

Engagement Opportunities in KMPT

KMPT is committed to continuous service improvement through listening and learning from the experience of people using our services, from their friends, relatives and carers and the public as a whole. We believe it is through understanding the experiences of people accessing our support and others affected by the care we provide, that services will become better at meeting people's needs.

Some of the activities that KMPT provide to engage service users and carers are as follows:

- **Patient Consultative Committee**
- **Carer Consultative Committee**
- **Co-production network**
- **Expert by Experience Research Group**
- **Recruitment**
- **Service User representation**
- **Volunteering**
- **Peer Support workers**
- **Dementia Service User Envoys**



Brilliant care through brilliant people

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Patient and Carer Consultative Committees

The Trust involves service users and carers in various planning and monitoring activities across its services, often via the patient and carer consultative committees across Kent and Medway. This can be through a one off event such as a consultation, focus group or workshop, but also through ongoing participation in a project group or governance meeting.

KMPT provides bi-monthly Patient Consultative Committee meetings in the three regions of North Kent, East Kent, and West Kent. These meetings provide an opportunity for service users to feed back any ideas or concerns they have about service delivery, and to engage with us about new service developments. Each group is able to highlight up to 3 issues which will be considered at the Trust Wide Patient & Carer Experience group.

- **East Kent Patient Consultative Committee** - this group covers: Ashford, Canterbury, Margate, Broadstairs, Ramsgate, Dover, Folkestone, and villages.
- **West Kent Patient Consultative Committee** - this group covers: Sevenoaks, Tunbridge Wells, Tonbridge, Maidstone, and villages. This meeting is open to carers, families, and networks.
- **North Kent Patient Consultative Committee** - this covers: Medway, Swale, Dartford, Gravesend, Swanley, and villages. This meeting is open to carers, families, and networks.

KMPT offers Carer Consultative Committee meetings in the three regions of North Kent, East Kent, and West Kent. These meetings provide an opportunity for carers to feed back any ideas or concerns they have about service delivery, and to engage with us around new service developments. Carers in North and West Kent are also able to attend the North Kent Patient Consultative and West Kent Patient Consultative Committees.

- **East Kent Carer Consultative Committee** - this group covers: Ashford, Canterbury, Margate, Broadstairs, Ramsgate, Dover, Folkestone, and villages.
- **West Kent Carer Consultative Committee** - this group covers: Sevenoaks, Tunbridge Wells, Tonbridge, Maidstone, and villages.

KMPT website: <https://www.kmpt.nhs.uk/get-involved/consultative-committees.htm>

Co-Production Network

This group comprises of KMPT staff, service users, carers and representatives of the voluntary sector and meets quarterly to review co-productive work within KMPT. It is widely recognised that service developments are most effective when all stakeholders are able to contribute ideas into how improvements can be made and this group exists to support such activities across the Trust. Established in 2016 the network meets quarterly to review co-production activities whilst actual co-production projects run between the network meetings.

This meeting alternate between Canterbury, Maidstone, and Gillingham.

KMPT website: <https://www.kmpt.nhs.uk/get-involved/opportunities.htm>

Experts by Experience Research group

People who use our services help us in many ways by using their own lived experiences of our services. The Experts by Experience (EbyE) Research Group is an established group of service users who are regularly involved in many aspects of trust activity as well as in their own communities. Service users are able to refer themselves to the group by using an application form attached to the groups leaflet, or through emailing kmpt.patient.experience@nhs.net .

Meetings are held monthly across the county to discuss KMPT and other mental health research; disseminate research findings; and conduct research and evaluation activity within the Trust.

What do Experts by Experience do?

- Attend group meetings once a month
- Get involved in health Research & Development
Researchers approach the group to seek advice and / or involvement in work they are undertaking. This is often to share the plans for a research project, or the tools to be used, and seek members' advice and agreement. Often researchers are encouraged to return to the group at the completion of a research project to share their findings and receive further comment from the group. Sometimes researchers are seeking greater support, such as inviting interested members to become active supports for a project such as joining a reference group or becoming a collaborator within a project.
- Get involved in Evaluations
The Trust commissions the group to undertake user-led evaluations of various different aspects of services. The subject and service is often determined by the Trust but EbyE should input on conducting the evaluations and feedback their experience. EbyE are keen to ensure that evaluation work feeds into service learning and improvement. A critical aspect of these activities is that they are user-led and service users often speak positively about being able to give feedback to someone who has also used services and this can give greater assurance that issues will be understood and lead to change. Advice and support is also given by the Trust Quality Improvement Team and the hourly fee can be claimed for this activity.
- Get involved in Clinical Audit and Service Evaluation Group
- Get trained in new skills to assist involvement
- Help the Trust learn and improve from lived experiences

Some highlights of how the group's expertise has been harnessed include:

- Supporting a service improvement project to look at care coordination in our community using the appreciative enquiry method.
- Regularly participating in the interview process for Consultants and senior staff as part of the recruitment panel.
- Supporting an evaluation of Peer Support workers.

Recruitment

The Trust includes service user and carer representatives in various recruitment activities especially panels across services. Recruitment of staff band 7 and above is often funded but band 6 and below recruitment is usually a voluntary activity. Senior recruitment is often held at Farm Villa in Maidstone where candidates take part in a number of activities including providing a presentation on a topical issue to a panel which service users and carers form part of.

Assessment Centre Guidance:

- Service users and carers will be met by the organiser
- The Candidate gives a brief introduction and a presentation on a pre-determined subject related to mental health service
- At conclusion of presentation participants are invited to ask questions
- The panel discuss relative points and reflect on feelings in order to rate each candidate. Service users and carers ratings are considered alongside other intelligence gathered during the recruitment process in selecting the successful candidate

Service user representation

KMPT involves service users and carers in various planning and monitoring activities. This can be through a one-off event such as a consultation, focus group or workshop, but also through ongoing participation in a project group or governance meetings. Some of the activities are as follows:

Patient Led Assessment of Care Environment (PLACE)

PLACE is a programme designed to review the care and maintenance of care environment that NHS setting operate. The things you will be considering include patients and staff safety, general condition of the building, cleanliness, quality, choice and taste of food. In short how would you feel as a patient in this environment?

KMPT website: <https://www.kmpt.nhs.uk/get-involved/place.htm>

Trust Wide Patient & Carer Experience Group

This Trust wide strategic group provides assurance that all aspects relating to patient centred care are fulfilled. It ensures that there are clear lines of accountability and channels of communication between this group and service line governance arrangements. Service users and Carers are represented during that meeting.

KMPT website: <https://www.kmpt.nhs.uk/get-involved/opportunities.htm>

15 Steps Challenge

First impressions count. The 15 Steps Challenge comprises a team of three who visit wards unannounced to determine the first impressions of a ward from a service user / carer perspective.

KMPT website: <https://www.kmpt.nhs.uk/get-involved/15-steps-challenge.htm>

Volunteering

Service users are welcome to apply for other volunteer roles within the Trust. Volunteering has clear benefits for both parties – as well as making a contribution to the success of the organisation, a volunteer can gain useful work experience, develop their social network, increase their confidence and learn new skills. KMPT sees its volunteers as playing a key part in delivering high-quality caring services.

Volunteering Roles:

- Dementia Ally
- Mother and Baby Unit Befriender
- Pamper Group Volunteer
- Discussion Support Volunteer
- Complementary Therapy Volunteer
- Recovery and Wellbeing College
- Donated Clothes Co-ordinator
- Hospital Radio Volunteer
- Drivers
- Gardeners
- Befrienders
- Committee members/trustees for our Friends of Mental Health
- Café helper
- Trolley helpers
- Survey assistants
- Chaplaincy helpers
- Music friends
- Therapy group co-facilitator
- Meet and greet
- Activity volunteer
- Singing and choir volunteer
- Arts and crafts volunteer
- Baking volunteer
- Virtual tour guide volunteer
- Music and movement volunteer

Please call Voluntary Services for more information/application form on:

West Kent – (01622) 723215 – Stephen Tucker
East Kent - (01227) 812137 – Zoe Young
North West Kent – 07717 580 279 - Kirsty Newton

Peer support workers

Increasingly KMPT and other mental health trusts are recognising the value of support provided by people who have had their own experience of mental health problems and accessing support. Sometimes the best person to advise you that your difficulties are not unusual and you can recover from them is someone who has had similar experiences and achieved recovery. KMPT has Peer support worker roles within its services and also facilitates work experience placements for service users thinking of seeking employment in mental health care.

Dementia Service User Envoys

There are two Dementia Service User Envoys in the Kent and Medway NHS and Social Care Partnership Trust (KMPT). They are Chris Norris and Keith Oliver. The Dementia Service User Envoys help to engage with people using mental health services in Kent and Medway.

Dementia Service User Groups aim to help people with dementia get their voices heard and help the Trust improve the quality of service they offer people with dementia. Find out more about the groups and how to get involved:

- Forget Me Nots in Canterbury
- Memorybilia in west Kent
- SUNshiners in Dover, Deal and Shepway
- Seasideers

KMPT website: <https://www.kmpt.nhs.uk/get-involved/dementia-involvement.htm>

Need to know

FEES: Service user and carers involvement in tendered projects (evaluations, research and recruitment activity that relates to staff of band 7 and above) is funded and so attracts an hourly fee. Where relevant and stated, other agreed involvement is funded.

TRAVEL COSTS: Meetings, training, conferences and events pay travel costs only which is a mileage rate or reimbursement of public transport costs.

To receive fees and travel costs, a claim form needs to be completed (available at the orientation meetings). Expenses are paid by the end of the month for expenses incurred in the previous month. This can take up to 28 days. You can be paid by cheque or by bank transfer.

Car travel:

- Participants are able to claim a mileage allowance when using their own car at 45 pence per mile, and parking costs
- Please know your mileage
- Remember to keep parking tickets if you have paid for them and attach to the claim form

Public transport:

- Costs are reimbursed in full
- Remember to keep the tickets if you have paid for them and attach to the claim form
- Please note that taxi fares cannot be reimbursed.

GETTING THERE AND DRESS: Please bring a pen. Punctuality is essential. There is no formal dress code for any of these activities although participants are expected to be clean and presentable.

For more information please contact Patient Experience Team on 01227 812042 or kmpt.patient.experience@nhs.net or visit KMPT website www.kmpt.nhs.uk/get-involved