

## Yorkshire and the Humber Senior PWP Network Minutes

15 October 2019, 10:00-15:30

Radisson Blu Hotel, No. 1, The Light, The Headrow, Leeds, LS1 8TL

No.	AGENDA ITEMS	Action By																						
1.	<p><b>Welcome, Apologies, Introductions and Checking In, Andy Wright, IAPT Advisor, Yorkshire and the Humber Clinical Networks</b></p> <p>Andy Wright welcomed everyone to the meeting and conducted housekeeping and introductions.</p> <p>Andy Wright welcomed all the new attendees to the meeting and reiterated the purpose of the Senior PWP network, which is to focus on sharing good practice, connect on a regional and national level and support Senior PWPs as the leaders of the future. The Network is now three years old.</p> <p>Andy Wright advised the attendees that the majority of IAPT work takes place at Step 2 with high volume/high turnover of patients. Senior PWPs are critical to the future of IAPT and are the legacy of the service.</p> <p>Andy Wright invited attendees to “check in” (how are you landing) at the beginning of the day and “check out” (how are you leaving) at the end of the day.</p>																							
2.	<p><b>Wellbeing Exercise: Listening with Fascination, Andy Wright, IAPT Advisor, Yorkshire and the Humber Clinical Networks</b></p> <p>Andy Wright presented to the attendees on Listening with Fascination.</p> <p>Andy Wright asked the attendees to form a circle with their chairs so that they could see each other and be present. The attendees were then asked to share something they were stressed about and something they were looking forward to. The responses included:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Stressed about:</th> <th style="text-align: left;">Looking forward to:</th> </tr> </thead> <tbody> <tr><td>Car going through MOT</td><td>A spa day</td></tr> <tr><td>Organising son's birthday party</td><td>The weekend</td></tr> <tr><td>Presenting</td><td>Feedback</td></tr> <tr><td>Planning a wedding</td><td>Half term/leave</td></tr> <tr><td>Changes within the service</td><td>Wedding makeup trial</td></tr> <tr><td>Getting married next year</td><td>Jewellery making class</td></tr> <tr><td>New dog</td><td>Christmas</td></tr> <tr><td>Changes in role</td><td>Trip to the coast</td></tr> <tr><td>Christmas</td><td>Theatre visit</td></tr> <tr><td>Work</td><td>Holiday</td></tr> </tbody> </table> <p>Andy Wright then asked the attendees to reflect on the exercise and to think about the following questions:</p> <p>Question 1: How did it feel right before and right after speaking?</p> <p>Question 2: Did you find your mind wandering?</p> <ul style="list-style-type: none"> <li>• If so what was the distraction?</li> </ul>	Stressed about:	Looking forward to:	Car going through MOT	A spa day	Organising son's birthday party	The weekend	Presenting	Feedback	Planning a wedding	Half term/leave	Changes within the service	Wedding makeup trial	Getting married next year	Jewellery making class	New dog	Christmas	Changes in role	Trip to the coast	Christmas	Theatre visit	Work	Holiday	
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	<p>Question 3: What helped bring you back round?</p> <p>Question 4: When you were listening did you make judgements/assumptions? How were you reacting?</p> <p>Question 5: What would you do if we did mindful listening with all those we speak to? What would you be doing differently?</p> <p>Question 6: Do you intend to attend with compassion and kindness?</p> <p>Question 7: What have you appreciated about this group that you didn't before the exercise?</p> <p>Listening is a great skill and by checking in with each other and listening mindfully it means that we can gain a deeper understanding.</p> <p>Andy Wright suggested that the Listening With Fascination exercise could be used in team meetings.</p>	
<p>3.</p>	<p><b>Working as a PWP in Conditions that Challenge Personal Values: Survey Feedback, James Spiers, PWP, Sheffield IAPT</b></p> <p>James Spiers presented to the attendees on working as a PWP in conditions that challenge personal values: survey feedback.</p> <p>Please see the presentation slides for more information.</p> <p>Andy Wright thanked James Spiers for a very powerful presentation and asked the attendees what they thought the implications were for PWPs and the service.</p> <p>Feedback included:</p> <ul style="list-style-type: none"> <li>➤ PWPs automatically feel the burden; although not generally asked the PWPs do step up.</li> <li>➤ Within one service the issue was addressed with management and although there is still high demand/pressure the targets and responsibilities are now shared.</li> </ul> <p><b>Questions and Answers:</b></p> <p><i>Question:</i> What can we do within the supervision time to be more supportive to PWPs? <i>Answer:</i> James Spiers stated that there is research and evidence to support using supervision to help develop PWPs and stated that he was looking produce a report of his findings also.</p> <p><i>Question:</i> Does the supervision model help today's PWPs? <i>Answer:</i> James Spiers replied that things have changed since IAPT was introduced ten years ago and there is now a need to make amendments to the supervision model to match the PWPs' needs. James Spiers stated that in Sheffield the PWPs tried reflective supervision but noted that as PWPs like to problem solve, reflective supervision was a challenge.</p> <p><i>Question:</i> The PWP role is an evolution is IAPT and there is a dichotomy relationship with management – values and beliefs when aligned work well but when not aligned there is values tension – how do we have a conversation in services about this? <i>Answer:</i> In the Sheffield service we have an open and honest culture, which really helps. To be able to discuss values tension the culture of the organisation is everything.</p>	
<p>4.</p>	<p><b>Leadership Skills: Managing Difficult Conversations, Andy Wright, IAPT Advisor, Yorkshire and the Humber Clinical Networks</b></p> <p>Andy Wright presented to the attendees on leadership skills: managing difficult conversations and asked them to discuss the following questions:</p> <ul style="list-style-type: none"> <li>• What kind of conversations are difficult at work, top 3?</li> <li>• Which are the most prevalent?</li> <li>• Why are these conversations so difficult?</li> </ul>	

	<ul style="list-style-type: none"> <li>• What can happen if we avoid these conversations?</li> <li>• How does the culture of your organisation impact on these conversations?</li> <li>• Is it safe?</li> </ul> <p>Please see the discussion summary feedback attached:</p> <div style="text-align: center;">  <p>2. Feedback - Managing Difficult Co</p> </div> <p>Please also see the presentation slides for more information and Top Tips for managing difficult conversations.</p> <p>Andy Wright further informed the meeting that there are some useful TED talks about having difficult conversations on YouTube.</p>	
<p>5.</p>	<p><b>Holding Differences - Working Inclusively in Low Intensity Interventions, Adriana Nitranska, PWP, Sheffield IAPT</b></p> <p>Adriana Nitranska presented to the attendees on Holding Differences – Working Inclusively in Low Intensity Interventions.</p> <p>Please see the presentation slides for more information.</p> <p><b>Questions and Answers:</b></p> <p><i>Question:</i> What do you do if you get it wrong? How have you addressed it with clinicians?</p> <p><i>Answer:</i> Adriana Nitranska advised that in her own position as a PWP she had improved her knowledge through self-study: learning about various kinds of difficulties that people from marginalised groups face; from activists and educators that are members of these groups and also books (please see the presentation pack for suggested reading). Adriana continued that she had never had a bad response from a client when she has asked “I don’t want to assume, can you tell me about .....”</p> <p><i>Question:</i> Has anybody got any good signposting guides in different languages?</p> <p><i>Answer:</i> Equality of access is lacking in the materials we use with patients and the quality of materials is different too. This is an issue within the NHS as, nationally, we don’t have the same quality available and sometimes the information doesn’t translate properly. There needs to be a collaborative approach to a solution.</p> <p>The Leeds Mindwell website was recommended, as this contains access to materials translated into over 70 different languages: <a href="https://www.mindwell-leeds.org.uk/">https://www.mindwell-leeds.org.uk/</a></p> <p><i>Question:</i> Colleagues can sometimes feel typecast because of their language skills; how can we avoid this?</p> <p><i>Answer:</i> The BAME best practice guide includes important information and it is important to reiterate that everyone needs to be willing to hold discussions not just one member of the team because of their language skills.</p>	
<p>6.</p>	<p><b>Feedback from IAPT Providers’ Network on Developing the Senior PWP Role, Heather Stonebank, Lead PWP Advisor, Yorkshire and the Humber Clinical Networks</b></p> <p>Heather Stonebank presented to the attendees with feedback from the IAPT Providers’ Network on developing and supporting the Senior PWP role.</p> <p>Heather Stonebank then asked the attendees to discuss the following statements and rate them 1-10 (1= not fulfilling this statement - 10= totally fulfilling this statement)</p> <ul style="list-style-type: none"> <li>➤ Attend managers meetings to improve</li> </ul>	

	<ul style="list-style-type: none"> <li>➤ Leadership and management course and training</li> <li>➤ Clarity over job description and role, consistency</li> <li>➤ Access to information and data</li> <li>➤ Time to reflect and transition into the new role</li> <li>➤ Develop supervision skills</li> <li>➤ Shadowing managers</li> </ul> <p>Please see the presentation slides for more information.</p>	
<p>7.</p>	<p><b>Any Other Business</b></p> <p><b>Back to Basics Training</b> There are two places left on the Back to Basics training day to be held on 14 November at the Malmaison hotel in Leeds. Please click on the link below to book a place: <a href="https://www.eventbrite.co.uk/e/back-to-basics-doing-low-intensity-interventions-brilliantly-tickets-60300452276">https://www.eventbrite.co.uk/e/back-to-basics-doing-low-intensity-interventions-brilliantly-tickets-60300452276</a></p> <p><b>“Psycho-education”</b> Andy Wright asked the attendees to consider an alternative name for “psycho-education” as it has been fed back that service users are not happy with the current name and its implications.</p> <p><b>Timing of the day</b> The attendees were asked to give their thoughts on the timings on the network meetings on the evaluation form. Carole Tarff to summarise and feedback.</p> <p><b>Checking out</b> Andy Wright asked all the attendees to think of one thing from today that they are going to take away and also what they have appreciated about today.</p> <p>Andy Wright thanked everyone for attending and encouraged all to complete their evaluation forms.</p>	<p><b>Carole Tarff</b></p>
	<p><b>ITEMS FOR INFORMATION:</b></p>	
	<p><b>Future Meetings:</b> The next Senior PWP Network will be held in early 2020. A date will be circulated as soon as possible.</p>	