

- Accessibility
- Would a bake off be possible?

Less or more:

Fairly even split, we suggested less would be quarterly or lower and more would be more than quarterly.

Food:

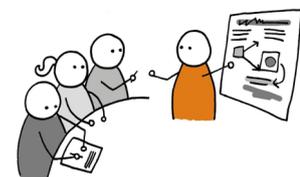
- Quality of the food, less processed food
- Perhaps some hot food options
- Variety of food, not just sandwiches
 - Maybe a BBQ
 - Was discussed that we'd normally provide fruit but that it was too hot

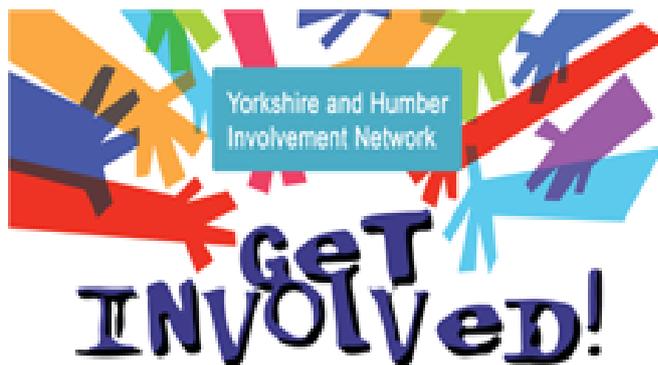
Less often- more jam packed 16	More Frequent- less bells and whistles 12
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Co-delivered Training Sessions 5	Guest Speakers 28	Round Robin 23	Other? Entertainment Each service leading a meeting Specific Training
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Other:

- Maybe having some entertainment during the meetings
- Perhaps each service leading a meeting
- It was also suggested that we might do some specific training during the meetings





Feedback Form September 2023




What has gone well today and why?

- Good communication and nice to talk generally
- Friendly community and nice to talk to other staff and patients
- Good flow to the day
- Good presentations
- The opportunity to share ideas and the Round Robins are very inspiring, excellent ideas from other services
- The food was nice
- Nice to listen to people from different hospitals and their ideas
- Great atmosphere and attendance
- Consolidating the already cohesive network, really enjoyed the day
- Good attendance levels, chance to meet new people
- Well organised
- Everything went well
- Everyone given a chance to speak
- A friendly event
- It was well delivered
- Good discussions
- Good weather!



What could have gone better and why?

- There could have been air conditioning or even some fans or a cooler room generally

Feedback continued....

- Perhaps more workshops and maybe Round Robin done online
- Could have had a speaker
- There could have been better acoustics or a microphone/better technology
- Struggled to hear what was being said due to hearing difficulties
- Difficult to network as there was not much space around tables
- More variety with the food and maybe some hot food
- Some presentations were longer than others
- Colder water to drink
- More space in the room or a bigger venue
- Nothing!



If you were coming to a Network event for the first time, what would you want to know?

- Event itinerary/agenda
- What to expect
- What the purpose of this meeting is for patients
- Where the information goes
- Nothing
- What a round robin is
- What an involvement day involves
- How to make hospitals a better place for service users
- Set out the rationale for the group and what is the mission
- Basic premise of the meeting
- Event address
- Expectations e.g., how to present a Round Robin
- Where other services are from
- Information about the Y&H Involvement Network
- What type of involvement was taking place

Feedback continued....

- Everything offered
- If there is a special speaker
- Will there be food provided, asked about allergies and intolerances
- What will be expected of me on an individual and group level



Have you enjoyed it today and will you come again?

- Yes, if it was cooler
- Yes, we'll come every time
- Yes, definitely
- Yes, really enjoyed it and would come again
- Yes
- Yes, definitely
- Yes. Yes. Yes. Yes
- Yes. Definitely
- Yes, it was inspiring
- Looking forward to the next one
- Yes and I will come back to the next event
- Yes
- Yes and Yes
- Yes, 100%
- Yes!
- I always enjoy these, and I'll always come
- Yes and I enjoyed it very much
- Yes

Thank you for your feedback as it is really useful in helping us improve



Thank You!

WE WANT TO
HEAR FROM YOU



We are on the lookout for Blog posts, artwork, poetry, or articles about initiatives you have been working on to publish in our newsletters and on our website – or send us ideas for future meetings!



SEE
YOU
SOON!



Contact any of us for more information hnf-tr.involvement.network@nhs.net