NHS Experts by Experience (Mental Health)

SOMERSET RECOVERY PARTNERS

**APRIL 2025 NEWSLETTER**

**EXPERT by EXPERIENCE NAME CHANGE PROPOSAL:**

**ACTION REQUIRED PLEASE:**

**Please click on this link and vote by 30th April 2025**

**This relates to a proposal for renaming our enterprise:**

<https://forms.office.com/e/GBpydhysUM>

**Thank you for your time completing this.**

**PAYMENTS UPDATE:**

Dear all,

Due to the new Employment Bill, which became statutory law in October 2024, our renumeration process for Recovery Partner/EbE’s has had to be reviewed. I have spoken with any individuals who may be adversely affected by this, but for most people, the changes will be beneficial, including an increase in the rate of payment we can offer. Details are in the embedded document below.

Thanks

Paul

**Please see Payments Update attachment below:**

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**RP / EbE Role Description**:

**Please see attached Recovery Partners/EbE’s Role Description:**

****

**Just a reminder, for anyone claiming payments, please submit**

**your claim form to** [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk)

**by the end of each month, Thank you.**

**MENTAL HEALTH SERVICE GROUP DIRECTOR APPOINTMENT STAKEHOLDER GROUP**

**:**

**Please see message from Chief Operating Officer, Andy Heron, and photo of**

**Recovery Partners involved:**



Many thanks for joining our Mental Health Experts by Experience colleagues on Monday for the Mental Health Service Group Director appointment stakeholder group.

The feedback that Jed gave alongside the other stakeholder group chairs in the afternoon was extremely clear and helpful.  As promised, these comments formed part of our decision process for the four candidates.    
  
I am pleased today to be able to confirm that we offered the role to Mark Arruda-Bunker and he has accepted.  I am aware that Mark was the clear favoured candidate by your group, and this was consistent other feedback that we received on the day.

Mark is absolutely delighted at the prospect of coming to work with us all and whilst I am still finalising a start date, I am hopeful that this will be at the beginning of July.   I have no doubt that Mark will be meeting regularly with you, Paul and our Experts by Experience as an essential part of this role here in Somerset.

I would be grateful if you could forward this email and with it pass on my thanks to all involved for their contribution on Monday.

Best wishes,

Andy

**Andy Heron**

Chief Operating Officer

Somerset NHS Foundation Trust

**JANE YEANDLE’S RETIREMENT:**

Our Service Group Director, Jane Yeandle will be retiring at the end of April 2025. Jane has had a varied and expansive career for over 3 decades in Somerset. After starting as a clinician and a clinical psychologist Jane progressed to being the Service Group Director for Mental Health and Learning Disabilities. Jane has spent the last decade and more in leading the transformation of Mental Health Services in Somerset. With patient interests and colleagues’ wellbeing always at heart she worked tirelessly in improving access and modernising service delivery to meet the ever-changing mental health needs of people in Somerset. We will most certainly miss her enthusiasm, energy and drive, support and humour, but before we do we want to have one last get together to celebrate her career.

We would like to invite you to join us on Tuesday 22-April at The Boardroom, Foundation House between 12.30pm-3.30pm to meet with Jane, have some lunch and wish her all the best for her future. Please let us know by Monday 14-April if you are able to join so that we can let catering know.

We would also like to invite you to sign Jane’s electronic card in the link below:

<https://groupleavingcards.com/share/vxqg1WZntmZ>

And if you want to make a contribution to Jane’s leaving gift (she is planning to turn part of her garden to a Greek Taverna 😊 so the gift will be along these lines) please click on the link below

[PayPal: Pool Money](https://www.paypal.com/pool/9deWodjM7J?sr=wccr)

**CURRENT OPPORTUNITIES TO GET INVOLVED AND HAVE YOUR SAY:**

**Join Our Special Observation Improvement Project**

We are looking for individuals who have experienced inpatient mental health care to participate in a project aimed at improving our Special Observation Policy. Your experience and perspective can help us enhance the safety and well-being of those at risk of self harm.

**Why Join?**

Make a Difference: Your feedback will directly impact the quality of care for future patients.

Share Your Voice: Contribute your unique experiences and suggestions.

Collaborate meaningfully with others: Work alongside healthcare professionals and other Experts by Experience who are dedicated to improvement.

**How will I be involved?**

You will be invited to attend 3 workshops in the Yeovil area over the course of the summer months.

**How to Join:**

Contact us at [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk) to express your interest and learn more about this opportunity.

**Join A Rehearsal Audience for Complex Emotional Needs Training**

You don’t have to have a diagnosed Complex Emotional Need (CEN), and as many Recovery Partners as possible are needed. We have the opportunity for some Recovery Partners to be in the audience of some staff training for Complex Emotional Needs. Thank you to those of you who have signed up already.

**Why Join?**

Have a chance to give your feedback and constructive criticism, before the training goes live.

**How will I be involved?**

The training will either be on Teams, or face to face, whichever is suitable for you. Dates to be confirmed.

**How to join?**

Contact us at [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk) to express your interest and learn more about this opportunity.

**A New opportunity to join a project aimed at improving care for people with**

**Severe and Enduring Mental Illness:**

Jane Yeandle (Service Group Director, Mental Health & Learning Disabilities) is to lead an improvement project, and we realise it is not always easy to speak up and get involved if you are living with an enduring mental health condition but remember our team is here to support people in having a say in any way we can.

**Why Join?**

The group want to hear the voice of people with lived experience of severe and enduring mental health conditions. Essentially the group will be shining a light on approaches to assessing and treating people with severe mental illness and looking to shape improvements.

**How will I be involved?**

Meetings will be held on MS Teams. This project is soon to start so please contact us now if you wish to find out more or get involved!

**How to join?**

Contact us at [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk) to express your interest and learn more about this opportunity.

**Use your lived experience to help improve the quality-of-care inpatient and crisis mental health services.**

A reference group has been set up for Experts by Experience. We already have some Recovery Partners joined up to this, but we are looking for more. We would like as many Recovery Partners as possible to get involved.

**Why Join?**

To have your say on all the important issues relating to good quality care.

**How will I be involved?**

The meetings are held on MS teams and the full details are contained in the attachment below.



**How to join?**

Contact us at [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk) to express your interest and learn more about this opportunity.

**Become Involved with the Patient & Carer Race Equality Framework Initiative (PCREF)**

**Patient and Carers feedback mechanism:**

We have a range of tools available for feedback from service users and carers. These include:

* Complaints, PALS and compliments
* CQC mental health survey
* Care Opinion
* Have Your Say and other patient and carer feedback meetings
* Experts by Experience
* CQC Mental Health Act compliance visits
* Friends and Family Test.

**Why Join?**

Become involved in this Framework initiative that’s designed to support providers of mental health services to improve access, experiences and outcomes for racialised and ethnically and culturally diverse communities.

**How will I be involved?**

This will involve both in-person meetings and MS Teams and is proposing to start in February 2025, until December 2026.

**How to join?**

Contact us at [EbERecoveryPartners@somersetft.nhs.uk](mailto:EbERecoveryPartners@somersetft.nhs.uk) to express your interest and learn more about this opportunity.

**HELP WITH MAISY’S RESEARCH PROJECT**

Please see below Maisy’s request for completing her survey:

*My name is Maisy Addison, and I am a psychology student at the Open University. As part of my final year studies, I am conducting a research project that aims to explore the psychological drivers and impacts of volunteering. The focus of my project is to better understand the relationship between intrinsic and extrinsic motivations, altruistic engagement, age, and well-being among volunteers. The findings will help shed light on how different motivations influence volunteer, and the potential impact on their well-being and may help improve the future experience for volunteers in various organisations.*

*As part of this project, I have developed a short survey to gather valuable insights from volunteers. The survey explores topics such as personal motivations for volunteering, level of engagement, and overall psychological well-being. It is designed to take approximately 10-15 minutes to complete, and participation is entirely voluntary and anonymous.*

Link [https://openss.qualtrics.com/jfe/form/SV\_73uA6H7yAMgtxwq](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fopenss.qualtrics.com%2Fjfe%2Fform%2FSV_73uA6H7yAMgtxwq&data=05%7C02%7Cmark.addison%40somersetft.nhs.uk%7C358dabf20d7243d39dde08dd70700a35%7C98ec91be8de748a39e800f0180ed9219%7C0%7C0%7C638790348716002400%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=2SKQ9R6wdzTOYqzzz9FJvDe1YBbN7Tmz2QJXtLLotD0%3D&reserved=0)

*Should you have any questions or require additional information, please do not hesitate to contact me at* [*maisy.addison@ou.ac.uk*](mailto:maisy.addison@ou.ac.uk)

*Alternatively, if you require further information, you may also contact my supervisor Dr Iveta Eimontaite at* [***iveta.eimontaite@open.ac.uk***](mailto:iveta.eimontaite@open.ac.uk)*.*

*I sincerely appreciate your time and consideration, and I hope that you can assist me in supporting this research.*

*Thank you for your help, and I look forward to hearing from you.*

*Best regards,   
Maisy Addison   
Psychology Student   
The Open University*[maisy.addison@ou.ac.uk](mailto:maisy.addison@ou.ac.uk)

**Your voice matters.**

**Together, we can create a safer environment for everyone**.

The next phase of the Right Care, Right Person workstream is about to start and we are looking for Recovery Partners who would like to be involved. This stage is about police involvement with Places of Safety, and Section 136. They are planning on looking at policies, how this could be improved, supporting discharge, who should be supporting patients, how the police could improve their practice and Standard Operating Procedures.

The plan is to start work on this phase later on this month, so if you are interested, please email us at [Eberecoverypartners@somersetft.nhs.uk](mailto:Eberecoverypartners@somersetft.nhs.uk) as soon as possible and we will put your name down.

Most of the meetings are online, on Microsoft Teams, and as yet we don’t have confirmation of dates of any meetings, but once we have more information, we will let you know.

Many thanks

**Right Care, Right Person – Update for Recovery Partners**

Have you, or someone you care for, ever been arrested by the when you have been in a mental health crisis in a public place?

Use your experience to help services *get things right first time*…

A person sitting on a ledge

Description automatically generated 

Right Care, Right Person (RCRP) is a partnership approach between Policing and Healthcare. The aim of RCRP is to improve outcomes and the experience for people who need mental health support in a crisis. Many improvements have been agreed over the recent months with meetings involving Recovery Partners and we now need more of you to join up to focus on the issue of Police Arrest under the Mental Health Act (Section 136) [What is section 136 of the Mental Health Act?](https://www.rethink.org/advice-and-information/rights-laws-and-criminal-justice/mental-health-laws/section-136-of-the-mental-health-act-emergency-police-powers-to-take-you-from-a-public-place-to-a-place-of-safety/#:~:text=Section%20136%20is%20part%20of,mental%20health%20will%20be%20assessed.)

**YOU CAN HELP BY:**

* **Joining task group meetings on MS Teams**
* **Sharing your experiences with Police leaders and Healthcare leaders and the impact the experience had on you.**
* **Sharing you views on what was done well and how what could be done better**
* **Giving your views on proposals from a patient or carer perspective.**

**To step forward (or just find out more) please speak to any member of the support team or email us at:**

[EBErecoverypartners@somersetft.nhs.uk](mailto:EBErecoverypartners@somersetft.nhs.uk)

**Recovery Partner/Expert by Experience Training Programme 2025**

**These are our training dates for 2025 we encourage to sign up for as many as you can.**

**PLEASE NOTE SOME DATE CHANGES AND ADDITIONS IN RED:**

**(Induction and Confidentiality Training are taking place together)**

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| **Induction**  **(Including Confidentiality)**  Delivered by the team alongside Karl and Sky  Format:  MS Teams Meetings | **Co-Production**    Delivered by Lou and Alex  Format:  MS Teams meetings | **Being on Interview panels**  Delivered by Danielle and Alex  Format:  MS Teams meetings | **Telling your story**  Delivered by Candida and Carl  Format: In person  \*Exact dates, times and venues to be confirmed |
| **Wed 19th March 2025**  Time: 2 pm – 4 pm  (CC + DT) | **Thurs 27th Mar 2025**  Time: 2 pm | **Wed 5th Feb 2025**  Time: 2-3pm | **Thurs 23rd Jan 2025**  Time: 10am – 2pm  Venue: Street – Crispin Hall |
| **Wed 16th April 2025**  Time: 2 pm – 4 pm  (PM + LF) | **Thurs 29th May 2025**  Time: 2 pm | **Wed 7th May 2025**  Time: 2pm – 3 pm | **April 2025**  Venue: Frome - Rise Building |
| **Tues 6th May 2025**  Time: 11 am -1pm  (CC + DT) | **Thurs 28th Aug 2025**  Time: 2 pm | **Wed 13th Aug 2025**  Time: 2 pm – 3 pm | **July 2025**  Venue: Yeovil – St Peters Community Centre |
| **Wed 2nd July 2025**  Time 2.00 pm – 4.00 pm  (PM + LF) | **Thurs 30th Oct 2025**  Time: 2 pm | **Wed 5th Nov 2025**  Time: 2 pm – 3 pm | **Oct 2025**  Venue: Taunton - Quaker Building |
| **Tues 5th Aug 2025**  Time: 11 am – 1 pm  (CC + DT) |  |  |  |
| **Tues 30th Sep 2025**  Time: 11 am – 1 pm  (PM + LF) |  |  |  |
| **Tues 4th Nov 2025**  Time: 11 am -1 pm  (PM + LF) |  |  |  |

**Email the team to Enrol:** [**EbErecoverypartners@somersetft.nhs.uk**](mailto:EbErecoverypartners@somersetft.nhs.uk)

**Phone: 07387 014265 (Tues, Weds, Thurs)**

**RECOVERY PARTNER FACEBOOK GROUP – Please join!!**

This group, which is only open to Recovery Partners and the support team, is becoming increasingly popular and a sense of community is beginning to build. This is another way of joining up with new co-production opportunities as they arise as well as suggesting ideas for improving mental health services based on your experience. Lou, Danielle and Paul from the support team are part of the group and will respond to your ideas, comments and suggestions.

If you have not already joined, please send us a request through this link and we will welcome you in! <https://fb.me/g/3KTiT9tcQ/TKOlPWkS>

If you are interested, please email the EbE inbox: [**EbErecoverypartners@somersetft.nhs.uk**](mailto:EbErecoverypartners@somersetft.nhs.uk)

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| **SOMERSET RECOVERY COLLEGE RADIO SHOW:**  **Please see link to the latest SRC radio show here:**  [https://www.mixcloud.com/FromeFM/15-somerset-recovery-college-on-the-air-281024/](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mixcloud.com%2FFromeFM%2F15-somerset-recovery-college-on-the-air-281024%2F&data=05%7C02%7Cluke.thompson%40somersetft.nhs.uk%7Cce62b2dcbff8450a720e08dcfcb01dc2%7C98ec91be8de748a39e800f0180ed9219%7C0%7C0%7C638663080582631395%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=t5wjXWhhY8do4lFYd97yd%2FW7CawTql2TQKaPsexpjVM%3D&reserved=0) |

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| **PEER MEETINGS**  **In-Person Recovery Partner Meetings** |

**IMPORTANT: These meetings are peer led and open to everyone however if you would like to attend an ‘in-person’ meeting for the first time, please *contact us in advance*. This is so I can ensure you are expected by the peer chairperson and that you are joining at a suitable time for the group. Thank you.**

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| **Venue** | **Times** | **Forthcoming dates** |
| **FROME GROUP**:  Cheese and Grain  Market Yard  Frome BA11 1BE | Fortnightly  12.30pm to 2.30pm | 10th April 2025  24th April 2025  8th May 2025  22nd May 2025 |
| **WELLS GROUP:**  Coxley Village Hall  (side door)  Glastonbury Road  Wells BA5 1QZ | Fortnightly  11 am to 1 pm | 17th April 2025  1st May 2025  15th May 2025 |
| **YEOVIL GROUP**:  St Peters Community Hall,  Coronation Ave, Yeovil, BA21 3DY | Fortnightly  11am to 1pm | 17th April 2025  1st May 2025  15th May 2025 |
| **TAUNTON GROUP**:  **ONLINE** | Fortnightly  11 am to 1 pm | Dates to be confirmed. |
| **BRIDGWATER GROUP:**  **ONLINE** | TBC | Dates to be confirmed |
| **MINEHEAD GROUP:**  **COMING SOON** | TBC | Venue and Dates to be confirmed. |

**\*Please get in touch if you are interested in starting a regular Peer Meeting in your area\***

**We are looking to start some new groups – Bridgwater, Minehead and Glastonbury. If you are interested in joining any of these, please let us know beforehand, so that we can ensure the groups will be well attended.**

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| **Recovery Partners Connection Group (Online):** |

**UPDATE ON CONNECTIONS MEETINGS:**

Given the decreased level of attendance to the Connections Meetings which we have been holding fortnightly (on MS Teams), these will be changing to a monthly pattern in 2025. We will also be asking people to RSVP if they are intending to join the meeting. In order to make the best use of team resources, if we have less than 5 people confirmed to attend, it will be cancelled.

If you have ideas for how we can change the nature of the Connections Meetings, in order to approve attendance, we would love to hear from you.

If you have difficulties using MS Teams, we will try to help you overcome these.

Speak to any member of the team or email us at [eberecoverypartners@somersetft.nhs.uk](mailto:eberecoverypartners@somersetft.nhs.uk).

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| **Using MS Teams, this is a forum to:**   * Organise ourselves as a group. * Hear about new opportunities for involvement and take on new assignments. * Report back (‘De-brief’) on activities and assignments that you have been   involved in a supportive group.   * Put forward suggestions for which aspects of mental health service provision   could be improved.   * Meet guest speakers on relevant topics.   ***Connection Group Dates:***  **Every 2nd Tuesday in the month:**  **8th April 2025**  **13th May 2025**  **10th June 2025**  **8th July 2025**  **12th August 2025**  **9th September 2025**  **14th October 2025**  **11th November 2025**  **9th December 2025**  **2 pm – 3 pm**  **See below link for joining the group:**  **(Please RSVP to** [eberecoverypartners@somersetft.nhs.uk](mailto:eberecoverypartners@somersetft.nhs.uk)  **if you would like to join the group)**  **Please join us using the link below:**  Microsoft Teams meeting  **Join on your computer, mobile app or room device**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmQxN2I1NTYtM2NjYi00ZTA0LWJhNWUtNmEwMTQ1MjQwZGE0%40thread.v2/0?context=%7b%22Tid%22%3a%2298ec91be-8de7-48a3-9e80-0f0180ed9219%22%2c%22Oid%22%3a%22195b7400-cad3-442f-b945-d731818e788e%22%7d)  Meeting ID: 353 996 458 20  Passcode: 92yiYm  ***How to use MS Teams:***  If you have not used Microsoft Teams before click on the link below to download the app to your PC or Smartphone:[Download Microsoft Teams Desktop and Mobile Apps | Microsoft Teams](https://www.microsoft.com/en-gb/microsoft-teams/download-app) |

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| USEFUL NUMBERS IF YOU NEED TO CONTACT NHS SERVICES: |

**Mindline: 01823 276 892 or 0800 138 1692**

**First Response Service: 0300 124 5016 - Option 1 for East**

**(Mendip and Yeovil area)**

**or Option 2 for West (Bridgwater and Taunton area)**

**Samaritans: 116 123**

**NHS 111**

NHS111 callers now have the option of pressing option 2 for mental health.

You will then be transferred to MINDLINE.

Callers can also continue to contact MINDLINE directly –

(Freephone – 0800 138 1692 Local Number – 01823 276 892)

**Community Mental Health Services:**

**The Bridge (Wells, Mendip area): 01749 836600**

**Holly Court (Yeovil and Chard area): 01935 428420**

**Glanville House (Bridgwater, Somerset Coast area): 01278 720220**

**Foundation House (Taunton area): 01823 368350**

**Barnfield (Minehead area) 01643 701735**

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| **Important Message** - **Your Email Address:**  Since Recovery Partners began nearly 5 years ago the support team has undertaken to not make participants email addresses apparent to others.  In the wake of the pandemic, we are all using Information Technology platforms such as MS teams much more, this helps to reduce travel and to make cross county working much easier. Rather than posting hyperlinks in bulletins and within group emails as we do now, we would like to send invitations to join MS Teams meetings and learning events to everyone *directly,* this means you will be able to accept or decline the invitation once the email message arrives with you. Knowing what numbers of attendees, we can expect will help us greatly in managing our time and resources.  This does mean however that the email addresses of all invitees will be visible to everyone involved. You do of course have the option of creating a (perhaps more anonymous) email address especially for your Recovery Partner activity and should you choose to do that please let us know your new email address so we can update our information. From April onwards we would like to move to a position where, unless a Recovery Partner specifically expresses a wish to the contrary, we will make participants email addresses visible in MS Teams invitations for this reason. The team are keen to hear your views on this, either through discussion at your locality forums, at the Tuesday Connection meetings or by email:[**eberecoverypartners@somersetft.nhs.uk**](mailto:eberecoverypartners@somersetft.nhs.uk) |

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**Workshops**

**LINK AND QR CODE TO RECOVERY PARTNERS SURVEY:**

Have you been on a Recovery Partner assignment recently? – Don’t forget to feedback your experience here!



If you do not have a smartphone with a camera on, then you can follow the link below on other devices:

<https://response.questback.com/isa/qbv.dll/bylink?p=JKZlpgTkTVO3SPYZ1cHl8HQzpWIeggYzBEN9RspCmMUZzroH_xe8Syhw5GsyoDqA0>

**If you are interested in anything listed in the bulletin, please let me know.**

**If you would like some support or someone to accompany you, I may be able to organise that, just let me know.**

**With best wishes,**

**Paul Milverton**

**OUR CONTACT DETAILS:**

**Email:** [eberecoverypartners@somersetft.nhs.uk](mailto:eberecoverypartners@somersetft.nhs.uk)

**Phone: 07387 014265 (Tues and Weds) and 07979 701247 (Tues, Wed, Thurs)**

For more information, please visit the Recovery Partners own website:

[Somerset Recovery Partners (godaddysites.com)](https://somersetrecoverypartners.godaddysites.com/)