

Service user and carer conference

Post-Conference report

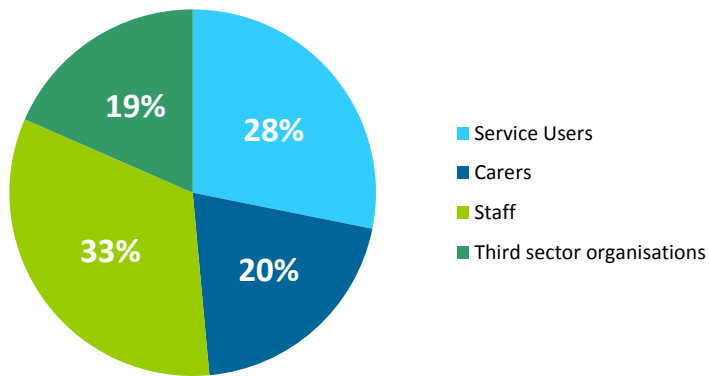
May 3, 2018

West Gate Hall, Canterbury

Improving KMPT services in partnership with
service users and carers



Number of participants and the groups they represent



- 120 people confirmed attendance
- 103 people attended
 - 29 Service Users
 - 21 Carers
 - 34 Members of staff
 - 19 Third Sector Organisations



Great atmosphere and a full house at the KMPT service user and carer conference

Hannah Smith – Deputy Director of Quality and Safety



Thank you for all the hard work you all put in to make the conference a success.

Angela Harrison – Expert by Experience Research Group Member



Abfab life affirming testament from people with lived experience of mental illness talking about recovery and the ways of working that really help. Listening to the person, asking what has happened & giving a sense of hope.

Jacquie Mowbray-Gould – Chief Operating Officer



Our Recovery College pilot in Thanet is due to start in Sept with graduation in December, look out for full prospectus on our website in months to come, exciting courses being developed

Mary Mumvuri - Executive Director of Nursing and Quality



The opening plenary

Chaired by Peer Support Worker, Will Cartwright, the opening plenary brought KMPT Chief Executive, Helen Greatorex to the stage.

Helen Greatorex, spoke of the challenges that KMPT has been facing, including financial concerns and a high use of out of area beds, which she has been taking action on – leading to a massive reduction in patients being treated outside Kent and some improvement in the Trust's finances. She highlighted the recent CQC visit which focused on our community services and identified the need to reduce caseloads and improve the flow of patients through the system. Helen ended her talk speaking about the tremendous value of working with service users and carers to understand people's experiences and what KMPT can do to improve its care.



Peer-supported Open Dialogue (POD)



An introduction to the POD service was given by Annie Jeffrey, Carer and Yasmin Ishaq, Open Dialogue Service Lead.

A client of the POD service spoke about her experience of using this service describing it as wholly different and more helpful than her previous experiences of support. She explained that when she was first seen by the service she was asked what had happened leading up to her current state, which was refreshing and new.



Peer Support

Louise has been supporting an evaluation of the Peer Support Workers within KMPT, considering feedback from staff and from people who had been supported by Peer Support Workers. She conducted this review with support from members of the Experts by Experience research group. Louise concluded that having demonstrated the value of Peer Support Workers it was important that KMPT continued to expand its workforce and the benefits they bring.



Recovery and Wellbeing College

This presentation was given by a service user and a carer who have both been undertaking training to become a facilitator within the Recovery College. A pilot project will start in September 2018 in Thanet. There was a lot of interest and enthusiasm for this development from delegates at the conference.



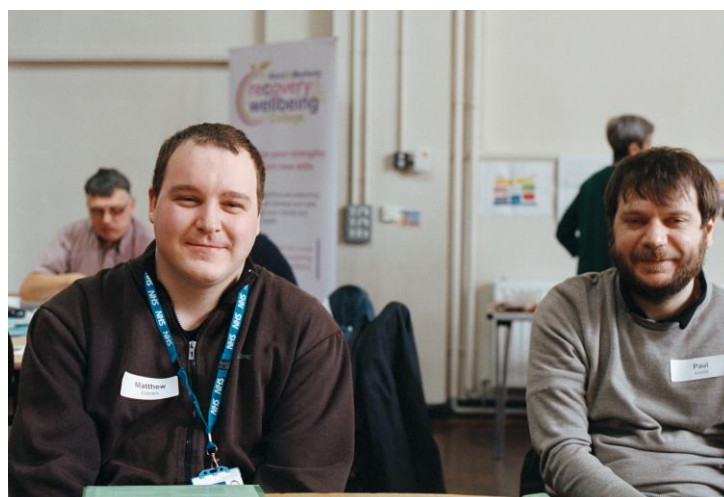
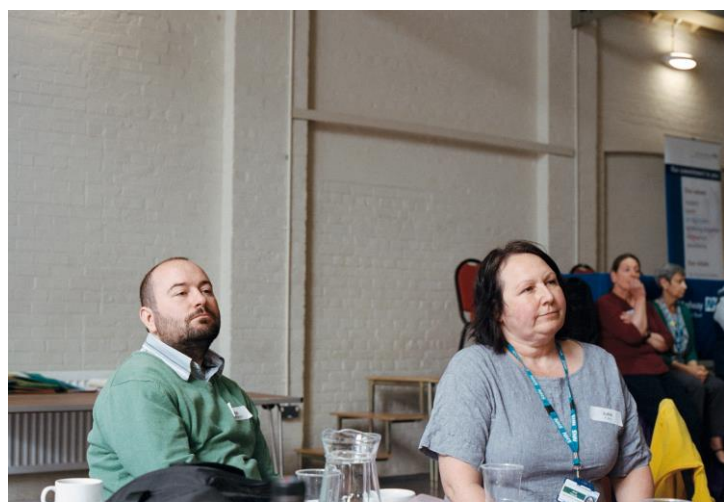
Improving Care Coordination- a service user improvement project

David spoke about this project that he and 4 other service users facilitated last year. It looked at how care coordination in KMPT could be improved.

The review, which used the appreciative enquiry method, identified that there was a need to develop more therapeutic groups across the trust's community services, widen the skill mix with CMHTs to better use staff resources and welcomed the development of CAPA (choice and partnership approach), a new initiative to improve processes within Trust community services. David explained that it is anticipated that most of these improvements will be implemented before the end of this calendar year.



Panel discussion



Panel discussion

Valuing diversity and inclusion



Paul Francis, Senior Mental Health Recovery Officer, Swale User Representation Forum and Audrey Quansah-Abakah, KMPT Equality and Diversity Manager spoke briefly of the value of diversity within the NHS and a need to ensure all voices are heard in order to improve things for all of the individuals who access our services.



Diversity often focuses on differences, Inclusion consciously attempts to create an environment where all different kinds of people can thrive and meet their goals.

Workshop 1 - Improving engagement through patient and carer consultative committee

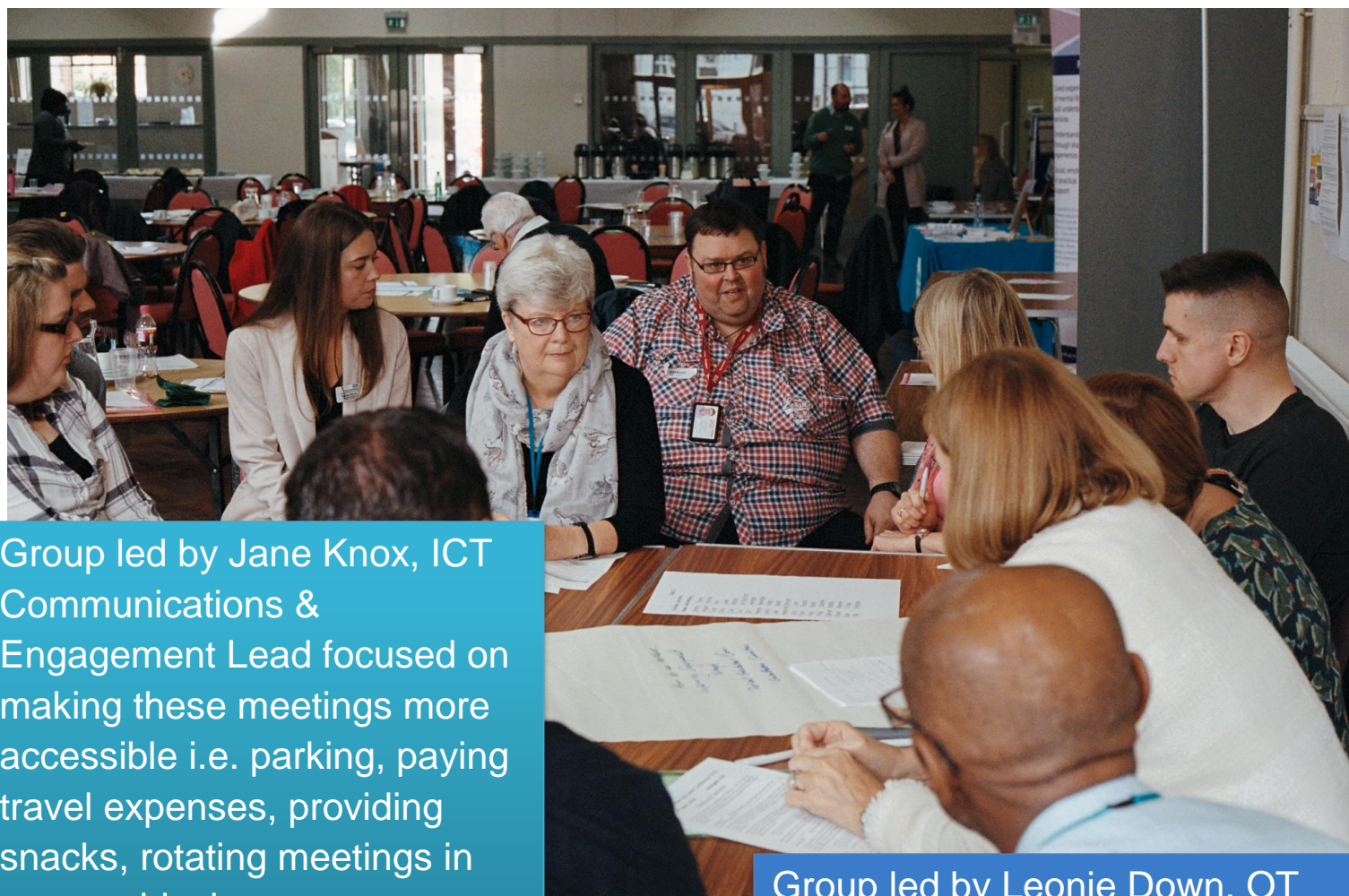
Participants discussed their experience of engaging with Patient and Carer Consultative Committees. Some of the highlights from the first workshop are as follows:



Group led by Mary Mumvuri, Executive Director of Nursing and Quality highlighted that KMPT staff should be promoting good communication with carers; principals of Triangle of Care fully implemented in the Trust; better routes of sharing lessons learned from individual complaints; senior staff attending meetings and addressing issues raised; advertisement of meetings via local GP

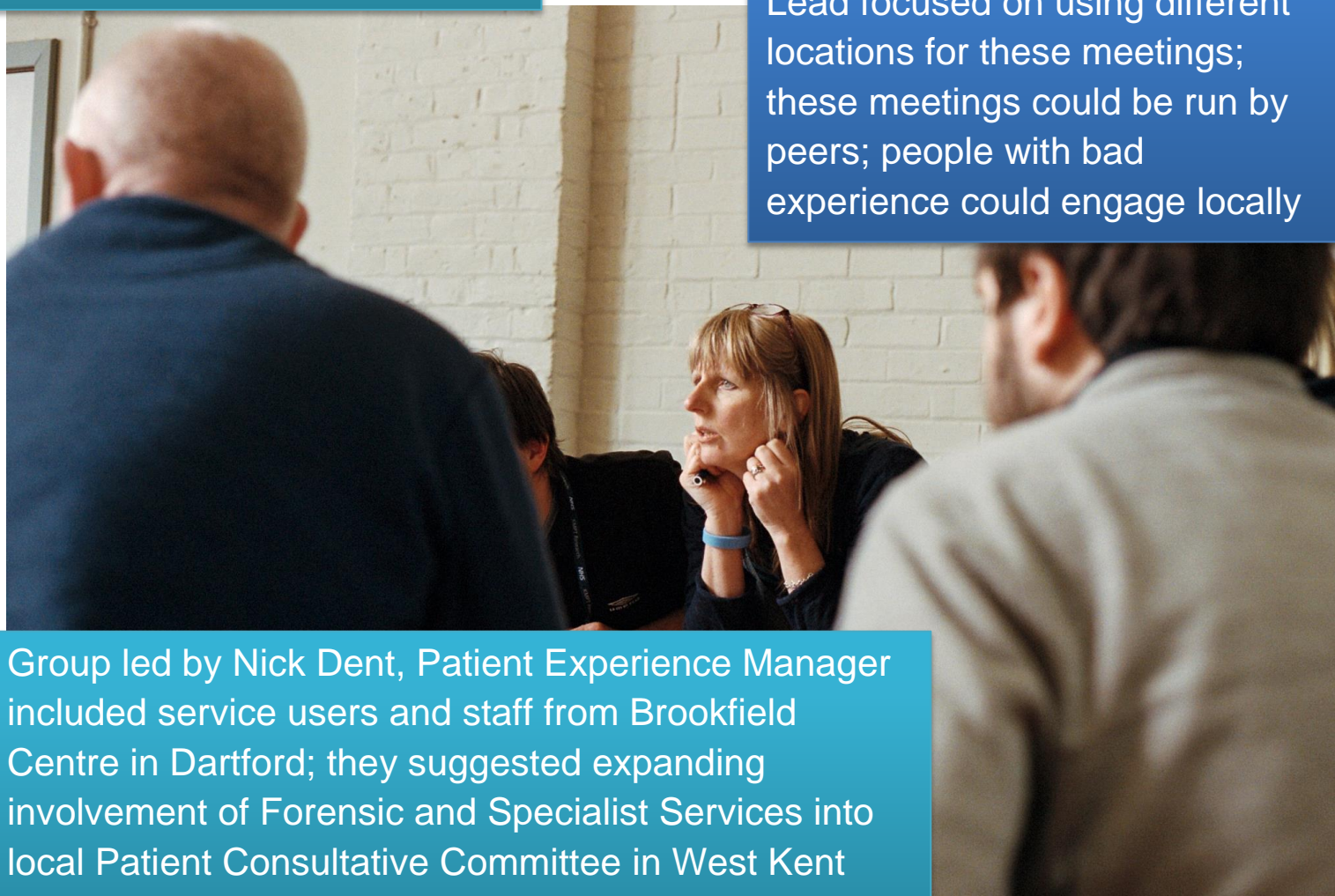


Group led by Matthew Debenham, Consultant Psychiatrist and Deputy Medical Director Operations (interim) emphasized that these meetings need to be more productive with clear actions and a feedback route; the group suggested a better use of technology



Group led by Jane Knox, ICT Communications & Engagement Lead focused on making these meetings more accessible i.e. parking, paying travel expenses, providing snacks, rotating meetings in geographical areas

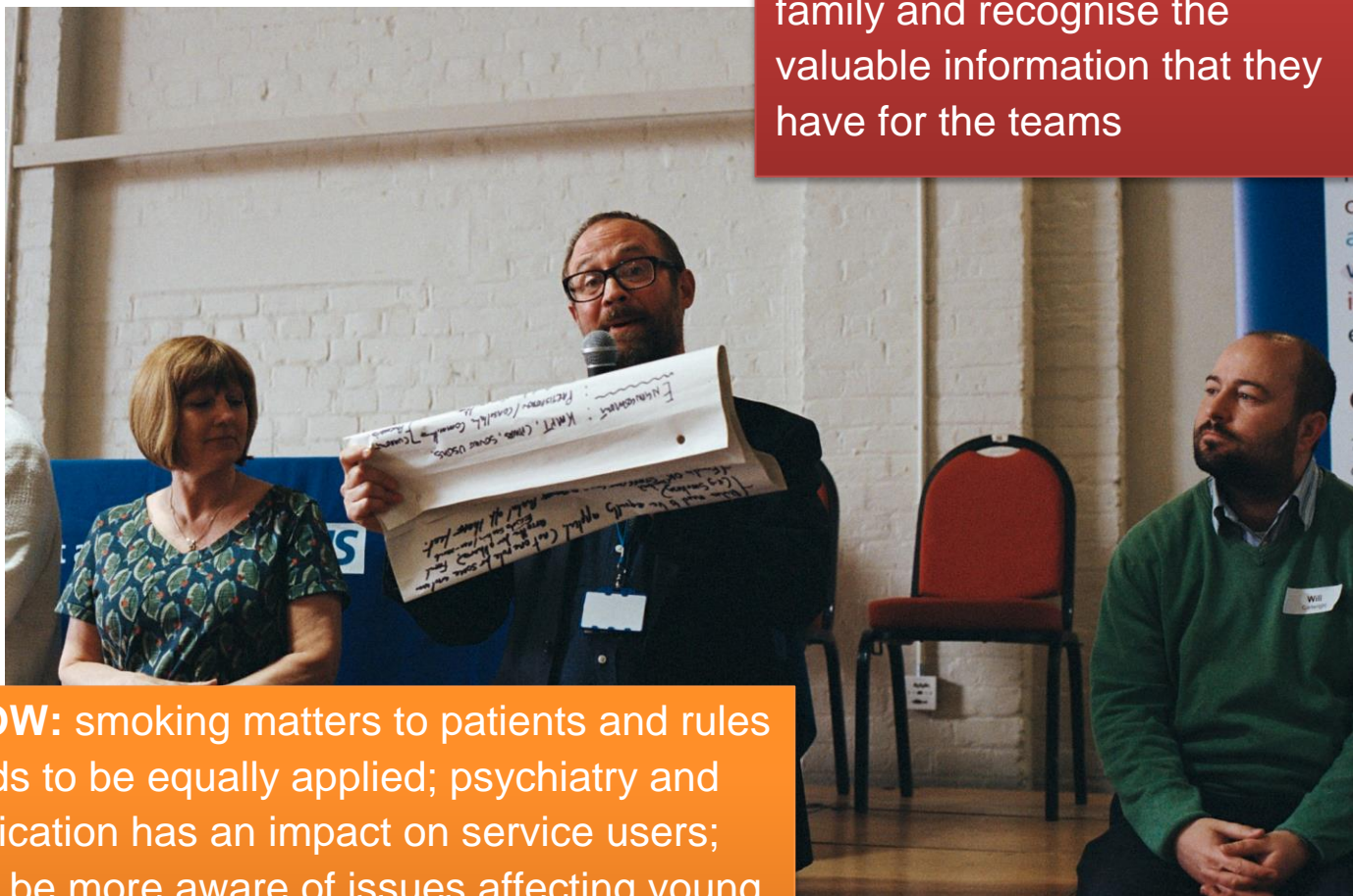
Group led by Leonie Down, OT Lead focused on using different locations for these meetings; these meetings could be run by peers; people with bad experience could engage locally



Group led by Nick Dent, Patient Experience Manager included service users and staff from Brookfield Centre in Dartford; they suggested expanding involvement of Forensic and Specialist Services into local Patient Consultative Committee in West Kent and widening awareness by better communication

Workshop 2 – what does KMPT need to know and what does it need to do?

LISTEN: be less of a secret; promote KMPT to tackle stigma; respect and value the family and recognise the valuable information that they have for the teams



KNOW: smoking matters to patients and rules needs to be equally applied; psychiatry and medication has an impact on service users; GPs be more aware of issues affecting young people; Primary Care Mental Health nurses are needed; continuity makes a difference; patients are experts in their own experience



DO: be involved in commissioning STP; stop encouraging dependency; promote examples of recovery i.e. Peer Support Workers; involve GPs; discuss medication; implement ethics of POD throughout KMPT

Closing remarks



Mary Mumvuri closed the day thanking everybody for their participation in the conference and for the other work they do in support of KMPTs services. She encouraged all to continue to speak up about their ideas and concerns as it is only through understanding and responding to these that we are able to improve our services.

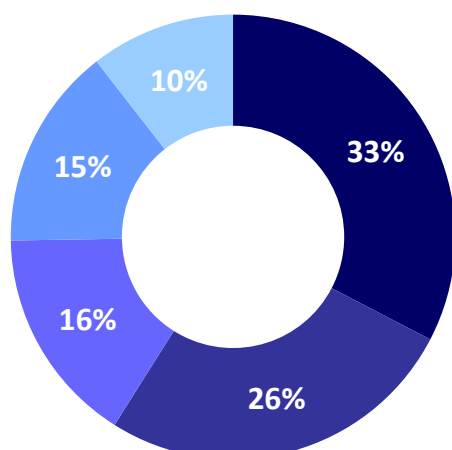
EVALUATION

(Results with summaries)



49 participants completed the evaluation form giving feedback and general comments about the conference.

1. What was your main reason for attending the conference?



- Learning more about mental health in Kent and Medway
- Engaging opportunities
- Meeting KMPT staff
- Workshops
- Other

Learning more about mental health in Kent and Medway - 31

Engaging opportunities - 25

Meeting KMPT staff - 15

Workshops - 14

Other - 10

Majority of participants attended the conference to learn about the mental health in Kent and Medway and networks. 16% participants expressed interest in meeting KMPT staff. 34 KMPT staff members included some members of Executive Team, Peer Support Workers, Patient Experience Team, and Carers Champions.

10% of participants were attracted by the agenda, especially by Peer-supported Open Dialogue. Some other answers included: meeting other carers, discovering what the issues of service users and carers are, hearing the new experience of carers and service users under KMPT services



2. What part of the day did you find most useful? And why?

Majority of responses proved that the day was interesting and valuable. People especially praised Peer-supported Open Dialogue, Workshops, Peer Support Workers, Recovery College, and Networking opportunities.



"Listening to an open dialogue service user, this gave an insight into how the new service is improving people's lives";

"... very good personal stories. Really hit home"

"I found the workshop useful because of the participation"

"Hearing first hand experiences of using the peer workers"

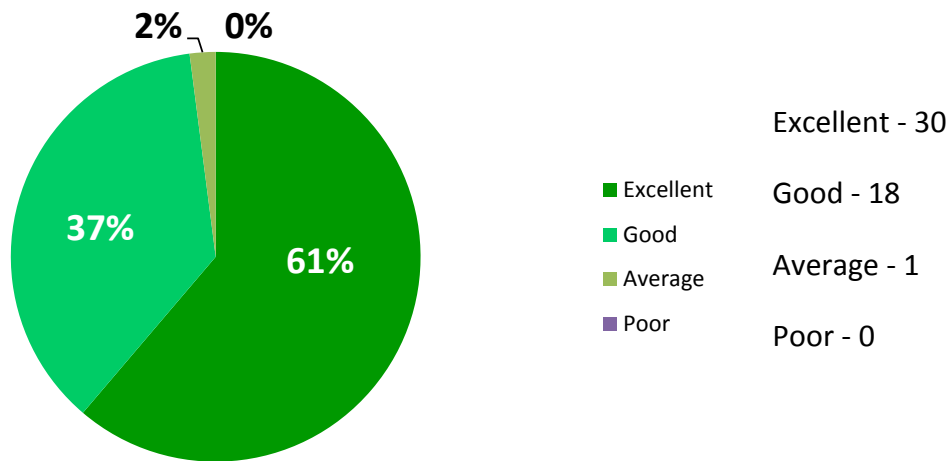
"Learning about Recovery College, other mental health services such as (Rethink), meeting carers and service users"

"All of it was interesting, for the first time enjoyed. Hearing the different voices and different perspectives of those that deliver services & those who are on the receiving end of services (service users/carers) highlights the frustration, the areas that still need improvement"



3. How did you rate the following elements of the conference?

Registration process

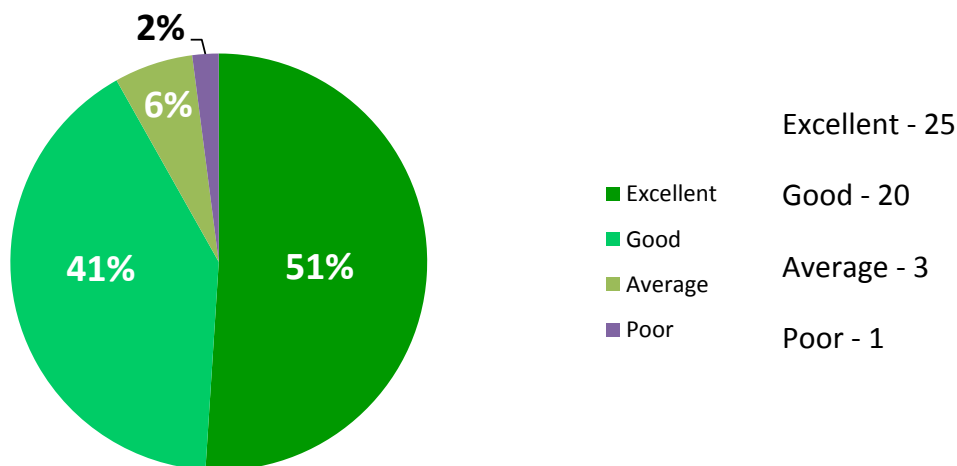


Majority of participants found the registration process very positive. The conference was advertised by internal sources such as Patient and Carer Consultative Committees; Co-production network, Expert by Experience Research Group, emails to service managers, i-connect; and external sources such as Mental Health Action Group, KMPT external website, word of mouth, letters to some service users and carers.

People registered their interest by phoning or emailing Patient Experience Team.



Information you received before the event

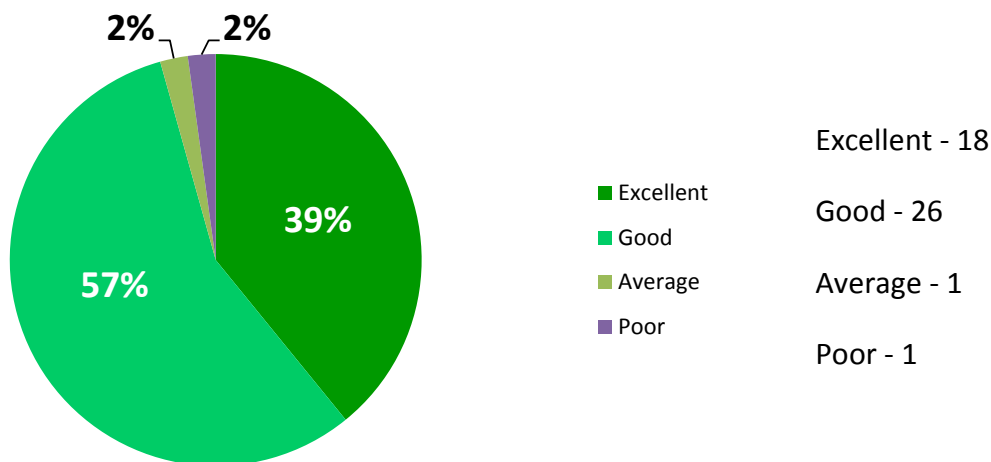


92% participants thought that information received before the event was excellent or good; 8% of participant found it average or poor.

All the registered participants received the joining instruction document a week before the conference. The document contained: agenda; date; time and venue; catering requirements; parking arrangements; info for Blue badge holders; travel arrangements (i.e. by car, train, bus); info about emergency exits and fire procedures; key contact on the day; social media update; and information about the cancellation process.



The organisation on the day



Jacquie Mowbray-Gould, Chief Operating Officer; Hannah Smith, Deputy Director Quality and Safety; and Nick Dent, Patient Experience Manager helped with the registration.

Each delegate was presented with a folder containing: agenda, Connected magazine, Expert by Experience leaflet, How to become a volunteer leaflet; Annual Report 2016-2017 booklet; HealthWatch Kent leaflet; Evaluation form, NHS £ key ring and a pen. Carers Survey 2017-2018 and posters for the upcoming meetings (Co-production Network, Patient and Carer Consultative Committee) were on each table.

Will Cartwright, Chair welcomed the delegates and ran through the agenda for the day.

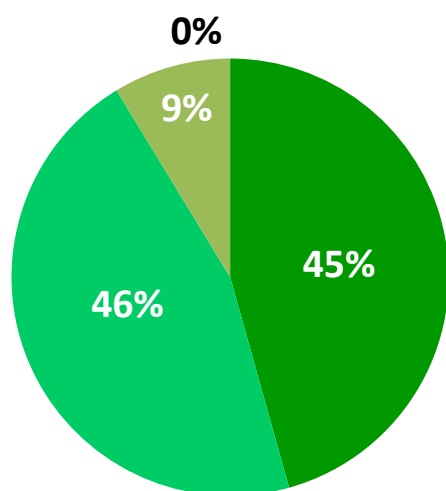


The only concern was around the sound system and the number of breaks:

"Sound was an issue today, not all talkers used the mic correctly so it was difficult to hear for me"

"Day was interesting, needed tea break - three hours is too long in a day for people to go without a break- biscuits were needed"

The catering



■ Excellent
■ Good
■ Average
■ Poor

Excellent - 21

Good - 21

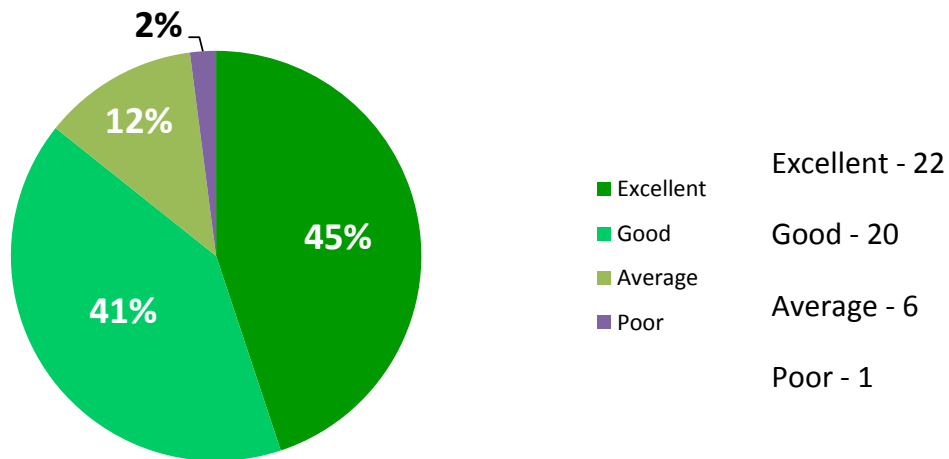
Average - 4

Poor - 0

Majority of people were happy with the snack lunch provided by the West Gate Hall in Canterbury.



The venue

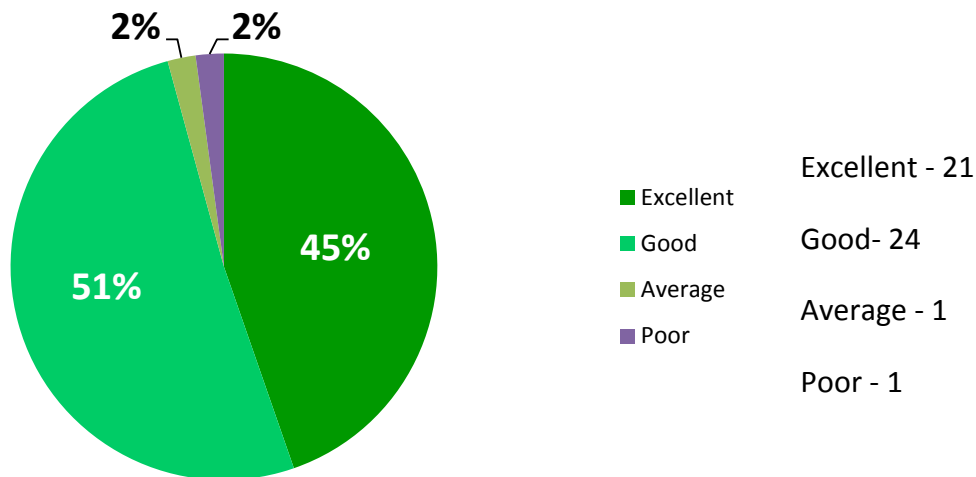


86% participants rated the venue as excellent or good. 14% had a slightly different view.

Located in historical city centre of Canterbury, the West Gate Hall offers a spacious venue for up to 250 people. Good connection by bus, train, car; and a price within the budget were in favour of choosing that venue.



How did you rate the overall event?



96% of participants were happy with the overall experience. 4% would like to see some improvements.

Overall people were happy with the day, especially presentations and engagement opportunities. Some themes from the comments were around issues with P.A. system; the video about Peer-supported Open Dialogue that hasn't been played; a need for a coffee/ tea break during the morning session; some people stayed just for the first part of the conference; more subjects for carers; a cheaper car park being too far.



Comments:

"Would like to come again"

"Very good and interesting things about the service"

"It was an enjoyable + good to meet up with like-minded people with enthusiasm"

"Could have done with a coffee/tea break during morning session"

"Would like to have hear + seen the video, which could not be heard (POD)"

"The purpose of these events is excellent but my rating (in the middle) reflects my frustrations with the standard of the audio equipment used. Not a reflection on the event organisers, just a general observation that impacts on the overall impression"

"Shame the video didn't work"

"Not enough for carers, got better PM (afternoon)"

"Excellent day; looking forward to the next one!"

"Great job team!"

"Group sessions were lively and informative, not all positive for KMPT"

"These events are always marred by a certain few people bringing up irrelevant and deliberately negative comments; it's these people who I hear put other carers off attending things"

"Car park was a long way from venue"

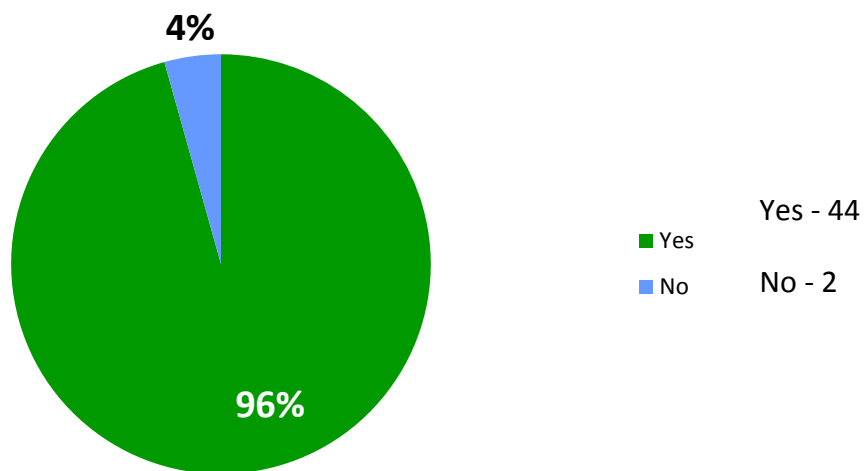
"Well presented, some glitches were a shame but still provided a good forum for discussion - I hope carers can see KMPT mean what they are saying & not just meeting a target"

"Shame that so many people left after lunch"

"The car park that was suggested where we parked was a long way to the venue, one of your members, suffers from breathing difficulties and the walk was very difficult for her and she was very distressed - the car park is a lot longer than 10 mins"



4. Overall were your expectations met?



96% of participants were happy with the conference. 33 of responders would be interested in receiving more information about any engaging opportunities in KMPT



Comments:

"Would like to see more events like this"

"Very informative conference"

"I did not know what to expect but am glad that I came"

"Nice to hear how people are getting on with open dialogue should be rolled out to the whole country"

"A good event with lots of familiar + friendly faces"

"Acoustics not very good @ venue, should have moved tables but couldn't"

"Questions asked of the panel were allowed to be answered by anyone in the audience that had an opinion"

"Time was limited for workshops"

"Need to look at how KMPT gets a variety of views through other avenues, i.e. blogs etc. start using you said we did to inform people how their views have been used; influenced the service design"

"Poor microphone, DVD etc."

"Really enjoyed the stories of Annie's and Chris with open dialogue, presentation by experts by experience research group. Several good examples/quotes ideas from audience provide more time to speak particularly service users need time to tell their stories..."

"Could be more on TOC, Carer plans, Carers issues"

"Felt that the presentations spent more time about benefits of involving service users/carers, which was unnecessary for this audience. Would have liked more focus on what still needs to be done, horizons not just what has been done"

"Interesting day- speaker was good, no time to network. Day was just too long, Serah Attwood was a very inspiring speaker"

"No talk about carers survey"

