

REPORT TO THE TRUST BOARD: PUBLIC
24 September 2020

Title	People Participation Committee 16 September 2020 – Chair’s Report
Committee Chair	Aamir Ahmad, Committee Chair
Author	Cathy Lilley, Director of Corporate Governance

Purpose of the report

To bring to the Board’s attention key issues and assurances discussed at the People Participation Committee (PPC) meeting held on 16 September 2020.

Issues to be brought to Board’s attention

At its meeting on 16 September 2020 the Committee considered a range of items including updates on COVID-19, be-friending and peer support, as well as considering the Board Assurance Framework Risk 3 in relation to improving patient experience. Committee members also paid a heartfelt tribute to Dr Navina Evans who was leaving the Trust on 30 September 2020 to take up the post of Chief Executive of Health Education England for her contribution in championing people participation. The Committee wished to draw the Board’s attention to its discussions on the following:

Befriending Update

- Based on the loneliness strategy developed pre-COVID-19 by service users with people participation support, the befriending service is unique to ELFT
- Aim of the service is to maintain social contacts and is available to ELFT service users
- Positive feedback and outcomes to date.

Peer Support Workers (PSWs) Update

- Important focus in the Trust with good progress on training and communications
- Further work is needed on expanding PSW support within Bedfordshire and Luton and in community physical health services, embedding PSW within the NHS and demonstrating it is a career progression opportunity
- PSW are involved in some transformation projects, e.g. supporting a review of the pathway from entering service to discharge with primary care and home treatment teams
- Although PSW are able to work virtually there is a need for more access to digital platforms and equipment
- There is a need to reflect and review practice, turning anecdotal evidence into evidence of effectiveness of the service provided by PSWs.

COVID-19 Update

- Currently reviewing the impact of COVID-19 on our service users, e.g. what worked well, what did not work well, the challenges, learning, etc
- During the first few weeks of COVID-19, staff were encouraged to test different approaches and identify what was effective
- People participation is crucial to supporting service users mental health
- Acknowledged there were some issues during the early weeks of the pandemic and that there is a need to scale up technology accessibility for service users
- Although the introduction of treatment through digital means was embraced by many service users, others felt this minimised the value of their sessions.

Board Assurance Framework

- Committee has now been assigned as the lead Board committee to monitor and review risk 3 *If the Trust does not work effectively with patients and local communities in the planning and delivery of care, services may/will not meet the needs of local communities*

- It was agreed that a more detailed review and discussion would be held at the Trust-Wide Working Together Group to help with understanding risk management, identifying the gaps and reviewing progress so that it becomes a 'live' document.

Previous Minutes

The approved minutes of the meeting held on 16 September 2020 are available on request by Board Directors from the Director of Corporate Governance.