

System P Complex Lives Co-Production and Engagement Workshop



Summary
Document

Background

System P is the whole system approach to addressing multiagency, multisector challenges that negatively impact population health and will deliver transformational change in service provision through collaborative working.

System P is a Cheshire & Merseyside ICS funded programme, which commenced in September 2021.

This initial phase will run through to the end of March 2023.

Background information on the System P programme can be found below, along with an additional video on the Complex Lives population segment:

- www.strategyunitwm.nhs.uk/system-p
- www.youtube.com/watch?v=N0tIKFpMIiE

Aims and objectives of the session:

Almost 70 people joined the System P team on the 6th October to discuss the Complex Lives cohort, which follows previous sessions where we used in-depth analysis to reflect on the needs of this group. However, good intelligence must be complemented by qualitative insight and the purpose of the workshop was to create a collective understanding of how to do this well.

- Understand some of the great work that is happening locally and share best practice as many of our local populations will have huge similarities.

Take that insight and apply it where appropriate; no need to reinvent the wheel
- Share resources / methodologies / tools where possible
- Develop a network with colleagues / stakeholders from across the patch where some common issues can be dealt with collaboratively. Develop ongoing support and shared learning
- Get us all thinking about what good co-production and engagement looks like and how your local arrangements / governance can commit to this / emulate this
- Develop an empathetic approach – shift away from an ‘us and them’ culture

Chair of the session

Aislinn O’Dwyer has a wealth of experience working across health, and education which includes being a Director of Public health in Lancashire, a career in midwifery and a non-executive director role in Mersey care. She also Chairs the Charity Savera UK, which is designed to support those who have experienced ‘honour-based’ abuse, and harmful practices, like Female Genital Mutilation.



Summary of what we mean by Complex Lives and Families, and Introduction to the Session

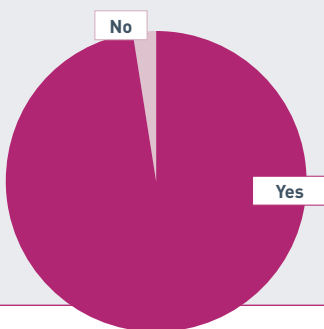
Children and adults may be part of the Complex Lives segment individually, but in many instances their needs should be considered within the family context.

The criteria includes those who may be living with (directly or indirectly) mental health issues alongside physical health issues, substance misuse, high use of emergency care, care leavers, those who have experienced criminal justice system or domestic abuse. Additional points that were made:

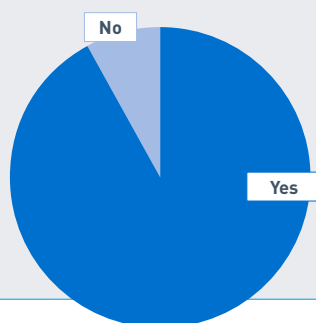
- The family unit can act as a great support mechanism for some people, but they don't always function well as they could do and might be a source of conflict
- Our analysis is showing us that the overlap between adults and children's health is common – for example mental health is 2.6 times more common in children who have a parent with a mental health issue
- Not an 'us and them' approach. Many of us will have experienced similar issues at some point in our lives or could do if circumstances changed around us. The chair shared a personal experience of a friend who had a very challenging period during lockdown
- Many of us will know a time in our own lives, or people who we know, who could be experiencing these kind of challenges
- Current context around cost-of-living crisis means we are likely to see this population group expand. We can't fix all the issues; many of these are political and societal, but some things are within our gift and that is the focus we need to home in on together
- In the next workshop in November, we will bring household analysis for all places across C&M. However, qualitative insight must sit alongside the hard facts to give a proper, rounded perspective.

Final question for personal reflection
Do we bring our whole selves to work?

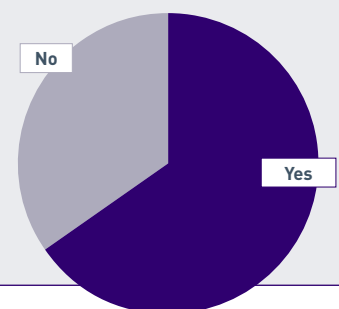
The group were posed with the following questions, and the charts show the corresponding results:



Do you have a family member or a friend who may have experienced these kinds of challenges?



Do you think you have ever worked with someone who may have experienced these kinds of Complex issues?



Has there ever been a time in your life when you could have been described as living a 'Complex Life or part of a Complex Family'?

System P have an innovation fund of 20K

This is to help those areas who would like to embark upon engagement and co-production work – either building on what is shared or trying something new / innovative which might complement the work done to date.

Please link in with Andrea Astbury after the session if you would like to discuss any ideas (andrea.astbury@liverpoolccg.nhs.uk)

In the following presentations, you will hear several local examples of how

different types of organisations have engaged with people with Complex Lives – all age, across different sectors and settings.

We hope these examples will be useful to you and help your thinking move on locally.



“The insights that children shared in Wirral really helped shift thinking in a way that wouldn’t have happened if we had only been able to hear adult perspectives”

“There are some really key messages for us as professionals from this work - take time, don’t rush, listen, be prepared to be uncomfortable”

Presentation 1

Capacity and A Family Based Approach in Wirral

Sophie Clarke and her team work with a range of public and third sector partners helping to make growing up here the best it can be.

Sophie also oversees the development of Juno, a not-for-profit, high quality children’s residential care organisation co-designed with care experienced young people. Juno will open a network of homes across Liverpool City Region, starting with its first home in Wirral in early 2023



Should we be doing more family based engagement rather than individual centred approaches?

100% - YES!

Can you see the value of applying this learning locally, and if so how?



- So much to apply locally with the Resilient Families work stream in Liverpool
- There are some key messages for us as professionals from this work - take time, don’t rush, listen, be prepared to be uncomfortable
- Lots of learning midwifery can take from this
- The insights that children shared in Wirral really helped shift thinking in a way that wouldn’t have happened if we had only been able to hear adult perspectives.

Further details

Why Community Matters insights report: democracy.wirral.gov.uk/documents/s50070384/Enc.%20%20for%20Early%20Help%20Model.pdf

Family Toolbox Project Overview: familytoolbox.co.uk/

Presentation 2

Right to Succeed in Halton, Knowsley and Wirral

Charlie Ledley is a Programme Director for Liverpool City Region Place Projects at collective impact charity Right to Succeed.

Charlie has directed the Discovery process for projects in Knowsley and Halton and has developed locally led delivery plans to implement from November 2022 in each area.

In both current and previous roles Charlie has worked closely with schools and young people developing projects to combat educational disadvantage and providing all young people opportunities to thrive.

“Usually, stakeholders have different understandings of what we wish to achieve”

Group
Chat
Question

In your experience of collective impact, what has been the greatest enabler and biggest challenge?

Enablers

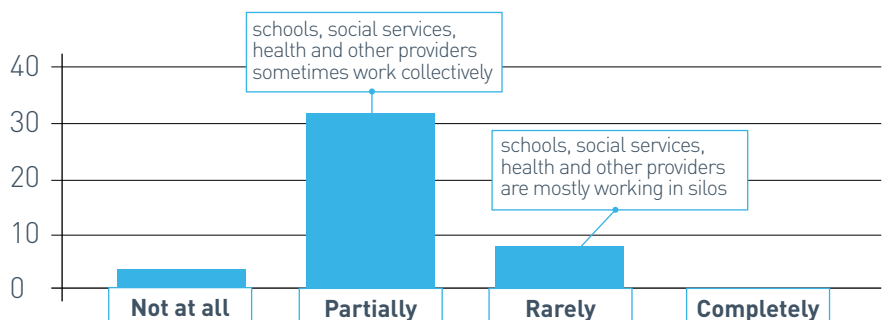
- Strong leadership and co-design
- time to talk and listen,
- shared vision of what we are trying to achieve
- resources available and commissioners wish for the project to happen,
- everyone agreeing to the shared aim
- time and patience,
- motivation and relevance to participants
- giving the time and freedom for work to evolve naturally
- good communication and shared purpose
- building trust
- funders who recognise its better to pool resources rather than pursue individual agendas
- put the patient / individual / family first

Challenges

- Building relationships takes time
- difficult and disconnected referral processes
- active engagement
- consistent resource is key challenge
- conflict between collective and organisational objectives /ambitions
- organisations want co-production quickly and for nothing
- organisation priorities
- the balance between patience and learning vs. getting on and testing things
- constant focus on primary and secondary care pressures leaving little time /energy / resource for how we might solve the underlying causes

Group
Chat
Question

To what extent are local service providers working collectively in your local areas?



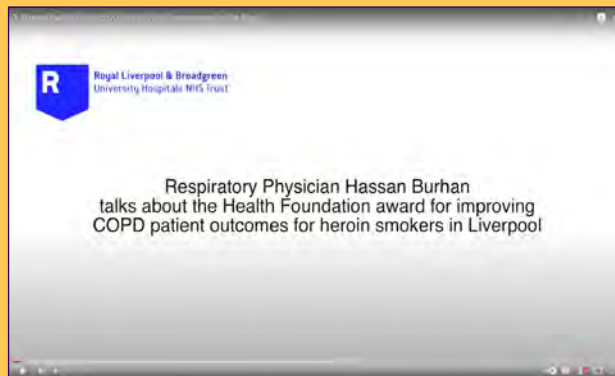
Further details

Right to Succeed:
righttosucceed.org.uk/

During the Comfort Break, the following was shared:

Dr Hassan Burhan is a Respiratory Physician at Liverpool University Hospitals trust and has developed a video explaining how they have engaged with heroin smokers in Liverpool, to increase treatment for people with lung disease.

<https://www.youtube.com/watch?v=c9cGg9qhb4M>



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

“The question: where are the forums, spaces and places in which people with complex needs can be heard? is one of the most important things a service can ask the people it serves”



Presentation 3 Mersey Care - Co-production and complex needs

Helen Bennett is Deputy Director of Strategic Planning & Intelligence at Mersey Care and closely involved in collaborative system work in relation to complex needs.

Helen has led side-by-side working with service users who identify as having complex needs with the dual aims of increasing co-production in Mersey Care; and bringing the service user voice to improvements in care for people with complex lives.

Robert G MacDonald, PhD. BA, BArch (Liverpool University). Public Advisor ARC NWC, Mersey Care Service User and Volunteer in Art for Well Being at The Bootle & Southport Life Rooms. Robert shared his own life experience which prompted a very helpful discussion with the group.

Enablers

- The Lifelong Lived Experience of a Mental Disorder and Physical illnesses are complex and go hand in hand, they are inseparable. From the early age it is possible to experience a lifetime of mental and physical illnesses
- They can be complicated and mutually connected and need to be co-ordinated and integrated to achieve well-being
- Generally, lived experiences indicate that all the complications of treatment have to be well coordinated
- Trusted professionals need to coordinate care, share information and avoid gaps at transition points, avoiding duplication and repetition of information
- It's important that service users are enabled to talk, be listened to and give voice to their lived experiences of complex needs.



Helen and Robert shared a video (soon to be released for wider audiences) which highlighted key points which service users were keen to raise.

Group Chat Question

In your experience of working side-by-side with service users, what has been the greatest critical success factor?

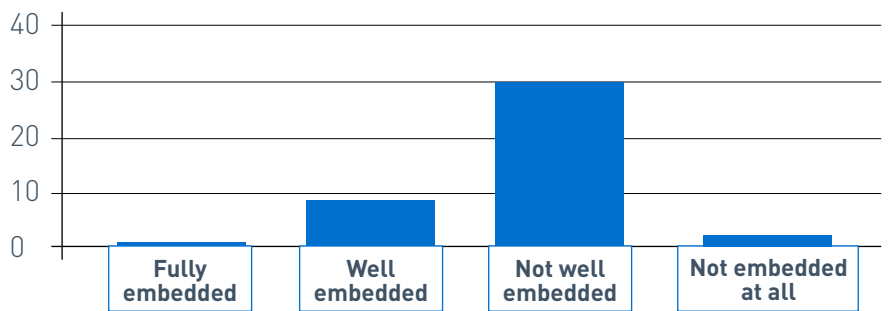
“Perhaps.... our system is the thing that is complex... we need to think more about how we address ‘hard to reach services?’”

- Actually listening to them and acting on what they have shared
- Building trusted relationships
- Understanding their world
- Provision of safe space and supportive environment to be able to HEAR
- Humanity is the heart of the service
- Using what we have heard to implement new practices and programmes to fill the gaps in people’s lives and support
- Commitment to the same cause and not being entirely distracted by the day-to-day
- Respect
- Making the much-needed changes to practice by listening and acting on what people tell us
- Knowledge and experiences being shared so service users and staff enter into space of trust and feeling equally able to speak
- Sharing power

Group Chat Question

In your experience, to what extent is side-by-side working embedded in services for people with complex needs / lives?

“The relationship needs to be sustainable, not dip in and dip out”



**Presentation 4
Sean’s place in Sefton**

Debbie Rogers is Chief Executive and Founder of a charity called Sean’s Place which she set up in 2019 in tribute to her brother.

It delivers a range of support to men at risk of suicide, and their family members. Sessions have been specifically identified to improve confidence and self-esteem for men whilst reducing symptoms of depression, stress, and anxiety. The organisation mainly works within the Sefton area.



“The term ‘complex’ ... is not the best one. I struggle to come up with a term that describes someone with multiple chronic conditions including social determinants of health challenges”

Group Poll

Do you think that specialist services should work alongside/ co-locate more with the VCSE sector as described?

100% - YES!

“Interesting that Sean’s place has ‘members’ and not ‘service users’”

Group Chat Question

Having listened to Debbie’s presentation is there anything you would like to take from this and apply locally?

- Services like this should be part of an integrated local offer and commissioned in such a way
- Building on VCSE relationships and sharing this best practice
- Power of partnerships with voluntary sector
- Build support and services around the users needs rather than what professionals think they need

Further details

Mens mental health support, Sefton / Liverpool
Seansplace.org.uk

“We need to think about how funding for VCF services becomes mainstreamed. In reality... its funding that doesn’t provide the certainty to adopt a long-term approach”

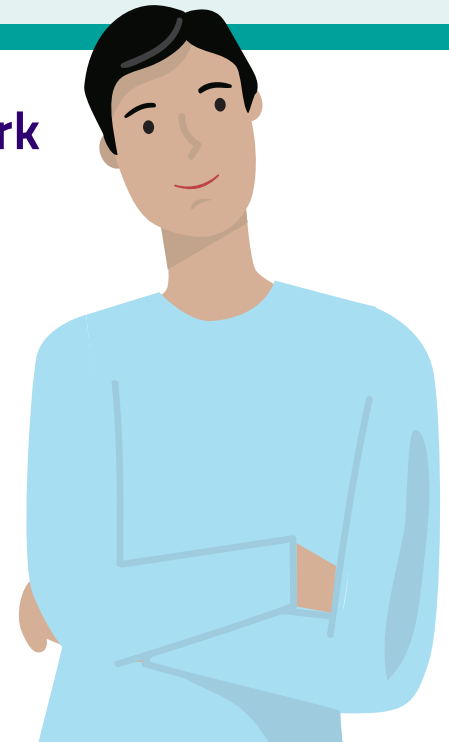
Brief update from Lived Experience Network

Peter Naylor works for the Lived Experience Network which operates across the Liverpool City Region.

Peter spent a couple of minutes sharing his experience of how understanding power can be important in creating the right conditions for effective co-production and is planning on doing a workshop with Liverpool place in the next few weeks.

The outputs of this session will be shared on the NHS Futures Platform.

Peter raised some very pertinent points to the group in terms of having dedicated capacity to progress co-production and engagement and also how the size of the budget can help illuminate how seriously (or not) organisations take their responsibilities in this area.



Session wrap-up

Group Poll

Has today’s session illustrated new ways of engaging with the population which you could apply locally?

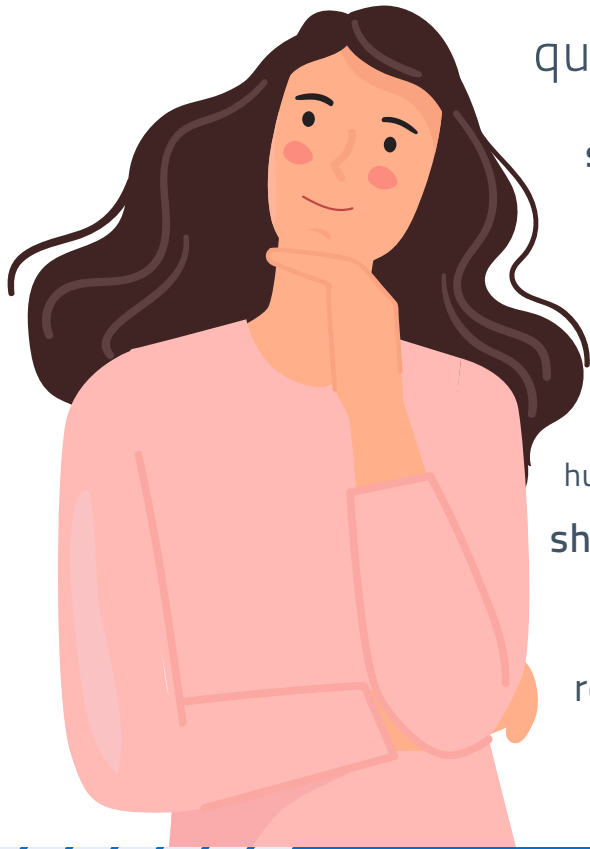
100% - YES!



Other discussion points

- The VCSE sector is vitally important in the provision of support
- We need to listen more and build trust
- Collaboration is key
- We need to incorporate VCSE sector learning into commissioning of services
- Service users need to be at the centre of provision

What one key thing will you take away from the session?



quality people power change
time local VCSE enthusiasm
sustainability trust collaboration
place information co-produce desire
humanity
listening
human confidence expertise
sharing community
knowledgable power determination
relationships sean's co-production
terminology

Next steps

- Please make contact with Andrea - andrea.astbury@liverpoolccg.nhs.uk if you have ideas for co-production and engagement with Complex Lives / Families that would benefit from some funding
- You can join our NHS Futures platform here, where all resources will be made available to you: **Cheshire & Merseyside System P Programme - FutureNHS Collaboration Platform** (<https://future.nhs.uk/system/login?nextURL=%2Fconnect%2Eti%2FCMSystemP%2FgroupHome>)
- Please reflect upon what you have heard today and consider how you can apply this insight and learning locally. Draw upon those who may be able to help you with this.

The next workshop will take place on 10 November – details to to the right.

Please email nicola.pilling1@nhs.net to register or if you have any other queries

Reflections on the needs of households with Complex Lives and the role of the VCSE sector in helping to support them

System P provided Insight Packs for Complex Lives back in the Spring, but we have now gone one step further and developed insight for Complex Households.

Recognising the importance that the family dynamic plays in health and wellbeing outcomes, we are keen to explore how household utilisation opens up new opportunities for more integrated and family-based care.

Please join us to find out how Complex households in your Place compare to others across Cheshire & Merseyside. (Part 1 of the session)

Join us for an interactive Teams led session on:

Thursday 10th November 9:30-11:30am

Make connections • Form virtual networks • Share tools and approaches

Part 2

The VCSE sector plays a vital role in supporting some of our most vulnerable communities, and in time we hope to include their contribution in household analysis.

In the meantime, System P would like to take this opportunity to reflect on the current VCSE context- common challenges and opportunities for better joint working in meeting the needs of Complex Families.

This will include:

- Consideration of national and local context in terms of scale and type of investment
- Horizon scanning – issues that may affect the VCSE sector which Places could help manage
- An example of cross sector working – reviewing the social prescriber/system navigator roles and how these differ across places
- Providing a funding opportunity in two places designed to address structural challenges facing the sector (and its relationship with health and care)

If you would like to discuss any of the above in advance, including how to ensure your Place information is included in the discussion, please contact:

Andrea Astbury, Programme Director System P
andrea.astbury@liverpoolccg.nhs.uk

Contact to register for the session: Nicola.Pilling1@nhs.net