

Community Engagement and Experience Solent NHS Trust



MAY 2023 Edition 05

Community Engagement Newsletter

It's May 2023, and I can't believe we are at the end of the second year of Alongside Communities – the Solent approach to engagement and inclusion! It has been an immense privilege (and a lot of fun) to work with local people and communities as we aim to improve health, reduce health inequalities and improve the experience of care.

Our network of friends continues to increase, and it is so great to never be without a friend to call when we need some advice, information or help. The support you, our community, have given us in reaching those who are rarely heard, has been astounding. We now know so much more about the changes we need to make to ensure health care services are accessible to all. Your next job is to hold us to our promises to act on that feedback!

So we now look forward to another year working in partnership with you, and many others to make a real difference to local people who use health services, and to enable those who don't have good access to have just that. A personal thank you for being friends to Solent NHS Trust and to us as a community engagement and experience team. Here's towards another year of making mischief together

Contents

Updates and Highlights

include our work on complaints, our community champions and our work with Slam poetry!

Our **community Partner Spotlights** for this edition are; *Community Kettle*, *Andy's Man Club*, and *Phoenix Rising - Still I Rise*

The **Solent Service** we'll be spotlighting is our Outreach Worker for Talking Change



Sarah Balchin
Associate Director, Community Engagement and Experience

What have we been up to?



Projects and highlights

Project Fusion Community Engagement

We are bringing four local NHS Trusts together as one, new NHS Trust for all community, mental health and learning disability services across Hampshire and the Isle of Wight with local divisions to focus on continuing to deliver in our communities. This has been given the temporary name Project Fusion.

The organisations being brought together are: Solent NHS Trust, Southern Health NHS Foundation Trust, Isle of Wight NHS Trust, and Sussex Partnership NHS Foundation Trust, (the latter delivering Child and Adolescent Mental Health Services (CAMHS) in Hampshire).

The underlying driver for Project Fusion is for the creation of an organisation that delivers services in a way that best meets the current and future demands of our local populations. It is important therefore that our communities, services users, carers, friends and families contribute to the development of this new organisation.

The Community Engagement Teams across the four impacted Trusts have already started gathering feedback from communities across the region to ensure that the new organisation is developed with their voices at the centre. Over the past months the community engagement team at Solent NHS Trust has already had conversations with over a 1000 people listening and gathering feedback about what is important to our communities and gaining an insight to community priorities for the new organisation.

To get involved and to be part of these conversations please contact ceet@solent.nhs.uk or project@fusion.hiow.nhs.uk

What have we been up to?

Projects and highlights

Community Champions

The Community Champions programme is now in full swing! Our Community Champions have been engaging with their local communities to find out about their experiences and insights into accessing health services. From these rich insights, digital exclusion has been identified as a key challenge impacting the experience of care for many people. Alongside our Community Champions, we are now in the process of identifying potential ways to tackle digital exclusion within our services and communities.

When Slam Came to Solent

The Head of Experience of Care facilitated a service evaluation on behalf of Solent's Child & Family service using a literary art form via Slam poetry. Slam Poetry is performance poetry and its often used by marginalised groups to discuss topics such as race, gender, sexuality, and equality. Through using innovative approaches such as Slam poetry we gave families a voice in providing feedback about their experiences of using our child and family service. The main objective of this evaluation was to ask parents from BAME backgrounds about any factors or barriers that may have prevented their child, with additional needs, from fully accessing services and to establish what additional support families from BAME backgrounds might require to make best use of the services offered. Following the Slam event participants and NHS colleagues will now attend focus groups to discuss how the feedback derived from the poems can be transformed into meaningful and tangible SMART actions to improve service design and delivery by Child & Family service.



What have we been up to?

Volunteers

In 2022/23 we developed a volunteer action plan which sets out our co produced plan for developing the way we work with volunteers and support our services. As part of the action plan, we have worked with our services and increased the roles that we have available for service resulting in an improved match between volunteers and our services. New roles include Patient feedback volunteers, Drivers for International nurses, School Immunisations project (gathering feedback from school children) FFT volunteers to input paper services within service lines. We have also increased the opportunities for providing feedback by piloting service user post discharge calls with volunteers and supporting services by gathering feedback from people receiving care in their homes.



Solent GP Surgery

This past quarter, our team worked closely with Solent GP Surgery to engage with over 200 of their registered service-users about their experiences with Solent GP surgery. The feedback registered service-users have provided us will be used by the surgery to support the development of a community and service-user engagement plan as well as to re-introduce the surgery's Patient Participation Group (PPG).

Parliamentary Health Service Ombudsman (PHSO) (NHS complaint standards)

We have completed and evaluated our PHSO pilot revealing several successes including an increase in early resolutions and an increase in bespoke training offered to support staff.

Supporting Staff

Recently we implemented walking & wellbeing conversations which have enabled staff to meet with their line manager outside of the usual work environment to walk and discuss their health and wellbeing and other issues. The feedback from these sessions has been positive. We have also been supporting staff through debrief meetings. The debrief meetings are facilitated by the Governance Lead for Adults Portsmouth & supported by the Head of Experience of Care this gives staff an opportunity to reflect on learning, and areas for improvement, The hope is to offer this effective model of support to other services.

Spotlights

In this section we get to find out more about some of the community services in the area and find out about some of the services Solent provides.



Community Kettle



Andy's Man Club



Phoenix Rising - Still I rise



Patient Safety Partners

Community Kettle

How putting the kettle on can bring generations together.

Community Kettle provide cross-generational experiences and activities at their Intergenerational Hub in the heart of Cosham. The principle is simple 'putting the kettle on' giving people an opportunity to share their experiences.

Community Kettle bright pink kettle logo as a beacon of an inclusive, compassionate, diverse community space, where all ages connect to share experiences, ideas and talents.



Community Kettle's Intergenerational Journey began with Nicole Heard. A life changing accident in October 2021, left her in agonising pain and limited mobility.

Decisions had to be made as she was medically retired and started to face a life in constant pain with limited mobility. For most people this predicament would be devastating.

“As I waited for an MRI, spinal injections and drug interventions hoping each would be successful, I considered the social issues of Isolation, loneliness, low mood and many more that I had encountered in my varied career. I couldn't move away from the question what would happen if adults and children were encouraged to join an activity together. Could it decrease the barriers as we focus on -people's passions, interests and experiences? “



So began many discussions where the kettle was boiled and the practicality of developing an inclusive intergenerational community space was discussed. Mary Anderson, Solveig Harvey, Dawn Roberts and Clare Mitchell supported Nicole's initial ideas and the Community Kettle vision began to develop and become a reality.

With the guidance and support of another local CIC, Owl XL CIC, who support businesses with projects and activities to highlight expected outcomes. Following the Asset Based Community Development we have been able to prove that you can have a greater impact in the community by following a multi-generational approach compared to traditional community groups.

Community Kettle opened its doors with a Community Indoor Picnic, Showcases, Tabletop sales and Professionals meeting. We asked for the communities' opinions about what they'd like to see in the completed Hub, talking about the sharing of talents to engage the community.

The Hub is now due to be refitted with these thoughts and opinions in mind. We are confident that the community of Cosham and around are excited as we are to have a unique community space in the heart of their community.

If you would like to share your talents and get involved why not check out our website and find out more.

<https://www.communitykettle.co.uk/get-involved-share-your-talents>

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Andy's Man Club

#It'sOKToTalk

Andy's Man Club is a free peer-to-peer group that provides a place for men to come together in a safe and open environment to talk about the issues or problems that they have faced or are currently facing.

They have sessions running nationwide and we met up with Darren Edwards who is the Project development champion for the south east and supports the Portsmouth group and we also spoke to service users.

The group meet at 7pm on a Monday evening at the Make Café in Fratton, Portsmouth.

During the session men can open up about the storms affecting their lives in a safe, judgement-free and non-clinical environment. The format of the clubs is designed to be free of pressure, there is no obligation for men to speak, they can simply listen if they wish.

There are 5 questions that are asked each week that are designed not only to encourage men to talk, but to start to focus on the positives and on strategies to keep moving forward.

They have a ball that gets passed around to the group and people can choose to talk whilst holding the ball or they can pass it on, there is no pressure to answer any of the questions and it is not uncommon for men to just listen for the first few sessions.

The service users explained what this group means to them

- I love what I get out of attending, knowing I have helped someone and it is my most social part of the week
- Knowing I am supported and that I can support others
- The lack of judgement, backlash etc helps me feel safe to speak knowing there is compassion and kindness
- The warmth you get from the group is amazing
- The Friendships we have built as the group isn't just a Monday evening thing it is more than that
- It is a brotherhood
- You get to feel every emotion from crying to laughing and knowing that you are understood and supported

If you would like to find out more, please visit our website or email us

✉ info@andysmanclub.co.uk

🌐 www.andysmanclub.co.uk

☎ 023 8021 6050



Phoenix Rising

Still I Rise

Phoenix Rising is a free Southampton-based community network, offering peer support in-person or online through emails, Zoom or social media.

We spoke with Arzia Abbasi the founder of Phoenix Rising, an empathetic and friendly group which supports community members who may be feeling overwhelmed, isolated or who may have experienced abuse.

The group offers 1-to-1 peer support as well as a network for people to meet and interact with each other on the Phoenix Rising Facebook page. Community members can contact Phoenix Rising for a listening ear, signposting of helpful services, or for a friendly chat.

In 2021 Arzia founded Phoenix Rising after noticing how isolated and unsupported trauma survivors were feeling, with their current provision being inadequate to meet their complex needs. And for those facing language and cultural barriers, simply accessing basic provisions such as GP appointments, Housing and Welfare support may be a struggle. Arzia's multilingual abilities in Urdu, Hindi, and Bengali, allows her to bridge the gaps in support currently provided by local organisations and she spoke passionately about ensuring that people who are more vulnerable remain safe and informed about what help is available to them.

'I hope to work with local organisations and businesses, to train staff in emotional and mental well-being, the effects of trauma, how to relate to survivors, and to help them understand the Cultural, Religious, and Language Barriers faced by BAME Communities, in particular. As well as for staff within these organisations, who may also be facing similar issues, but may currently not be receiving adequate support from their employers.' - **Arzia Abbasi, Phoenix Rising Founder**

Arzia also emphasised that Phoenix Rising is a hub of the integration of cultures, inclusivity, and diversity, it is a non-judgmental space formed with respectful individuals who are wishing to learn about each other's cultures and beliefs.

Phoenix Rising currently supports 7.3 thousand members, these range from those that are local to Southampton, to people contacting the group from different countries. Members have already reached out to others who are struggling with similar issues, welcoming them into the group to create a wider network of support and advice with each person who joins.

Coming up for Phoenix Rising - Still I Rise will be further collaborations with local bodies, and Arzia hopes to secure a premises to conduct conversations with clients in a safe, confidential space.



 <https://www.facebook.com/groups/1712819162211673/>

 arz_786@hotmail.co.uk



Solent NHS Trust - Talking Change

Outreach work with Ethnic Minorities

Hi, my name is Ali Beg and I am one of the two new Outreach Workers here at Talking Change in Portsmouth. My focus is on Ethnic Minorities and I have been in the role since December 2022. My other job is a radio station Manager on a local ethnic community radio station called Awaaz FM. I enjoy my role and the work I am doing and am looking forward to helping make a change.

'We need to use Talking Change as an opportunity to check in on our own mental health and the mental health of those around us. But more so, it's important that we challenge and question how we even view mental health and work to break down barriers and unlearn stigma.'

With all the challenges of Covid, Black Asian and Minority Ethnic (BAME) people have been facing harsher impacts of the pandemic, in terms of infection rates, mortality and social upheaval.

For example, BAME communities have been more affected by the pandemic not because of innate medical vulnerabilities but because of socioeconomic disadvantage and institutional racism meaning that such communities face greater risk due to housing, employment, education, finance and so on.

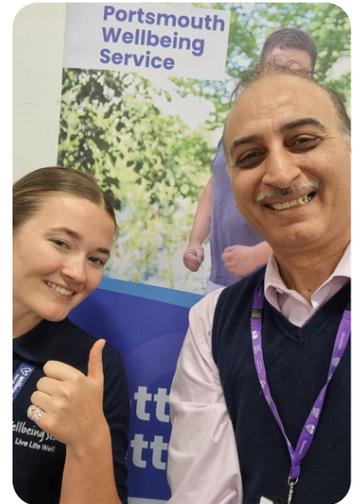
"A discussion of how we include and centre BAME voices and experiences should be in every mental health talk, every awareness week, and every mental health event, perhaps now more than ever. BAME people experience unique and more severe challenges in mental health."

Overall, people from BAME backgrounds are less likely to receive mental health care. Even those who receive support, have lower outcomes. It's clear that there are many barriers preventing people from

BAME backgrounds from being able to access quality mental health support and disclose information about their mental health. These barriers have led to ethnic minorities being termed as a 'hard to reach group'.

The issue with this terminology is the implication that BAME people are actively avoiding or rejecting safe and appropriate mental health care.

The truth is, not enough is done to cater to the experiences of BAME people, resulting in systemic health care inequalities. We need to focus on what we should do differently to ensure that mental health support and strategies are accessible to people from BAME backgrounds. We need to unlearn the notion that outreach is inherently inclusive, and reframe our approach to listening to those with lived experiences on what they need so that coming forward and speaking out is a safe option, then we can work to develop a mental health agenda that is truly inclusive to all.



Solent NHS Trust - Patient Safety Partners

What is a Patient Safety Partner?

This is a new initiative from NHS England requiring Patient Safety Partners (PSPs) to work with all NHS organisations. Solent NHS Trust is an early adopter of this initiative and have recruited several PSPs since July 2022. A Patient Safety Partner is a person who participates in key conversations and meetings within the Trust, providing a questioning approach. This person will also actively look to ensure the voice of patients, families, carers and their communities are shared with the Trust. The role offers an unbiased outside perspective and Patient Safety Partners work with us to ensure that we prioritise the safety needs of our patients, therefore maximising the things that go right and minimising the things that go wrong for people receiving our services.

We would like to introduce you to our two Patient Safety Partners; Lucky and Kim.

Lucky Haque! PSP for Portsmouth Adult Mental Health at Solent NHS.

Lucky lives with her family in Portsmouth. She does a lot of volunteering and is a committee member for a community group called Chat over Chai, in Southsea. In her spare time Lucky enjoys music, bike rides and reading.

Whilst looking after her late father for many years, she was always in and out of the hospital. She learnt a lot and wanted to give something back, as well as being an advocate for families and help to reduce health inequalities. So, she applied to be a Patient Safety Partner. Being a people's person, Lucky hears about things going on in the community, and as a Patient Safety Partner, this is an ideal opportunity to make and be involved in positive changes.

Lucky has so far assisted on Associate Director interview panels, been a guest speaker at several PSP networking forums to promote the role, been involved in the development of AMH Use of Force Policy and regularly attends safety governance meetings.



Kim Bezzant! PSP for Primary Care at Solent NHS.



Kim is a nurse and worked for 25 years in the NHS in the field of care of older people and then as a lecturer at the University of Southampton, teaching on programmes for students of nursing and other healthcare professions. She retired from full time work in 2018 but still works in a nursing capacity on an occasional basis for the nursing regulator, the Nursing and Midwifery Council. Kim also runs a small Airbnb business which means she gets to meet and chat with people from all over the world.

She lives with her husband and 2 cats and has a son living locally. He is a carer too. In her spare time Kim is a volunteer karate instructor and teaches self-defence to college students. She also likes to swim, cook and catch up on all those books she didn't get time to read whilst working.

Kim's parents have been in receipt of a lot of NHS care in recent years and her most recent experiences of care provision have been in supporting them through the processes in the local area. Kim has so far been involved in the Falls Review Project on some of our hospital wards, assisted with patient complaint letter responses and also regularly attends safety governance meetings.

Notes

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