



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



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



# Using Insight for Improvement

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Commissioning Team

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# Our Lead Provider Collaboratives

*EmpowerED*

ADULT EATING DISORDERS  
PROVIDER COLLABORATIVE  
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LEVEL  
WFP

Cheshire & Merseyside  
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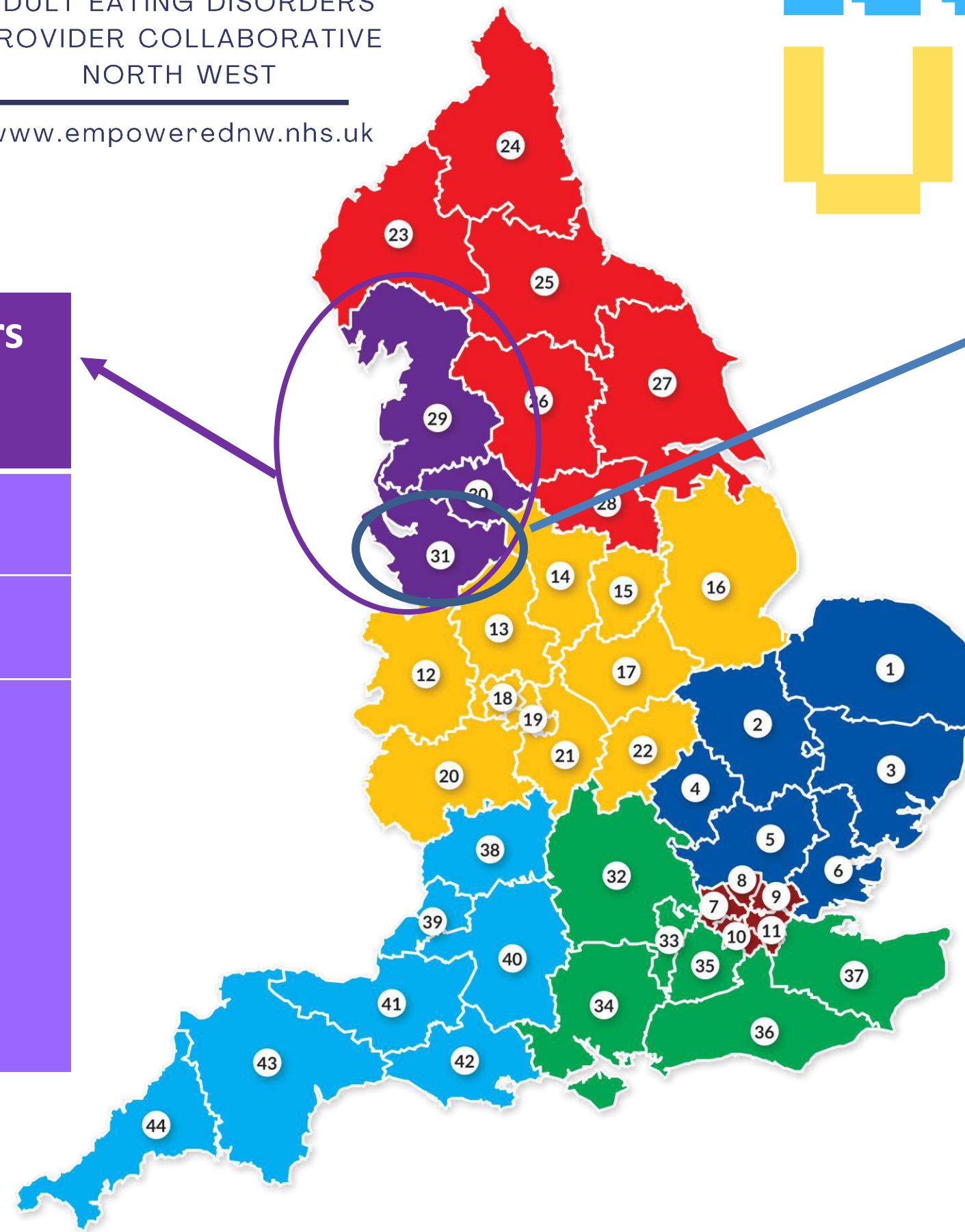
## Empowered Adult Eating Disorders LPC (North West)

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

# Using Insight for Improvement



The development of the LPCs was driven by a vision to revolutionise specialised mental health services in tune with modern needs and expectations. Our primary aim was to facilitate transformative change through quality commissioning focused on patient experience, clinical outcomes, and delivering care closer to people's homes.

We recognised that the key to truly meeting patient needs and expectations was not a top-down approach, but rather, one that resonates with their lived experiences. The LPCs aimed to address prevalent challenges in mental health services like gatekeeping, inconsistencies in admission criteria, and service provision gaps.

To ensure a comprehensive understanding of these issues, we gathered insights from a range of stakeholders from the NHS, Local Authorities, Independent Sectors, and Third Sectors. Through this collaborative effort, we fostered a truly integrated approach to service improvement.

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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Our partnerships extend to third-sector organisations such as BEAT Eating Disorders and YoungMinds, which have helped recruit forum members and provided training for active service development.

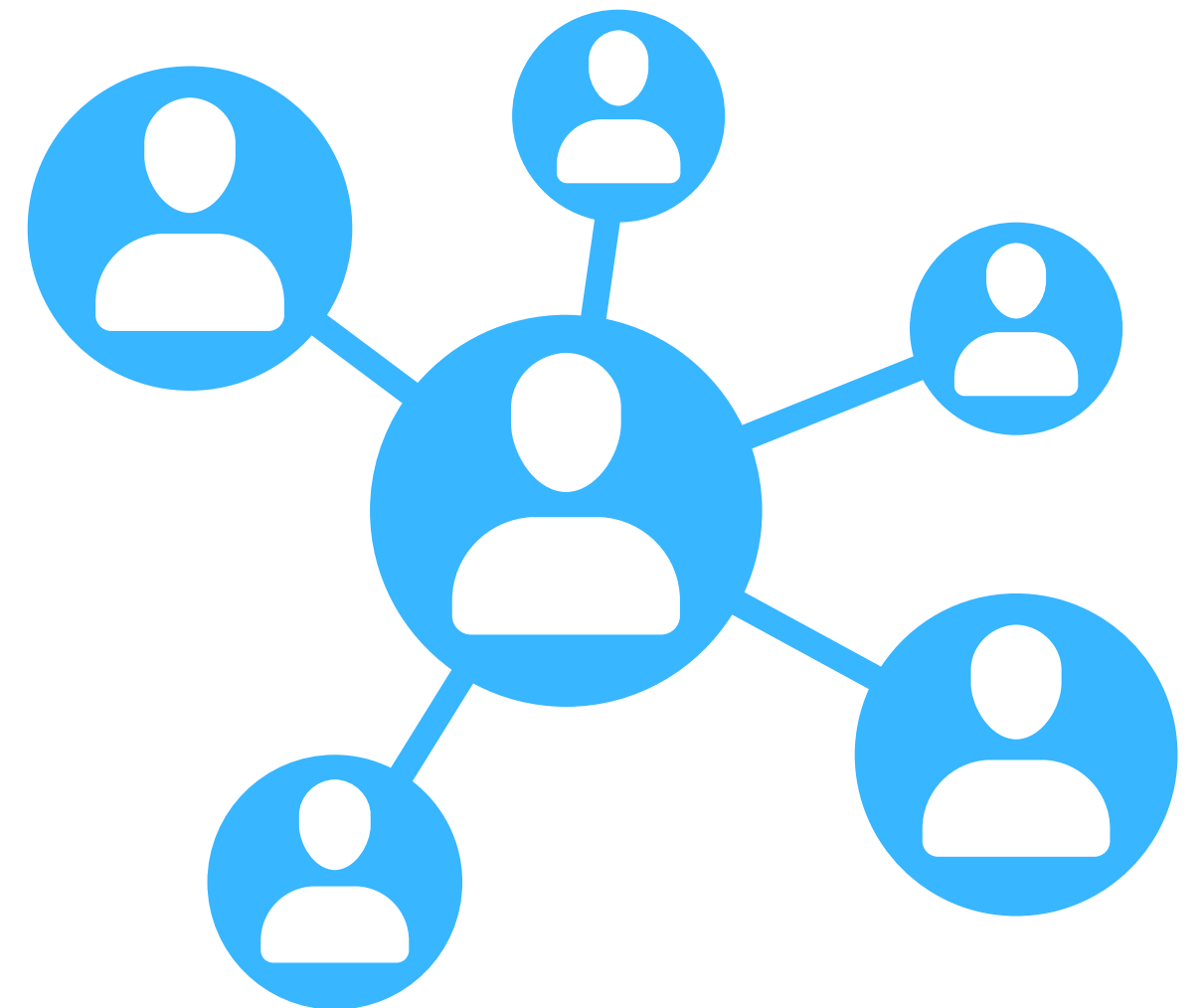
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Lived Experience Charter – to be published to make explicit our commitment to listen, learn and address all views but also to outline responsibilities from our experts by experience.

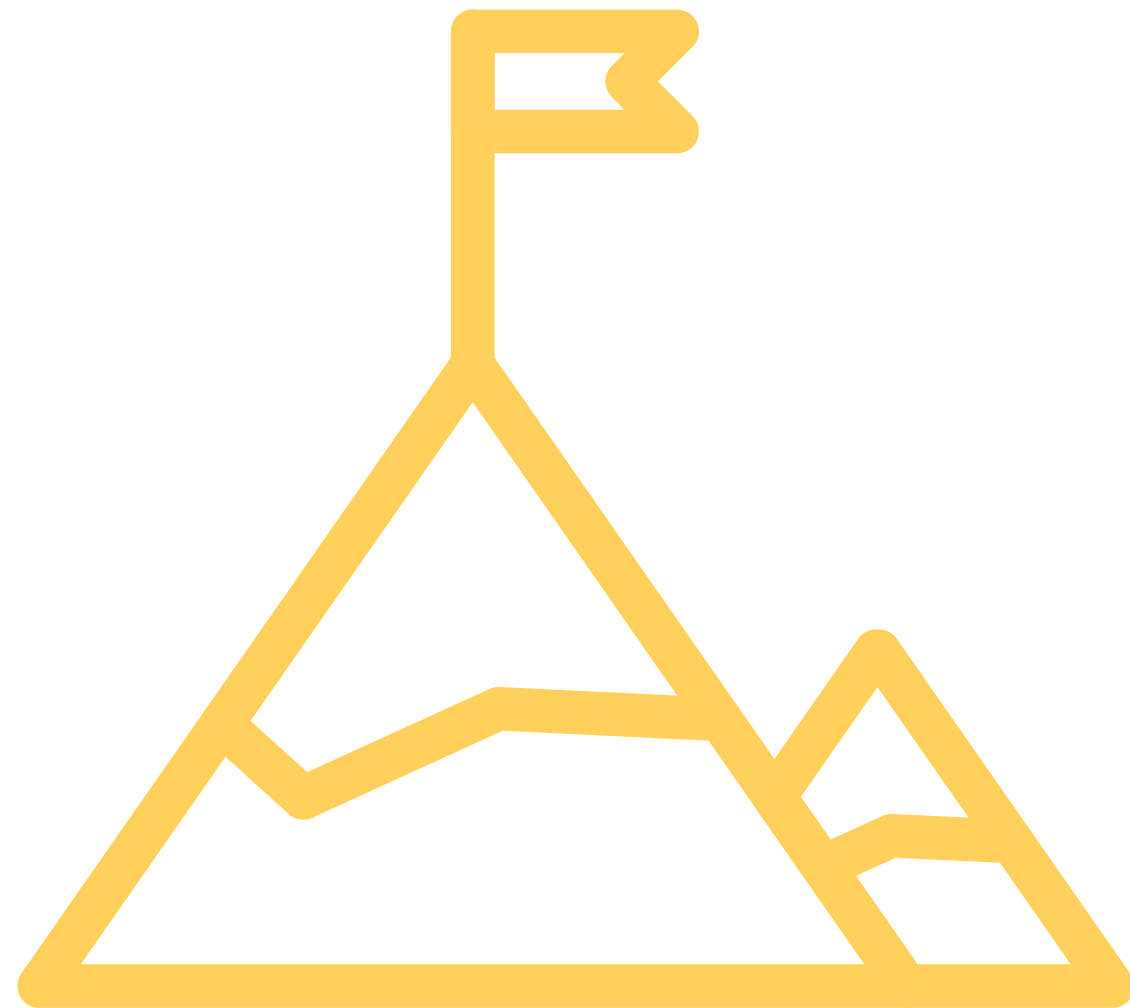
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Community engagement – harnessing the energy and enthusiasm of different communities in raising awareness of mental health.

## **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.

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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.
Review of the Patient Pathway	Understanding the complete patient pathway, from referral to treatment and discharge, was crucial. This approach has allowed for the identification of gaps and the development of effective strategies to address them.
Single referral form across all specialised eating disorder units (SEDUs).	Our EmpowerED initiative has successfully addressed numerous challenges, including post-pandemic surges in referrals, gatekeeping in community eating disorder services, inconsistencies in admission criteria, and service provision gap. This offered a streamlined and consistent patient experience - a key measure of success. Likewise, increased frequency of clinical meetings to review all referrals effectively mitigated potential bottlenecks in the patient care pathway.

Place-based Gateway meetings	<p>The LPCs are committed to continuously integrating insights into our learning and best practice sharing. We aim to ensure these shared insights influence not only the partnership but also the wider system across the North West.</p> <p>Gateway meetings that bring together multiagency professionals to agree on appropriate care and treatment for young people with highly complex needs. These meetings foster collective responsibility among local Places and specialised mental health service providers for the care and welfare of their young people. As of now, 86 multi-agency meetings have been held, involving 137 professionals from 24 organisations, reviewing 156 cases and reducing avoidable hospital admissions.</p>
Complex Needs and Escalation Support Tool (CNEST)	<p>CNEST is another crucial element of our partnership working. This tool facilitates early identification of young people with complex needs and those at increased risk of admission to Tier 4 CAMHS. Through CNEST, a coordinated multiagency response ensures appropriate support and interventions for the child and their family. Already rolled out across the Cheshire and Merseyside region, we continue to engage professionals in learning about this evidence-based approach.</p>
Increased frequency of clinical meetings	<p>We've also increased the frequency of clinical meetings to review all referrals, directly responding to patient and staff feedback and thereby mitigating potential bottlenecks in the patient care pathway. Innovative alternatives to hospital admissions, such as virtual wards, day care, and internet-based cognitive behavioural therapy (ICBT), are being piloted. These strategies, stemming from patient suggestions for more flexible and patient-centred care, mark a progressive shift in our approach.</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.



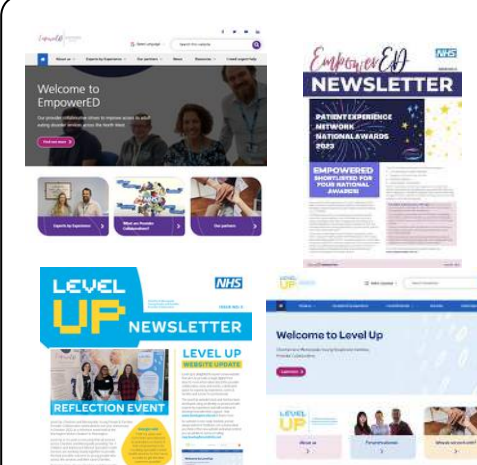
## Transformation Events

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

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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

# 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."

