

NEWSLETTER



PATIENT EXPERIENCE NETWORK NATIONAL AWARDS 2023



EMPOWERED SHORTLISTED FOR FOUR NATIONAL AWARDS!

EmpowerED, Adult Eating Disorders Provider Collaborative, North West is thrilled to announce that we have been shortlisted for four prestigious national awards at this year's Patient Experience Network Awards (PENNA).

The PENNA awards honour outstanding achievements and best practices in patient experience across the health and social care sectors. EmpowerED have been recognised for their dedication to transforming patient care pathways, reducing variations in care, and fostering collaboration among stakeholders to provide person-centred care in the mental health sector.

EmpowerED, Adult Eating Disorders Provider Collaborative, North West, is a ground breaking initiative that brings together CWP, Greater Manchester Mental Health NHS FT, Lancashire and South Cumbria NHS FT, Mersey Care NHS FT, and Priory Health Care. This collaborative effort focuses on addressing adult eating disorders and aims to enhance patient pathways and experiences, while driving innovation and creativity in specialised mental health services.

The LPCs have been shortlisted in the following categories:

- Commissioning for Patient Experience
- Engaging and Championing the Public
- Partnership Working
- Using Insight for Improvement

The LPC represents a transformative approach to mental health services, emphasising clinical leadership, user involvement, and cross-sector collaboration. Through this initiative, CWP and its partners have reimagined mental health service delivery, breaking down barriers and fostering a culture of co-production.

Tim Welch, Chief Executive, CWP said: "We are honoured to be shortlisted for these awards, which reflect our commitment to placing patients at the heart of healthcare.

"This recognition is a testament to the hard work and dedication of our team, as well as our partners, as we strive to continuously improve patient experiences and drive innovation in mental health services.

"Thank you to all the Experts by Experience for their commitment and unique contribution to driving improvements for services across the North West.

"We are proud of our work which demonstrates the benefits of collaborative working and increasing the voice of people with lived experience in improving the quality of care provided."

For further information about EmpowerED please visit:
www.empowerednw.nhs.uk

TRANSFORMATION EVENT



EmpowerED held a Transformation Event in June at Aintree Racecourse in Liverpool. Delegates from all over North West heard from a range of speakers including EmpowerED Expert by Experience Forum members who shared their lived experience of accessing mental health services, highlighting barriers, good practice and directly to commissioners and senior clinical leads from across the North West.

EmpowerED is committed to driving improvements across the eating disorders patient pathway and working with Experts by Experience to ensure people who access eating disorder services are empowered to play a full and active role in the development and delivery of these services.

Duncan Campbell, Lead for Care, EmpowerED Adult Eating Disorders North West said:

"EmpowerED is no longer new, we're over a year old and we met with colleagues from across the North West, including representation from our community teams and our inpatient units to talk about the progress we've made and what our priorities are for the next six months.

"We discussed the alternatives to admission that we have been planning, including daycare and intensive community support as well as our priorities around avoiding re-admissions, working better with comorbidity.

"Thank you to all our Experts by Experience who took the time to deliver excellent presentations and contribute to the great ideas on how we can improve care further across the North West."

MEET THE TEAM:

GREATER MANCHESTER MENTAL HEALTH NHS FOUNDATION TRUST COMMUNITY EATING DISORDER SERVICE

In this newsletter's Meet the Team we hear from Dr Magdalene Sampson service lead and consultant clinical psychologist at Greater Manchester Mental Health NHS Foundation Trust's, The Willows Eating Disorder Service.

"My background is in clinical psychology, and I've dedicated my career to understanding and addressing the complexities of eating disorders. I'm a consultant clinical psychologist, and support Greater Manchester's adult eating disorders service.

"My role in the team helps align the priorities of the Community Mental Health Transformation Framework with the service, ensuring that care standards are elevated and consistent. Much of these priorities align with EmpowerED as well, helping to drive improvements in care across the North West.

"Some of our successful initiatives recently include early intervention with FREED, no BMI severity threshold, medical monitoring, waiting well initiatives and support for underrepresented groups."

- The service were the first to launch the FREED pathway in Greater Manchester, which underpins the team's commitment to rapid response, ensuring patients receive timely care.



- The service prides itself on inclusivity, ensuring that treatment isn't solely based on BMI but on individual needs.
- With the inclusion of psychiatry and the establishment of MEED groups, medical monitoring has been strengthened, ensuring patient safety and well-being.
- Waiting Well Initiatives: Recognizing the challenges of waiting lists, the team has initiated programs to support those waiting for treatment.
- The service is actively working to ensure all groups, including older adults and various ethnicities, have equal access to care.

"Medical monitoring is a really key area, and we've made really positive strides forward in Greater Manchester.

"We've taken part in a BBC Sounds podcast to challenge myths about eating disorders and highlight the experiences of underrepresented groups." You can listen to this by scanning the QR code below.



COLLABORATION WITH EMPOWERED



"The team's collaboration with EmpowerED has been a great experience. By actively participating in the clinical delivery group and supporting various initiatives, we've made sure that expertise is shared and that we're all working towards common goals.

"The game-changer has been the inclusion of Experts by Experience in our discussions. It's not just about hearing their voices, it's about acting on them.

"Through the clinical delivery groups, we're striving to bridge the gap. Ensuring our community services are helping reduce the pressure on our inpatient services and the small number of service users who require more intensive treatment, receive as effective a treatment as possible to enable community services to continue their recovery with them."

If you would like to learn more about the Greater Manchester Mental Health NHS Foundation Trust Community Eating Disorder Service please visit: <https://www.gmmh.nhs.uk/eating-disorder-service/>

THE TEAM

- **Psychological Therapists:** This group comprises clinical psychologists, counselling psychologists, CBT therapists, and mental health practitioners and assistant psychologists. They deliver a full range of NICE/evidence-based psychological interventions.
- **Dietitians:** Integral to the service, the team has three part-time dietitians who provide essential dietary guidance and support.
- **Consultant Psychiatry:** A recent addition, the service has expanded to include a psychiatrist, enhancing the medical monitoring pathways within the service.
- **Administrative Team:** Often the unsung heroes, the admin team is described as the heart of the operations, ensuring everything runs smoothly.

INDIA'S EXPERIENCE



India, a member of the EmpowerED Expert by Experience Forum, talks us through her journey, offering a unique perspective on the importance of community, understanding, and advocacy in the world of eating disorders.

"I started suffering with an eating disorder from a very young age. I got diagnosed with anorexia the aged 15 or 16 and my struggles continued for many years.

"I was in and out of outpatient services, I used day patient services, and I was admitted to hospital as an inpatient as well.

"I was diagnosed with autism later on, which explained a lot of my struggles, since then I've been diagnosed with ADHD and a personality disorder. I got past from service to service due to presenting different symptoms and missed out on some important treatments at the time.

"When I moved to university, I slipped through the net at the beginning, and it took a while to receive support for my eating disorder and I ended up in hospital.

"Since then, I've received the correct support and the pastoral teams from the university have been really helpful and I'm now back after a leave of absence looking to complete my degree next year.

"By joining the EmpowerED forum, I can help influence the future of services and hopefully by sharing my experience of being passed between services I can help to make services link with each other.

"I love being a part of the of the forum as it really brings the community together and those suffering and have a place to go and talk about their experience to influence the future of services.

"The highlight of being part of the empowered forum so far was speaking at a government event about eating disorders and sharing the pros and cons of both inpatient and outpatient services, giving me to opportunity to influence at a national level.

"Personally, I look forward to helping to break the stigma eating disorders has and help other people with a comorbid diagnosis."



RECRUITING EXPERTS BY EXPERIENCE

EmpowerED Lead Provider Collaborative is recruiting Community Ambassadors/Champions.

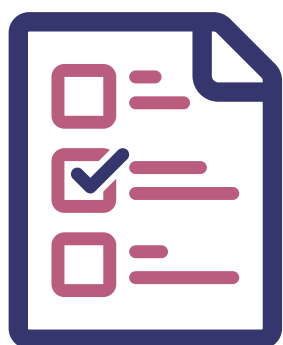
- If you're over the age of 18, the provider collaborative is looking for people who can volunteer their time and help promote key messages, signpost families/carers to local support services and help us identify barriers to accessing services.

Level Up Experts by Experience Forum

- If you have lived experience of eating disorders and are over the age of 18, you can join our Experts by Experience the EmpowerED Forum and help us influence and shape eating disorders services across the North West.

If you're interested in becoming an ambassador, community champion, or in joining our Expert by Experience the EmpowerED Forum programme please visit www.empowerednw.nhs.uk/ebe.

EMPOWERED COMMUNICATIONS SURVEY



Do you have lived experience of an eating disorder? If so, EmpowerED Adult Eating Disorders Provider Collaborative and EmpowerED Experts by Experience Forum need your help to transform specialist mental health services across the North West of England.

By completing our anonymous survey, your insights can influence the ways these services

communicate and engage with patients.

We're particularly interested in hearing from individuals over the age of 18 who have a lived experience of eating disorders.

By participating, you're not just sharing your experience, you're helping to shape a more effective, empathetic, and responsive mental health service. Your voice will make a difference.

Visit www.empowerednw.nhs.uk/survey or scan the QR code to learn more.



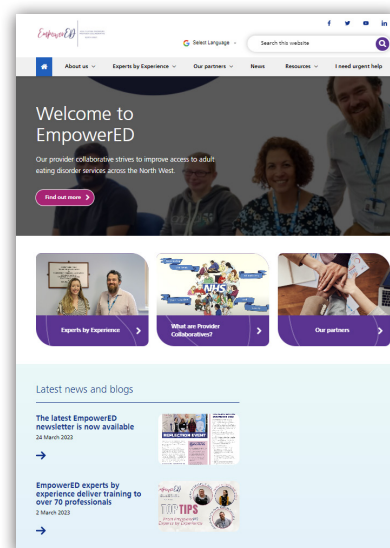
EMPOWERED WEBSITE

Don't miss the latest EmpowerED updates on our website: www.empowerednw.nhs.uk.

The website provides a single digital front door to more information about the provider collaborative, news and events, and has a dedicated space for Experts by Experience, carers, and families.

No website is ever really finished, and we always welcome feedback. Let us know what you think of the new website and what content you would like to see by emailing:

cwp.empoweredforum@nhs.net.



NEED URGENT MENTAL HEALTH CRISIS SUPPORT?

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Depending on the area you live in, please call the numbers below and dedicated local staff will support you to access the help you need.

The phone lines are open 24 hours a day, seven days a week and is open to people of all ages, including children and young people.

LOCATION	TEL.
Cheshire and Wirral	0800 145 6485
Bolton, Salford, Trafford, Manchester	0800 953 0285
Halton, Knowsley, St Helens and Warrington	0800 051 1508
Lancashire and South Cumbria	0800 953 0110
Liverpool and Sefton * anyone aged 16 and over	0800 145 6570
Wigan	0800 051 3253