



Awards showcase

Improving health and social care



Compassion in Care



“Compassion in Care” Task Group Partners:

NHS Wakefield CCG

Public Health Wakefield

Yorkshire Ambulance Service

Blue Bird Home Care

Spectrum CIC

Wakefield College

South West Yorkshire Partnership NHS Foundation Trust

Wakefield Council

Mid Yorkshire Hospitals NHS Trust


Wakefield Hospice

Prince of Wales Hospice

Earls Lodge Care Home



What have we done so far?

- Met to discuss how to tackle compassion in care
 - Desk research
 - Initial survey with task group members
 - Frontline staff survey
 - Public survey
 - Campaign
 - Event and first year report
- 

HealthwatchWakefield

@healthywakey

We're delivering 1000 cards to patients and residents and health and care staff from local school children who are thinking of them on

[#WorldKindnessDay2018](#)

[#CompassioninCare](#) ❤️



1:18 pm · 13 Nov 2018

9 Retweets 26 Likes



1000 cards

- Elderly care wards
- Residential care homes
- Our mental health and learning disability hospital
- Ambulance service call handlers
- NHS Wakefield CCG
- Wakefield & District Safeguarding Adults Board
- Quality Intelligence Group

You Retweeted



Newlands Primary @Newlands_PS · 13 Nov 2018

Replying to @healthywakey @HorburyBridgeAc and 3 others

We enjoyed being able to brighten up other people's day!
Happy World Kindness Day!



1



2



HealthwatchWakefield @healthywakey · 13 Nov 2018

A massive thank you to @HorburyBridgeAc @HorburyPS @OPA_BL @OPA_LG @Newlands_PS and English Martyrs, Ackworth Howard, and St Peter's & Clifton. Your children and teachers are amazing ❤️



tim mellard
@timswfcs35

Follow

Wonderful to receive these beautiful cards from local school children for service users at Fieldhead Hospital on world kindness day. They had the desired effect- smiles all round.
[@allofusinmind](#) [@healthywakey](#)
[@zahidaexpress](#)



HealthHarmonie
@HealthHarmonie

Follow

This is some amazing work by Wakefield school children for World Kindness Day. Kindness is vital to creating healthy minds.
[@NHSWakefieldCCG](#) [@allofusinmind](#)
[#Kindness](#)



SouthWestYorkshire Partnership NHS FoundationTrust [@allofu...](#)
Thank you to the school children of #Wakefield who have sent our service users get well and thinking of you cards to celebrate #WorldKindnessDay. The cards have been given out to our service users who have been touched by your kindness and generosity 🙏

4:01 pm - 16 Nov 2018



Mid Yorkshire NHS

@MidYorkshireNHS

Following

Our Patient Experience Team have been handing out 'Thinking of you cards' as part of World Kindness Day 2018. Lovingly drawn by local school children in partnership with Healthwatch Wakefield for patients in hospital. #compassionincare



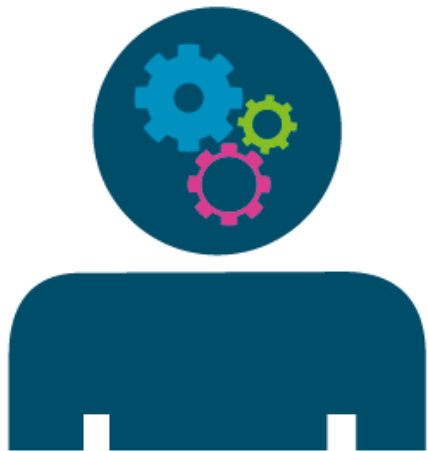
5:30 pm - 13 Nov 2018



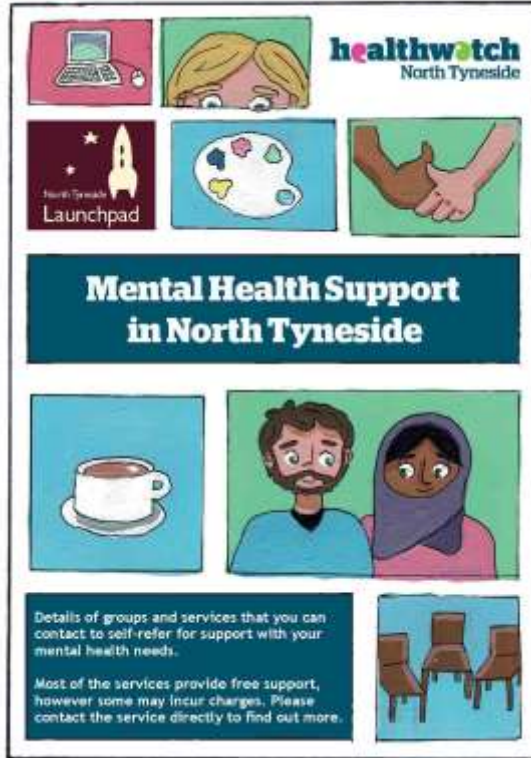
Children from
Lofthouse Gate
Primary delivering
their cards to Ashby
Lodge residents

Improving mental health support in North Tyne side





- Why we chose mental health
- Why we worked with others
- What impact we wanted to make



Why:

- People told us it was difficult to know where they can get support from
- Local organisations highlighted the need for more info about what was available

How:

- Talking to people with lived experience to find out what support they found helpful
- Working collaboratively with others to produce a simple guide to self-referral, free support in the borough

Impact:

- Over 5000 shared so far - Great feedback!
- Used by GPs, mental health workers and public

Why:

- Service user and survivor forum identified gaps in mental health support

How:

- Funding a project designed by service users and survivors
- Bringing together people with lived experience and people in positions of influence

Impact:

- Co-producing creative solutions and holding providers and commissioners to account
- Commissioners improved understanding and awareness of issues people experience

“We all have different knowledge, some about providing services, some about receiving them, we can learn from each other”



Why:

- Our previous mental health work identified crisis support as a key issue for local service users
- Our CCG decided to carry out a crisis pathway review

How:

- Co-production approach to research
- Engaged service users, carers, frontline staff, providers and commissioners
- Gathered feedback from 215 people through interviews, focus groups and surveys
- Analysed data and developing themes collaboratively
- Developed recommendations for service providers and commissioners together



Impact:

- Well received by trusts and commissioners
- Recommendations used to develop action plan for strategic mental health board
- New service commissioned to support people who told us they were falling through the gaps
- Recommendations continue to be addressed and reviewed through action plan
- Health and Wellbeing Board and OSC have asked for an update from the system 12 months after report.



Lost in crisis: impact report




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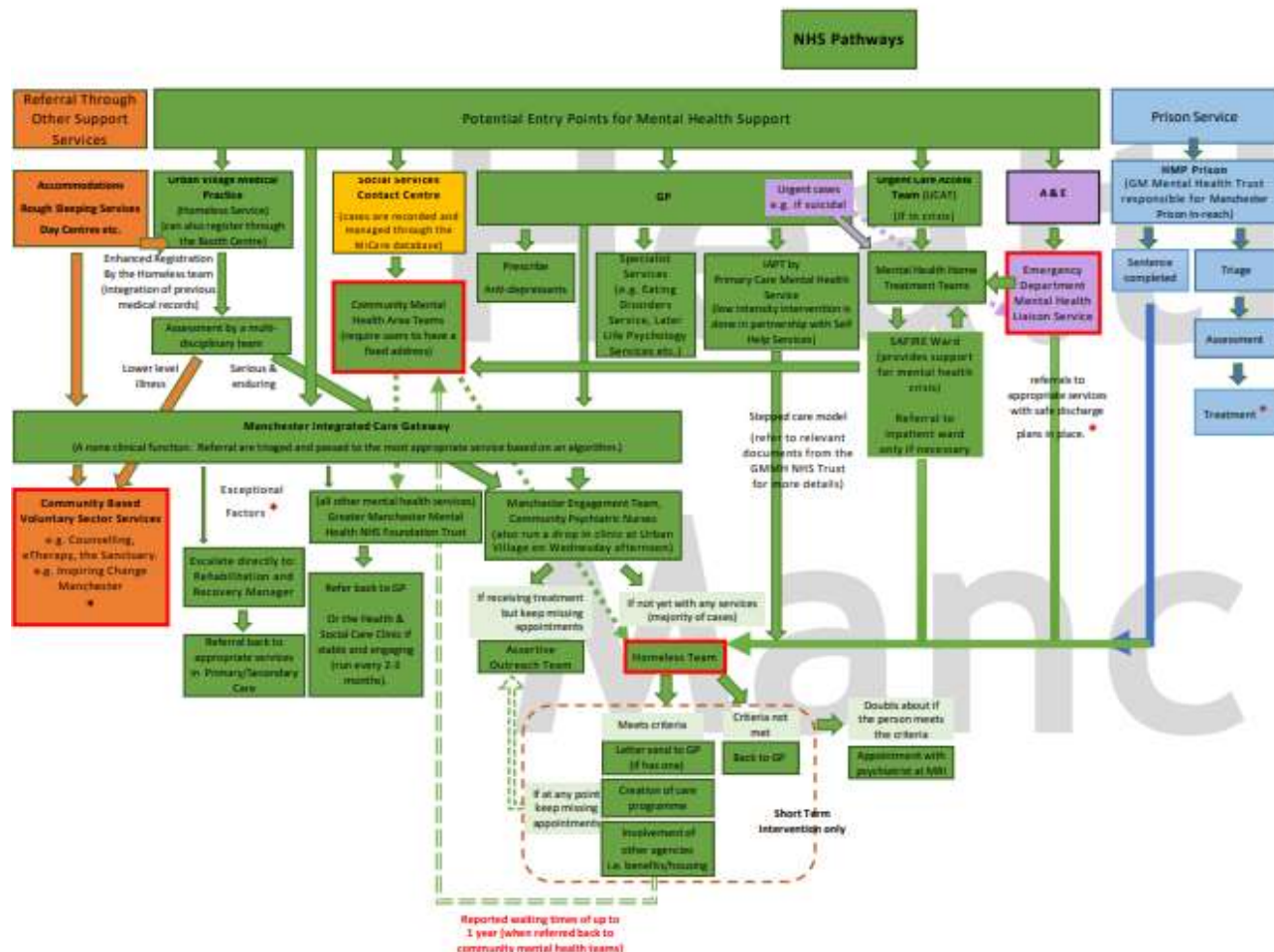
2017

High mortality rate

- recurrent demographic
- lack of appetite

New mental health services provider

- Outreach
 - mapping
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Lost in crisis

14 recommendations

- Letter, action plan
- Shelter & Men's Room PUSH

Co-production

- Local people, VCSE, Trust, CCG
 - 2 mortalities
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2018

Outputs

- Doubled workforce
- No wrong door

2 dedicated clinicians

- Homeless mental health care pathway
 - 7 GP practice hubs
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2019

Outcomes

- Mortality rate dramatically reduced
- Recovery rate increase
- Attitudinal shift

Up-and-coming

- Pop-up prescribing centres
 - Groundswell HealthNOW Project
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Any questions

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