

Yorkshire and the Humber Senior PWP Network

Minutes

24 April 2018, 10:00-15:30

The Met Hotel, King Street, Leeds

| No. | AGENDA ITEMS | Action By |
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| 1. | <p>Welcome, Apologies and Introductions, Andy Wright, IAPT Advisor, Yorkshire and the Humber Clinical Networks</p> <p>Andy Wright conducted introductions and explained the purpose of the Clinical Network.</p> <p>Andy Wright 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.</p> <p>Andy Wright advised the attendees that the majority of IAPT work takes part at Step 2 and within the Clinical Network we firmly believe that Senior PWPs are the next generation of IAPT managers, leaders and clinical leads – Senior PWPs are the future of services. Andy Wright stated that the purpose of the day was to provide all attendees with time to get off the treadmill of work and have an opportunity to have thinking space, share ideas and overcome challenges.</p> | |
| 2. | <p>Raising Self-Awareness and Wellbeing</p> <p>Andy Wright advised the attendees that one in four people are likely to have a mental health issue and NHS employees are disproportionately more likely to have mental illnesses. Andy Wright stated that as a Clinical Network we are keen to support staff wellbeing and have a desire to improve resilience; the session today will focus on two wellbeing and resilience exercises that can also be conducted back in service with PWPs.</p> <p>Andy Wright introduced the “Blob Tree” exercise where each attendee was individually invited to colour in the person on the tree that most represented them in their work life at this point in time. Each attendee was then invited to come to the front of the room and indicate which person they had selected and why.</p> <p>Once each attendee had shared their chosen person and reason for their choice Andy Wright asked the attendees what messages they were hearing about current levels of wellbeing in the workplace. Attendees fed back the following:</p> <ul style="list-style-type: none"> • No-one is ever in the same place, • The tree represents the range of the Senior PWP role, • The tree represents the Senior PWP journey, • The supportive element of the role comes out strongly and highlights the challenge of the role of being supportive but also having to manage people • The dual role is highlighted - clinically focussed but also management focussed, • The role is dynamic and Senior’s need a lot of resilience, • The tree represents ambition and aspiration for IAPT, • The tree shows that Senior PWPs are passionate about giving support but also receiving support, • The tree also shows that Senior PWPs can feel grounded and solid but | |

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| | <p>also flexible and dynamic.</p> <p>Andy Wright advised the attendees that the exercise is to help people reflect on their wellbeing and consider where they currently are on the tree and encourage them to think about where they would like to be and how they could get there. Andy Wright also advised that the exercise could be used within supervision sessions, as it is good to understand where staff are at, where your supervisee may see you on the tree and it will help everyone to identify their current role within the team and what they may be able to do to enhance their role.</p> <p>Andy Wright reiterated that the Blob Tree exercise helps to make people self-aware, reflect on their current wellbeing, connect with each other and share experiences. Senior PWP's are in an influential role and can shape the culture and conversations within services. Use this tool to offer a space for reflection and discussions.</p> <p><i>ACTION: Sarah Boul to send copy of the Blob Tree exercise out to attendees for use in their services.</i></p> <p>The attendees were then asked to conduct a "Happiness Scale" exercise charting from January 2018 to April 2018 the highs and lows of their working lives.</p> <p>Once the happiness scale exercise had been completed by all Andy Wright advised that this exercise is reflective of the Blob Tree exercise by encouraging people to reflect on their happiness and wellbeing and where this might link to where people placed themselves on the Blob Tree.</p> <p>Andy Wright encouraged the attendees to think about what they could learn from their timeline and what they could take forward into the future that was positive.</p> <ul style="list-style-type: none"> • The attendees advised that they had learned the following: • It is really important to reflect on our own resilience, • It is important to think about the bigger picture and where you are on a continuum - don't get bogged down in the detail, • Don't live to work – work to live, • It is important to be reflective and flexible, • The scale showed how much change has occurred within my service and reflecting on this has made me realise I need to have more empathy with my PWP's about change, • Need to look after my own wellbeing in the context of wanting to progress. <p>Andy Wright advised the attendees that they needed to look after their own wellbeing to be brilliant in their role. Andy Wright advised that the happiness scale provides markers in time to reflect upon and encourages people to practice self-care by reviewing the timeline and acknowledging positive events. Andy Wright encouraged the attendees to focus on what they are achieving not on what they are not achieving; perhaps to write down 3 things per day that went well to increase positivity and resilience. Andy Wright stated that the Senior PWP's needed to put the oxygen mask on themselves first before helping others.</p> | <p>Sarah Boul</p> |
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| <p>3.</p> | <p>Provider Presentation: York and Selby Improving Access to Psychological Therapies Service, Jasmine Turnbull and Lorraine Fourie, Senior PWP, York and Selby IAPT</p> <p>Jasmine Turnbull and Lorraine Fourie, Senior PWPs for York and Selby IAPT, presented to the attendees on their service. The presentation covered the history of the service, the journey the service has been on in the last few years and focussed on the development of interventions offered at Step 2. The presentation offered a valuable insight into the York and Selby IAPT service and was an opportunity to share good practice in making changes in service. Please see the presentation slides for more information.</p> <p>Questions and Answers:</p> <p><i>Question:</i> What other intervention do you offer at Step 2 and how do you support the PWPs delivering the course?</p> <p><i>Answer:</i> We offer the wellbeing course, SilverCloud and guided self-help. We have also just started offering telephone guided self-help. We believe very strongly in the course and everyone promotes the course. For PWPs delivering the course we do groups skills supervision every 6 weeks for a reflection session and working on aspects such as power stance, PWPs presenting style etc. We do focus on presenting styles and try to pair PWPs and trainees with different presenting styles to ensure there is a rounded presenting style and learning.</p> <p><i>Question:</i> Do you have an information leaflet for the new course?</p> <p><i>Answer:</i> Yes for the new course. We think the robustness of the leaflet may be a potential reason that we have less of a drop out. We are tightening our processes so everyone gets the same information, risk information, review information etc. all of the information in the leaflet is reiterated on the course also and we continually review to see if it is having an impact.</p> <p><i>Question:</i> Regarding recovery if the patient says they don't want a review but they haven't recovered would you try something else?</p> <p><i>Answer:</i> That is something we ought to do but due to staffing limitations and numbers of patients we don't have time to do this. When we have our admin back we could aspire to do this. We don't have a set process for discharge but we would like to look at this and further develop.</p> <p><i>Question:</i> How do you manage higher risk patients in groups?</p> <p><i>Answer:</i> They don't go to the top of the waiting list, but we contract with them, we ensure they reach out to GP and agree that they will engage. We would like to introduce a traffic light system for if higher risk people get in touch. Our work on this is a work in progress but we focus very strongly on reaching out and contracting.</p> <p><i>Question:</i> Do you have a data lead?</p> <p><i>Answer:</i> Lorraine is the data lead and the service have access to a data analyst for 1 day a week but sadly he is leaving. We analyse our data as best we can for the groups as we like to learn from it but do acknowledge that having access to a full time data analyst would be very good for the service.</p> | |
| <p>4.</p> | <p>IAPT LTC Service Presentation, Liz Ruth, Senior PWP, Sheffield IAPT</p> <p>Liz Ruth, Senior PWP from the Sheffield Health and Wellbeing Team presented to the attendees on the IAPT-LTC service offered within Sheffield. Liz Ruth provided an overview of the general IAPT service within Sheffield and then a detailed explanation of the development of the Sheffield Health and Wellbeing</p> | |

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| | <p>Service. Liz Ruth provided attendees with information on the development of 10 different clinical pathways, working within physical health settings and a vision for the future of the service. Please see the presentation slides for more information.</p> <p>Questions and Answers:</p> <p><i>Question:</i> Are one to one sessions half an hour like core IAPT?</p> <p><i>Answer:</i> PWPs are given flexibility to arrange their clinics but the recommendation is that physical health conditions need longer. Usually appointments are 45 minutes.</p> <p><i>Question:</i> For the guided self-help do you have written materials?</p> <p><i>Answer:</i> For the IBS and CHD pathways there are validated manuals already available but we do also develop things in house in validated manual form to share with patients.</p> <p><i>Question:</i> Do PWPs identify many training needs?</p> <p><i>Answer:</i> Yes. We have had IAPT-LTC training through the University of Sheffield, which was really useful and the learning was fed back into the service too. We have also made links into physical health settings and consultants come in to give information. We try to work with our PWPs to satisfy their training needs.</p> <p><i>Comment:</i> Liz Ruth encouraged all the attendees to continue to share best practice and learning on IAPT-LTC to ensure we benefit this patient cohort.</p> | |
| <p>5.</p> | <p>Promoting Resilience and Self-Reflection</p> <p>Heather Stonebank advised the attendees that this session of resilience and self-reflection linked to the exercises from the earlier session. Heather Stonebank introduced a wellbeing exercise where attendees were asked to write a list of things that they do to support their own wellbeing, which could be both inside and outside of work. Attendees were then asked to put a cross against the ones that have not been done in the last two weeks. Attendees were then asked to reflect on the number of crosses and consider how to increase the prioritisation of their own wellbeing going forwards. Heather Stonebank advised the attendees that this exercise could be conducted within services to encourage staff to self-reflect, raise awareness of their wellbeing and look for ways to increase their resilience.</p> <p>Andy Wright then introduced the theory of resilience and self-reflection and explained why it is important. Andy Wright advised services that change within IAPT services is frequent and being adaptable will make you more resilient. Andy Wright advised the attendees that we work in an environment to make a positive difference and we need to humbly look at ourselves and make changes to ensure we deliver the best possible service to patients. Andy Wright encouraged all attendees to nurture their wellbeing and resilience.</p> <p>Andy Wright then asked the attendees to reflect upon 3 questions regarding resilience and self-reflection and encouraged attendees to make a pledge to focus on their own resilience and wellbeing. Andy Wright then encouraged all the attendees to set a weekly alarm on their smart phones to reflect on their resilience, reflect on their commitments to themselves to improve their resilience and to chart what has changed in their thinking to promote their own resilience and wellbeing.</p> <p>ACTION: All attendees to take time each week to reflect on their own</p> | |

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| | <i>wellbeing and resilience and make small changes to ensure their wellbeing is good and resilience is strong.</i> | |
| 6. | <p>Feedback from the IAPT Providers' Network, Heather Stonebank, Lead PWP Advisor, Yorkshire and the Humber Clinical Networks</p> <p>Heather Stonebank presented to the attendees on the feedback from the IAPT Providers' Network. Heather Stonebank advised the attendees that at the last IAPT Providers' Network meeting the attendees had been asked a number of questions about their Senior PWPs and key messages were gathered to feedback. The most important message gathered from the IAPT Providers Network was that the Service Managers and Clinical Leads thought the Senior PWPs were doing a fantastic job and wanted to say big thank you for all the hard work that Senior PWPs do. The Service Managers and Clinical Leads were also interested in supporting the development of the Senior PWP role and supporting the development of leadership skills within the workforce.</p> <p>Heather Stonebank encouraged the attendees to focus on the "five W's and how" and to really think about how they could take the learning from the Senior PWP Network and instil this into services. Heather Stonebank provided the attendees with some reflective questions to take back to their services and consider prior to the next Senior PWP Network meeting.</p> <p><i>ACTION: All attendees to consider the reflective questions on putting learning back into services and provide feedback on this at the next network meeting.</i></p> <p>Please see the presentation slides for more information.</p> | All |
| 7. | <p>Any Other Business</p> <p>Sarah Boul provided an update to the attendees on the following topics:</p> <ul style="list-style-type: none"> - Recovery Cards - Feedback from the National Team (BIT and Yammer) - CASPER Plus Training - cCBT Update <p>Please see the presentation slides for more information.</p> <p><i>ACTION: For any services who would like copies of the "A Focus on Recovery" cards please email sarah.boul@nhs.net with a delivery address and numbers of cards required for the service.</i></p> | All / Sarah Boul |
| | ITEMS FOR INFORMATION: | |
| | <p>Future Meetings:</p> <p>The next Senior PWP Network will be held in Summer 2018. A date will be circulated as soon as possible.</p> | |