



Communicating Effectively with Patients and Families

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Lead Provider Collaborative Commissioning Team

In partnership with:

Cheshire and Wirral Partnership NHS Foundation Trust

Priory Healthcare

Cygnet Health Care

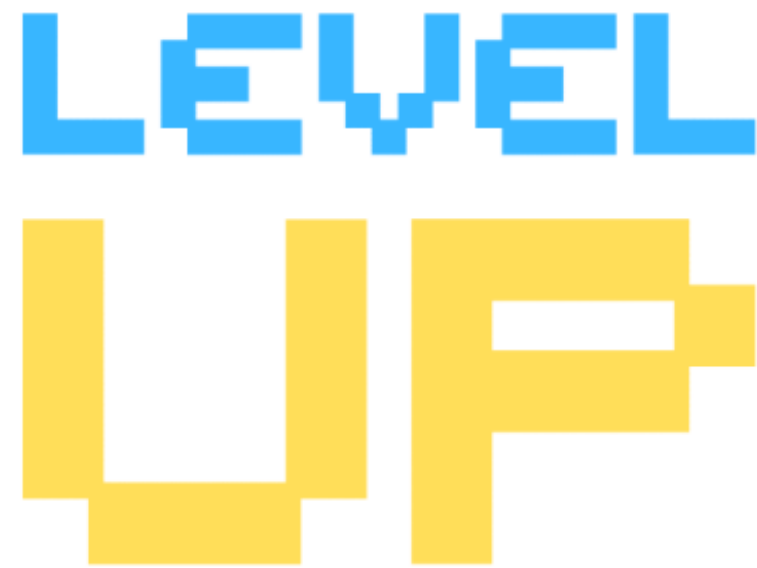
Alder Hey Children's NHS Foundation Trust

Mersey Care NHS Foundation Trust

The LEVEL UP logo, featuring the word 'LEVEL' in blue and 'UP' in yellow, both in a pixelated font. The text is centered within a white circle, which is surrounded by a thick blue ring, and then a thick yellow ring. The entire graphic is set against a background of yellow and blue circles and a blue arc.

LEVEL
UP

Our Lead Provider Collaborative



Cheshire & Merseyside
Young People and Families
Lead Provider Collaborative

www.levelupcm.nhs.uk



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 out of tier 4 care
- Harm from inappropriate T4 admission

Using Insight for Improvement



The collaborative brings together NHS Providers, Independent Sector Providers and Expert by Experience and focuses on comprehensive, data-informed care pathways, emphasising community treatment and minimising inpatient admissions.

The LPCs innovative approach includes shared policies, rigorous performance reviews, and extensive training programs, resulting in improved early diagnosis and consistent care across the region. This collaboration fosters efficiency, reduces costs, and enhances patient experiences through integrated, patient-centred care.

Starting with the Expert by Experience forum, Experts come together regularly to identify priorities and work together to see where improvements can be made throughout the whole patient journey. Representatives from the forum have a permanent place at clinical delivery groups and partnership boards, holding the LPCs to account and ensuring that the priorities, vision and innovations from the forum are at the centre of all decision making.

This transformative approach to mental health services breaks down the barriers between care providers by harnessing the power of diverse stakeholders to deliver, patient-centred care.

Hear my voice

NHSE funded 5 educational films, co-produced with experts by experience. The films contains a clear message from the perspective of young people with learning disabilities and/or autism relating to a self-defined crisis.

The young people from a group called Jigsaw, facilitated by Cheshire East Local Authority. The messages reference what a crisis means to them. This golden thread is followed through the remaining films.

The films focus on prevention, de-escalation techniques, effective communication, the importance of listening to parents/carers and ensuring a person-centred approach.

Each film shares insights from the perspective of:

- Young people with learning disabilities and/or autism
- Parent Carers
- Young Carers
- Clinicians
- Communication specialist

All five films are available on:
www.levelupcm.nhs.uk/hearmyvoice



**LEVEL
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Young People and Families
Provider Collaborative
www.levelupcm.nhs.uk

CANDDID

Centre for Autism,
Neurodevelopmental Disorders
and Intellectual Disability
www.canddid.nhs.uk

NHS

WELCOME TO HEAR MY VOICE





Clinicians and Carers share their lived experience and knowledge.

Young peoples feedback

Filming Day Evaluation

How do you rate today out of 10?
(10 being amazing, 0 being poor?)

(10) (10) (10) (10) (10)

What was your favourite part of today?

Being interviewed
Being interviewed
Filming + pizzas
Watching filming
Filming
Being behind the camera
Being with friends
All of it
Being interviewed
Chatting with friends
Card making

What could have been better?

Nothing, it was perfect
Nothing, I have had a marvellous day
Nothing
Nothing

Carers feedback:

It's fantastic, very emotional but captures the journey perfectly.

Thank you! It's amazing and I really hope it makes a difference to someone somewhere.

Wow I'm in tears it's so powerful and what a great message to send to parents .



Yeah, I like to meet people like that.