



*EmpowerED*

ADULT EATING DISORDERS  
PROVIDER COLLABORATIVE  
NORTH WEST  
[www.empowerednw.nhs.uk](http://www.empowerednw.nhs.uk)

LEVEL  
UP

Cheshire & Merseyside  
Young People and Families  
Provider Collaborative  
[www.levelupcm.nhs.uk](http://www.levelupcm.nhs.uk)

# Commissioning for Patient Experience



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EmpowerED, Adult Eating Disorders North West, Lead Provider Collaborative  
Commissioning Team

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# Our Lead Provider Collaboratives



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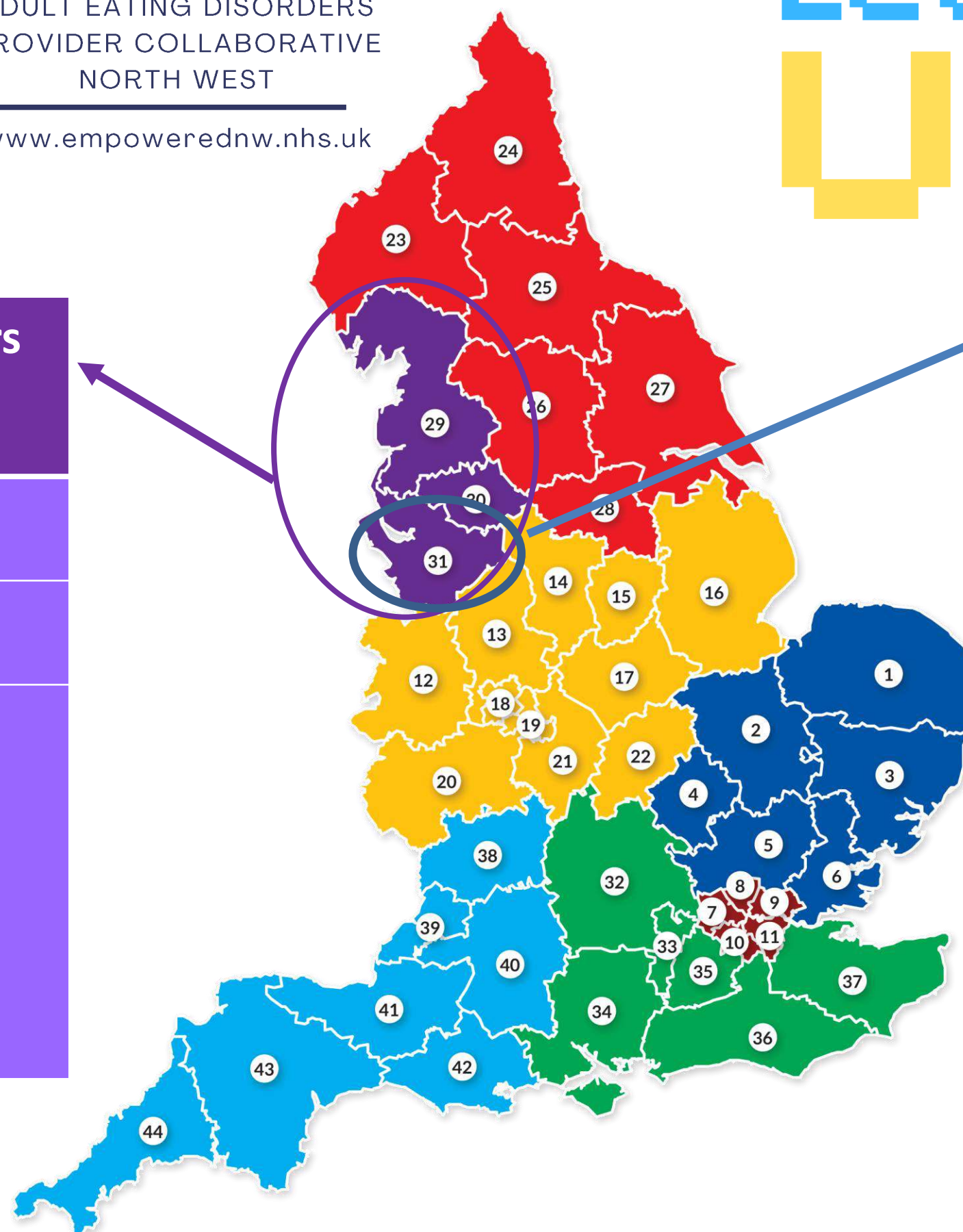
## Empowered Adult Eating Disorders LPC (North West)

Serving a population of circa 6 mill

NHS and IS Provision

### Challenges:

- increasing referrals post pandemic
- community eating disorder gatekeeping,
- Consistency in admission criteria
- gaps in service provision,
- Inpatient capacity across NW



## Level Up Young People and Families LPC (Cheshire and Merseyside)

Serving a population of circa 3 mill

NHS and IS Provision

### Challenges:

- increase in referrals, young people with highly complex needs
- young people with eating disorders strengthening Local Authority partnerships
- inappropriate use of acute paediatrics as safe places.
- Delayed transfers of care
- Harm from inappropriate admission

A cultural focus – our work with experts by experience is cultural and is constant in all our planning and development not just at certain points in time e.g. co produced clinical models

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Third sector partner expertise – commissioning support from Beat, Young Minds and Inspire Motivate Overcome (IMO) – formal recruitment, training and community connections.

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Experts by Experience Groups – people with lived experience are trained and empowered to play a full and active role in PC groups and decision making.

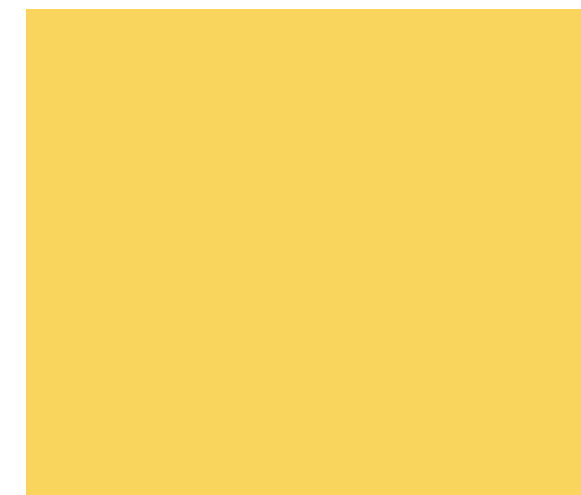
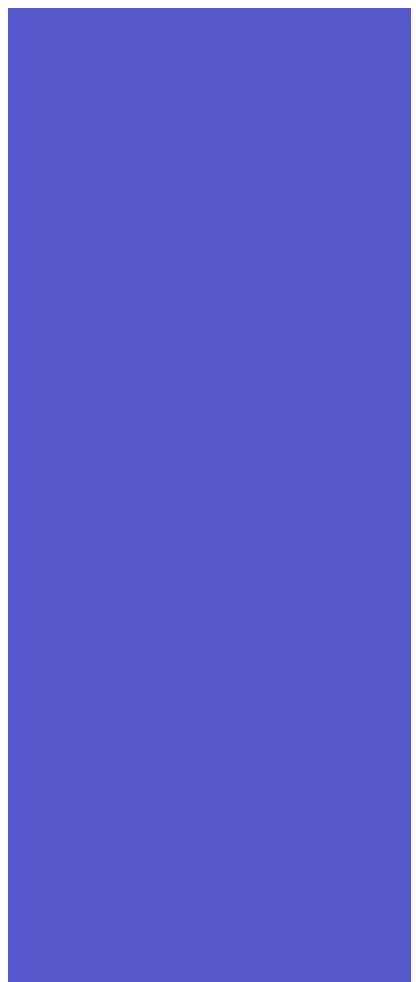
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Community engagement – harnessing the energy and enthusiasm of different communities in raising awareness of mental health.

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Transparency and honesty – we are open about the challenges we collectively must address in our services.

# Our approach



# Our ambition for change

Specialised Mental Health Provider Collaboratives were established by NHSE/I with a mandate for creativity and innovation driven through delegated commissioning.

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Collaborative partnerships spanning health and social care pathways are fundamental to achieving truly person centred care.

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We want our young people, their families and adults with experience of eating disorders to work alongside us as equal partners in driving service change.

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Not a soft option but a relentless focus on commissioning for quality, clinical outcomes and most importantly, patient experience.

# Our successes

Establishment of our Expert by Experience Programme	LPCs engaged with Third Sector Organisations and established Expert by Experience (EbE) forums, which played a vital role in shaping and informing the LPCs' approaches. These forums included individuals with lived experiences and their families, highlighting our commitment to embed their insights into every aspect of planning and development.
Clinical delivery groups	Clinical Delivery Groups, made up of senior clinicians from across the North West, were established to conduct a comprehensive review of the entire patient pathway. These groups were central to identifying areas for improvement and generating innovative clinical models and delivery strategies. The LPCs meet regularly with partners through its Clinical Delivery Groups, giving all partners in the LPC and opportunity to highlight learning, raise concerns and collaborate on initiatives improving the pathway for everyone across the footprint.
Single referral across specialised eating disorder units.	Our initiative has already yielded success, such as the agreement on a single referral form across all specialised eating disorder units (SEDUs). This ensures a consistent, streamlined patient experience across the region, an achievement that speaks to our overarching goal of improving service accessibility and quality.
EmpowerED training to health professionals	EmpowerED, has delivered comprehensive training packages, utilising senior leaders' expertise and members of the Expert by Experience forum. During Eating Disorders Awareness Week 2023, where over 70 professionals gained insights on identifying and diagnosing eating disorders. This initiative enriched professionals' knowledge base, equipping them to provide more effective patient care.

EmpowerED training to GPs	Members of the EmpowerED forum have conducted targeted training for Primary Care colleagues, particularly GPs, giving insights into eating disorders from the perspective of an Expert by Experience. This training emphasised that the identification of eating disorders goes beyond mere physical appearances.
Place-based Gateway meetings	Place-based Gateway meetings are held comprising multiagency professionals to consider and agree the most appropriate care and treatment for young people with highly complex needs. The programme has held 86 multi-agency meetings across the nine places since February 2022. It involves 137 professionals from 24 organisations, demonstrating extensive collaboration. The initiative led to reviewing 156 cases and reducing avoidable hospital admissions, exemplifying improved patient outcomes.
Complex Needs and Escalation Support Tool (CNEST)	Level Up's Complex Needs and Escalation Support Tool (CNEST) was developed to provide a consistent, evidence-based approach to the earlier identification of young people with complex needs, who are at increased risk of admission to Tier 4 CAMHS. CNEST has been successfully rolled out across the Cheshire and Merseyside region, their most recent event saw over 100 people from a variety of organisations come together to learn about the tool.

# Awareness

To ensure widespread awareness of our initiative we have employed various communication strategies and channels, focusing on maintaining transparency, fostering collaboration, and promoting active participation.



**Reflection Events and Transformation Events:** These events serve as platforms for sharing insights, updates, and successes related to our initiative.



**Newsletters:** Regular newsletters serve as a key channel for disseminating information. They highlight key achievements, ongoing projects, future plans, and opportunities for involvement, ensuring everyone in the organisation is kept up-to-date.



**Websites:** Our internal and external websites host a wealth of information about our initiative. They offer in-depth insights into our work, provide updates, share resources, and facilitate direct contact for those interested in learning more or getting involved.



**Social Media:** Embracing a variety of digital platforms has allowed us to reach a larger audience across the North West.

# Impact on commissioning



Unique perspective – people with lived experience of services (either as service users or families / carers) tell us how services feel in reality.

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Collective action - by being honest and open about key challenges, we can move forward together in partnership to seek solutions.

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Organisational consensus - a reality based focus on person centred care unites disparate organisations in the important issues.

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Evidence based discussions – we reference best practice evidence alongside the views of our experts by experience.

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Resilience – we can face future uncertainties and challenges more robustly through our strengthened partnerships.

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Early actions – our name and logos, our website, reflective and sharing event



# Engaging Experts by Experience

The LPCs place significant importance on the inclusion of Experts by Experience (EbE) at every level of decision-making. This not only provides us with invaluable insights from individuals who have direct experience with mental health services, but it also ensures our strategies and programs are grounded in real-life experiences, which increases their effectiveness and relevance.



## Expert by Experience Forum

Our Experts by Experience meet regularly as a group to share their views and ideas in helping us to make positive service changes and to influence decision making.



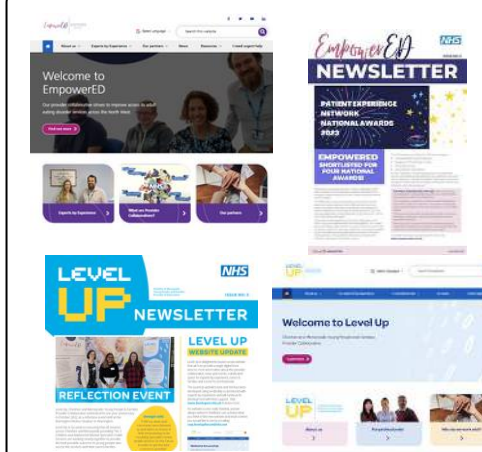
## Transformation Events

Opportunity to present at the transformation events to senior leads from all partner organisations.



## LPC Partnership Board

Our Experts by Experience are shaping eating disorder services throughout the North West; this includes attending the LPC Partnership Board and Clinical Delivery Groups influencing decisions at the highest level.



## Getting Creative

We work with our Experts so they have the opportunity to truly express themselves, through videos, written work (lived experiences, blogs, poems) or physically crafting items for display at our reflection events. Coming soon is the online eating disorder exhibition created by our Experts.

# Don't take our word for it, hear from our Experts by Experience

Molly EmpowerED forum member said: "It really is empowering to be a part of the forum and I love doing the work we do because it feels like we're making progress and making real change. Everything I say, feels like it's listened to and gets taken forward and taken seriously."

Georgia, Level Up & EmpowerED forum member, said: "It gives me a purpose, and as an ex-service user for inpatient services it gives me a unique perspective and I feel like I'm truly able to give back. I like to be able to act as a voice for people who have previously not felt heard, and our feedback will help people who are at the beginning avoid the issues I've faced with mental health services."

