



EmpowerED

ADULT EATING DISORDERS
PROVIDER COLLABORATIVE
NORTH WEST
www.empowerednw.nhs.uk

LEVEL
UP

Cheshire & Merseyside
Young People and Families
Provider Collaborative
www.levelupcm.nhs.uk

Engaging and Championing the Public

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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

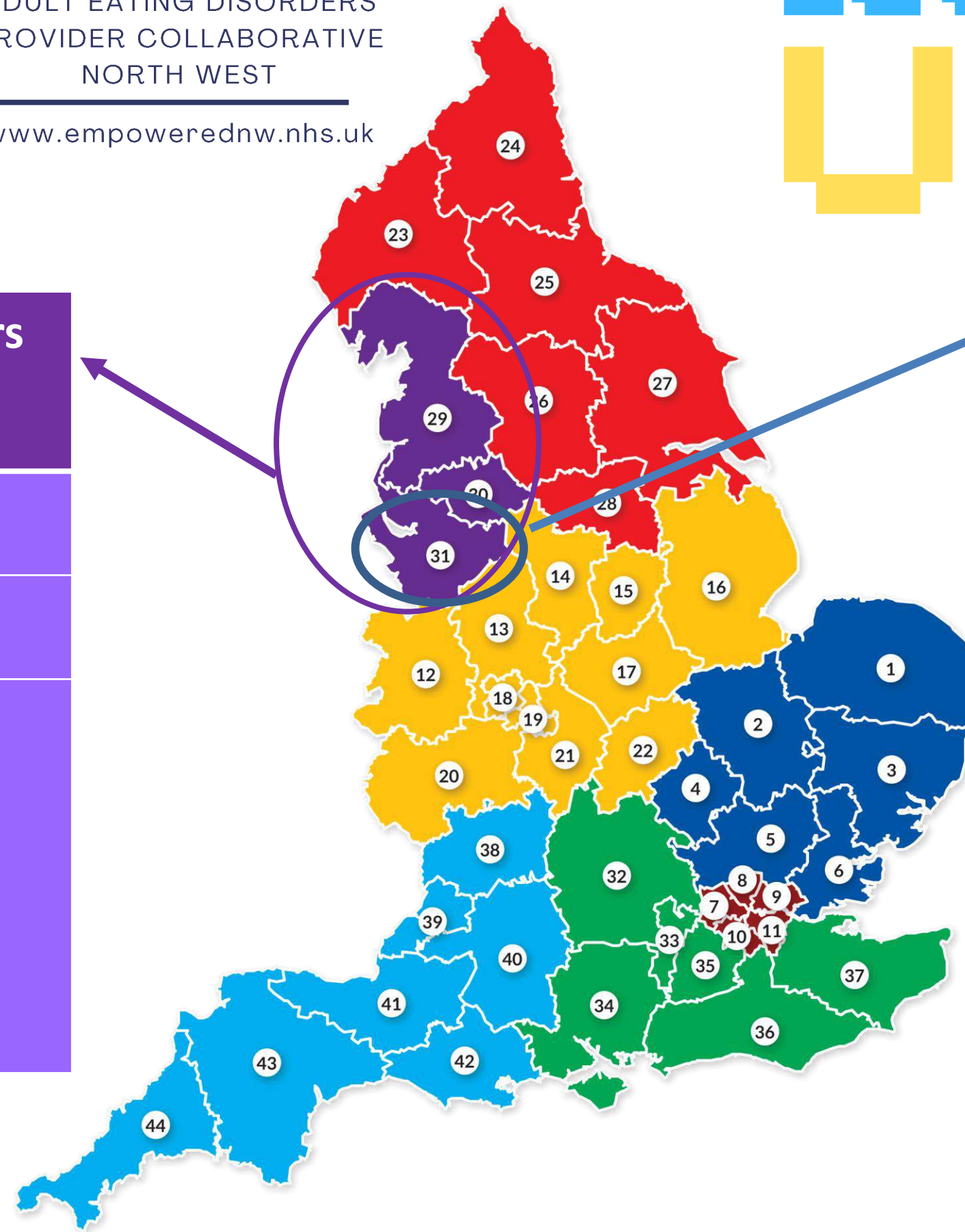
Level Up Young People and Families LPC (Cheshire and Merseyside)

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



Our initiative, a dynamic collaboration across LPCs in Cheshire and Merseyside and Adult Eating Disorder Services across the North West, is revolutionising mental health services by placing lived experiences and community engagement at its core.

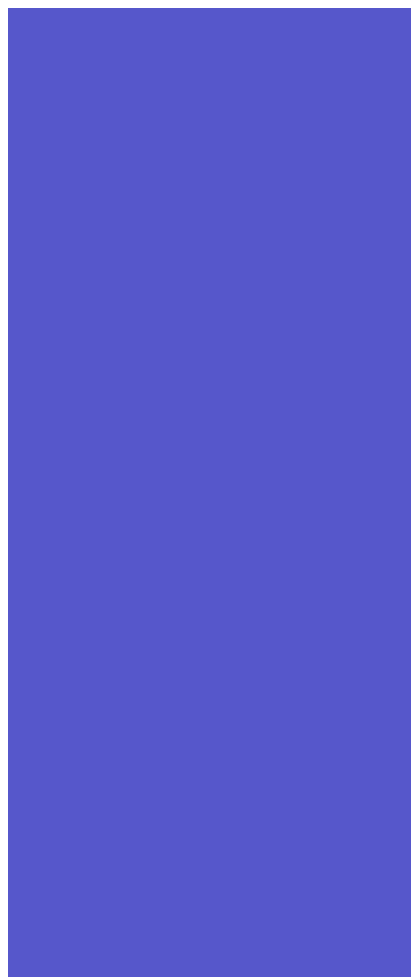
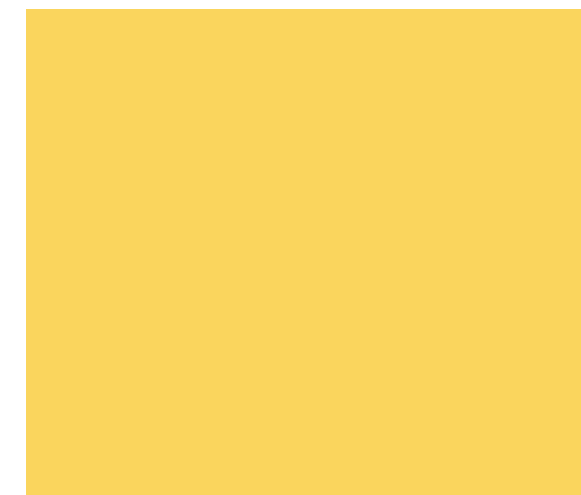
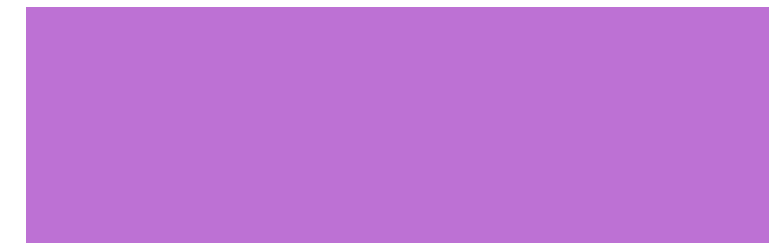
Third sector partner expertise – commissioning support from Beat, Young Minds and Inspire Motivate Overcome (IMO) – formal recruitment, training and community connections.

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.

Lived Experience Charter – to be published to make explicit our commitment to listen, learn and address all views but also to outline responsibilities from our experts by experience.

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

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.

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

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.

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.
Establishment of our Ambassadors and Community Champion Programme.	<p>The LPCs created a robust implementation plan, focusing on clear communication, and active engagement. We established our Ambassadors and Community Champions Program, designed to empower community members to promote health, wellbeing, and support for families and carers.</p> <p>The delivery of our initiative involved regular updates to our stakeholders through newsletters, websites, and social media, as well as direct engagement through reflection events and transformation events.</p>

Identifying issues with inclusion and equity	<p>We identified a lack of inclusion and equity in the provision of these services, particularly for underserved communities. Many individuals within these communities were facing health disparities that were unaddressed by existing strategies. Moreover, the impact of mental health conditions on the wider network of carers, families, and friends was often neglected.</p> <p>We aimed to address these gaps by establishing a more comprehensive, patient-focused initiative. The goal was to develop an inclusive model that valued the experiences of those who accessed mental health services, integrating their lived experiences into our strategic planning. We aimed to ensure their voices were not merely heard but acted upon, driving meaningful change in mental health service provision.</p>
Maintaining an active dialogue	<p>We will continue to value and nurture our relationships with various stakeholders, particularly our Experts by Experience. By facilitating forums, workshops, and other participatory events, we will keep the lines of communication open, ensuring our initiative remains responsive and relevant.</p>
Investing in Digital Platforms	<p>·We recognise the power of digital tools in enabling wider, more accessible communication and engagement. We will continue to leverage social media, websites, and explore other digital platforms, like podcasts, to keep our audience informed, engaged, and connected.</p>
Broadening Reach:	<p>Broadening Reach: We will work to further expand our reach to various communities, particularly the underserved and marginalised ones, engaging more actively with diverse groups across the North West region.</p>

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.

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.



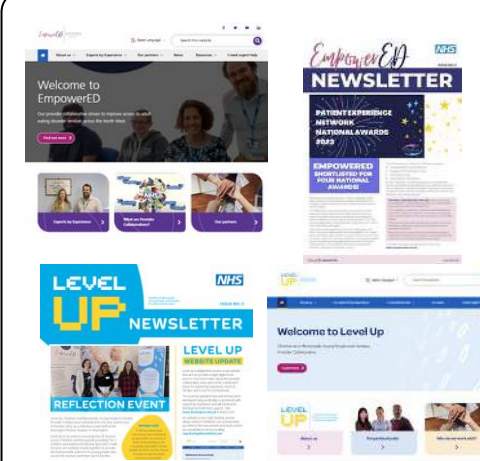
Transformation Events

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.

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

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

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

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

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

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

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."

