ACOMHS
ACCREDITATION FOR
COMMUNITY MENTAL
HEALTH SERVICES

RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS

Accreditation for Community Mental Health Services

Improving Feedback Workshop

Thursday 27 July

Best ways to elicit and utilise feedback from patients and carers

Programme

9:30   **Welcome**

9:35   **Feedback Systems (service users and carers) in Bethnal Green Community Mental Health Team**
Mark Akyea Addo, Operational Lead; Bylkish Nasarally, Senior nurse practitioner and Stella Harding, Community Mental Health Nurse; Bethnal Green Community Mental Health Team, East London NHS Foundation Trust

10:00   **One To One Conversations With Patients And Carers As A Way To Acquire A Deeper Understanding Of Their Experiences And Make Quality Improvements In The Service**
Magda Turczyn, Deputy Service Lead Older People's Community Services, Suffolk; Samantha Mardell, Lived Experience Complex Emotional Needs Trainer, Suffolk and Gail Collyer, Service Lead Older People's Community Services, Suffolk

10:25   **Interactive Discussion on Feedback**
Jason Grant-Rowles, Peer Coach, North London Mental Health Partnership, Lived Experience Practitioner, Camden and Islington NHS Foundation Trust

10:55   **Closing Remarks**

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Presentation Details

Feedback Systems (service users and carers) in Bethnal Green Community Mental Health Team

Mark Akyea Addo, Bylkish Nasarally, and Stella Harding

Presentation on how the service collates valuable feedback from service users and carers to help improve our quality of care. This involves the creative utilisation of varied systems ranging from IT to routine paper-based systems. These systems currently continue to evolve per the feedback received.

One To One Conversations With Patients And Carers As A Way To Acquire A Deeper Understanding Of Their Experiences And Make Quality Improvements In The Service

Magda Turczyn, Samantha Mardell and Gail Collyer

The aim of the presentation is to show how the OP Ipswich team captures feedback by having one-to-one telephone conversations with patients or their carers and how utilising the responses improves the quality of the service provided.

The presentation starts with a brief overview of the different methods the team has applied to capture feedback and how it is shared. The presentation provides an overview of the limitations arising through focusing only on capturing and sharing the feedback, but not applying it. It explains how the team changed the way it started thinking about and applying feedback by introducing one-to-one conversations with patients and carers, which provided a deeper understanding of the patient/carer experience. These conversations gave the team more targeted and pertinent information to enable the development of improvements to the quality of service.

The next part of the presentation looks at the importance of having appropriate tools, personnel and processes to conduct these conversations in a way that empowers and encourages patients and their carers to share their views about what works well and what could be improved. The OP Ipswich team uses a survey initially developed by RCPsych in collaboration with patients that has been slightly modified by the team's clinicians and NSFT audit team. The survey is conducted by the team's peer support worker who will provide an overview of the process she applies to obtain meaningful feedback.

The final part of the presentation gives examples of improvements that have been made by the team following feedback from patients and their carers.

Interactive Discussion on Feedback

Jason Grant-Rowles

This is an opportunity for attendees to participate in an interactive discussion, exploring the importance of feedback, ways of collecting feedback and how feedback can be used. There will be questions, scenarios and interview exercises including opportunities for a whole group discussion and discussion within smaller groups in breakout rooms.

Speaker Details

Mark Akyea Addo *(Feedback Systems (service users and carers) in Bethnal Green Community Mental Health Team)*

Mark Akyea Addo is an Operational Lead, currently working with the Bethnal Green and Globe Town Neighbourhood Mental Health Team.

Bylkish Nasarally *(Feedback Systems (service users and carers) in Bethnal Green Community Mental Health Team)*

Bylkish Nasarally is a Senior nurse practitioner, currently working with the Bethnal Green and Globe Town Neighbourhood Mental Health Team.

Stella Harding *(Feedback Systems (service users and carers) in Bethnal Green Community Mental Health Team)*

Stella Harding is a Community Mental Health Nurse , currently working with the Bethnal Green and Globe Town Neighbourhood Mental Health Team

Magda Turczyn *(One To One Conversations With Patients And Carers As A Way To Acquire A Deeper Understanding Of Their Experiences And Make Quality Improvements In The Service)*

A mental health nurse by background. Degree in Psychology. Working in mental health services since 2010. Passionate about supporting people to recover and grow. Enjoying quality improvement work in collaboration with patients and carers.

Samantha Mardell *(One To One Conversations With Patients And Carers As A Way To Acquire A Deeper Understanding Of Their Experiences And Make Quality Improvements In The Service)*

A Former Deputy Director, Listening Volunteer, Leader and Mentor of Ipswich & East Suffolk Samaritans, (2003-2008). In 2021 I became the first Peer Support Worker to be employed in NSFT Older People's team. In addition to being a Lived Experience Complex Emotional Needs Trainer for NSFT- Older People team Ipswich, I also teach Wellbeing/Pastoral Care Lead at CTC Foundation College, (for 16–22-year-olds). Mental Wellbeing and supporting others in their Recovery is at the heart of everything I do!

Gail Collyer *(One To One Conversations With Patients And Carers As A Way To Acquire A Deeper Understanding Of Their Experiences And Make Quality Improvements In The Service)*

I have been a mental Health Nurse for the past 30 years. During that time, I have worked in a variety of posts, including ward nurse, ward manager, Practice Development Nurse, and Clinical Team Leader. I remain passionate about Older People's Mental Health services and how to help services to continue to develop and grow.

Jason Grant-Rowles *(Interactive Discussion on Feedback)*

Jason works as a Peer Coach for the North London Mental Health Partnership and as a Lived Experience Practitioner for the Trauma Informed Collaborative at Camden and Islington NHS Foundation Trust. Jason is also involved in a number of research projects including RECOLLECT at King's College London, CaFI at University of Manchester, and GiVE3 at University of Sussex. Jason is also a proud Patient Representative for the ACOMHS and NCAP networks.

Useful Resources

Research articles, papers and other resources

Conversations with patients (Questions used by the Older People Community Services, Suffolk) – Provided by Samantha Mardell

Conversations with carers (Questions used by the Older People Community Services, Suffolk) – Provided by Samantha Mardell

A guide to capturing and using patient, public and service user feedback effectively - Hillary Brown, University of Birmingham

A systematic review of the impact of patient and public involvement on service users, researchers and communities - Jo Brett , Sophie Staniszewska, Carole Mockford, Sandra Herron-Marx, John Hughes, Colin Tysall and Rashida Suleman

Health service improvement using positive patient feedback: systematic review and change model - Rebecca Lloyd, James Munro, Kerry Evans, Amy Gaskin-Williams, Ada Hui, Mark Pearson, Mike Slade and Yasuhiro Kotera, Giskin Day, Joanne Loughlin-Ridley, Clare Enston and Stefan Rennick-Egglestone

Responding effectively to adult mental health patient feedback in an online environment: A coproduced framework - Rebecca Baines, John Donovan, Sam Regan de Bere, Julian Archer and Ray Jones

Using patient feedback - Picker Institute

Improving care by using patient feedback - National Institute for Health Research

The Patient Experience Book - NHS Institute for Innovation and Improvement's guidance

How to use patient feedback more effectively to improve services – The King's Fund

Useful Resources

Questions services may wish to consider when reflecting and reviewing their feedback processes - developed by Jason Grant-Rowles, ACOMHS Patient Representative and Carola Groom, ACOMHS Carer Representative

What does feedback mean to patients and carers? Why is it important to be able to comment, complain, question, make suggestions? How is it helpful?

What does it mean to patients and carers to see that feedback is acknowledged and used to make improvements?

Who within the organisation collects feedback, whether formal or informal, from patients and carers?

Who in the organisation is responsible for collating this information, analysing and disseminating it and ensuring appropriate actions are taken?

What are the different practical ways of offering feedback opportunities? What are the advantages/disadvantages of each?

What are some best practices for engaging patients and carers in the feedback process to encourage their active participation?

How can the service ensure that feedback received from patients and carers is utilised effectively to drive continuous improvement in the quality of services provided?

What are some potential challenges or barriers that the service might face when implementing feedback processes, and what strategies can be employed to overcome them?

How can the feedback process be positive in itself in a therapeutic setting?

How does ongoing feedback, by patients and carers, relate to coproduction in service provision?

What are good questions and styles of questioning to elicit feedback?

What does feedback mean to the service (team members)? How does the service regard comments, questions and positive and negative feedback from patients and carers?

Keep in touch

If you have any questions or would like to know more about the network **get in touch** with the ACOMHS project team on acomhs@rcpsych.ac.uk

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