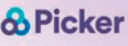


NEWSLETTER



Patient Experience Network National Awards 2024



EmpowerED shortlisted for three national awards

EmpowerED, Adult Eating Disorders Provider Collaborative, North West is thrilled to announce that we have been shortlisted for three national awards at this year's Patient Experience Network National 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.

- **Commissioning for Patient Experience:** Amplifying voices: Expert by Experience led decision making in regional Lead Provider Collaboratives
- **Measuring, Reporting and Acting:** Using Insight for Improvement: Using data to enhance person-centred care through expert-led collaboratives in the North West
- **Patient Contribution:** EmpowerED Experts by Experience Forum



EmpowerED Transformation Event 2024

The next EmpowerED Transformation Event is taking place Wednesday 9 October 2024, at Aintree Racecourse.

Held bi-annually the Lead Provider Collaborative Transformation event gives us an opportunity to bring together Commissioners, NHS Providers, Independent Sector Providers and Experts by Experience, and third sector services to share best practice and discuss opportunities for Adult Eating Disorder Services across the North West.



Over 200 professionals attend EmpowerED Conference 2024



EmpowerED, Adult Eating Disorders, Lead Provider Collaborative, North West, was delighted to host the first EmpowerED Conference 2024 which brought together over 200 professionals, clinicians, and stakeholders at Aintree Racecourse for a full day of keynotes, case studies, and discussions aimed at improving outcomes for individuals

with eating disorders and complex emotional and relational needs (CERN). The event, held on 1 May 2024, focused on fostering skills, relationships, and knowledge across the North West.

The conference began with an interactive session by Dr Matthew Cahill, Consultant Psychiatrist in Eating Disorders and Clinical Director at Cheshire and Wirral Partnership NHS Foundation Trust Eating Disorder Services. Dr Cahill, focused on the theme of "Gathering Opinions and Bringing Honesty." His presentation encouraged open dialogue, inviting delegates to share their insights and experiences.

Dr Cahill's approach emphasised the importance of collective understanding and transparency in addressing the complexities of eating disorders. His interactive session set a collaborative tone for the day, engaging attendees in meaningful discussions about the challenges they face and the innovative solutions they have developed.

- The conference featured several keynotes from leading experts in the field. Prof Anthony Bateman, Consultant Psychiatrist and Psychotherapist, MBT Coordinator at the Anna Freud National Centre, London; Visiting Professor University College London, explored the link between eating disorders, emotions, and relationships through a mentalizing approach. His talk delved into how this perspective can add significant value to the treatment and understanding of complex disorders.
- Dr Tony Winston, Consultant in Eating Disorders, Medical Lead for Eating Disorders Coventry and Warwickshire Partnership NHS Trust, reflected on the connections between eating disorders and personality disorders. He provided insights into the proposed pathways to improve care for the people we care for.
- Dr Erica Cini shared case examples and discussed the current evidence base for managing eating disorder-related behaviours. Her presentation highlighted established guidelines and best practices in clinical settings.

The conference also included interactive case studies that explored the barriers and challenges in treating complex cases. Dr Tomos Williams, Consultant Psychiatrist in Eating Disorders, Cheshire and Wirral Partnership NHS Foundation Trust, and Dr Emma Salazar, Clinical Lead, Oakwood, Stockport Community Adult Eating Disorder Service, presented detailed case studies, describing the complexity and the innovative approaches used to overcome obstacles in treatment.

For the keynote presentations and programme for the day visit: www.empowerednw.nhs.uk/eedc24

Advice for acute medical staff when managing a patient admitted with a severe eating disorder

This project was designed to assist acute medical staff when managing a patient admitted with a severe eating disorder. We are fortunate in the northwest as, following a lot of good work, we have forged good relationships with acute hospital trusts to develop robust systems and treatment pathways for patients admitted to regional hospitals. But there is still a lot of work to do, as well as training for our colleagues.

This QR code is designed to navigate staff to prompt advice if they are helping to manage someone admitted with a severe eating disorder.

This includes:

- What our patients with eating disorders are trying to tell you
- Link to full MEED guidance
- Quick, easy to read initial advice for physical management
- Quick, easy to read initial advice for dietetic management

For more important eating disorders information for clinicians, including quick MEED guides please scan the QR code or visit: www.empowerednw.nhs.uk/quickmeed



EmpowerED: championing mental health through lived experience

In May 2024 the EmpowerED Experts by Experience Team hosted the second EmpowerED Communications Day which took place at Warrington Youth Zone. This event was a significant milestone in our ongoing commitment to improving specialised mental health services through the insights and contributions of experts by experience of specialised mental health services across the North West.

The role of Experts by Experience is pivotal in improving mental health services. Their lived experiences provide invaluable insights that can lead to more effective and compassionate care. The event fostered a collaborative environment where experts alongside carers and parents, shared their journeys, highlighting the barriers they faced and the support that made a difference.

During the day we focussed on:

- Creating educational content
- Recording video and Pod Cast
- Focussing on priorities
- Identifying forum values

The NHS Constitution underscores the importance of values in driving organisational performance and improving service user outcomes. In alignment with these principles, the event emphasised key values for experts, including compassion, respect, communication, and a person-centred approach. These values are not only fundamental to delivering exceptional patient care but also essential in enhancing organisational effectiveness.

Experts and staff identified EmpowerED and Level Up Forum core values.



ROLE OF PARENTS AND CARERS

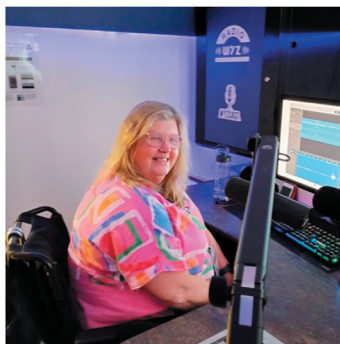
Parents and carers are integral stakeholders in service improvement. They provide unique insights, help identify gaps in care, and contribute to developing more effective support systems. The event included a co-production initiative with parents and carers, who also created audio content to support other parents.

Experts by Experience thoroughly enjoyed the day engaging in workshops, film and Podcasts. To learn more visit

www.empowerednw.nhs.uk.

For further information about Community Ambassadors and Champions please contact:

cwp.empoweredcommunitychampions@nhs.net or
cwp.levelupcommunitychampions@nhs.net





We are looking for people with lived experience of eating disorders to share their views and ideas in helping us to make positive service changes and to influence decision making.

You do not require any formal qualifications to join the EmpowerED Expert by Experience Forum, and more information will be shared when you apply. You may also take part in as much or as little as you wish.

If you would like to get involved, please visit www.empowerednw.nhs.uk/forum

Engaging with our communities

EmpowerED's Expert by Experience Team were out in July and August supporting Chester, Liverpool and Manchester pride.

The events were attended by thousands of people from across the North West and the team engaged with hundreds of experts by experience, families, carers and other services capturing their feedback directly. Read more on our website

www.empowerednw.nhs.uk.



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