

Appendix 21: Expert patient induction pack

Welcome!

Welcome to the Psychiatry Teaching Unit (PTU). This pack will provide you with information about the department and the teaching programme that we deliver. If you can't find answers to your questions in this pack, please approach a member of the teaching team who will be more than happy to help.

The Psychiatry Teaching Unit (PTU) provides clinical placements for 4th year undergraduate medical students from the University of Nottingham who are on their psychiatry attachment. We place a great emphasis on helping the students to develop the skills and confidence in talking to people with personal experience of mental illness, so that their future patients will feel more comfortable in talking to them. One way that we do this is by placing people with the relevant experience at the centre of the teaching programme to provide opportunities for the students to practice on real life 'patients'. We have over 40 people registered as 'Expert Patients' who help us develop and deliver the programme.

The teaching team is made up of consultant psychiatrists, mental health nurses, Lived Experience Development Workers and an administrator. The table below provides our contact details.

The Psychiatry Teaching Unit (PTU)

Department	Psychiatry Teaching Unit, Medical Annexe, Radbourne Unit, Uttoxeter Road, Derby, DE22 3WQ
Reports to:	Telephone: 01332 623932 Mobile: 07786 976071 Email: PsychiatryTeachingTeam (dhcft.ptu@nhs.net)

The Undergraduate Psychiatry Teaching Team

Team administrator

Jenni Wildman

Clinical Teaching Fellows & Consultant Psychiatrists

Professor Subodh Dave - Deputy Director of Undergraduate Medical Education & Consultant Psychiatrist

Dr Jo Dilks & Dr Jon Mayo - Clinical Teaching Fellows and Consultant Psychiatrist

Dr Andy Horton, Dr Brijesh Kumar - Clinical Teacher



Senior Clinical Educators

Dave Hackett - Community placements and PTU Manager

Alexa Sidwell - Expert Patient Programme & Projects Manager

Tracey Barker - Old Age Psychiatry

Lived Experience Programme

Simon Rose - Lived Experience Educator

John Ryalls - Lived Experience Development Worker

About the programme

All medical students have to complete a clinical placement in psychiatry before they qualify as a doctor. The Psychiatry Teaching Unit based in the medical annexe at the Radbourn Unit provides placements for 4th year medical students from the University of Nottingham.

The programme in Derby lasts for five weeks, during which time the students receive teaching sessions in the PTU and attend clinical placements on wards and in the community.

The PTU is committed to enhancing the students' understanding, empathy and communication skills so that future patients will benefit when talking with them. To do this we have developed a unique and bespoke programme that encourages the participation of people who have experienced mental ill health to help us deliver the teaching programme. By doing this, students can learn about the emotional, physical and social impact that mental ill health has on them from those who have first-hand experience.



How do we do this

Expert Patients (EP's) are placed at the heart of the programme and are involved in many different ways, from reviewing and developing the teaching programme, contributing to research and delivering teaching sessions.

Expert Patient Interviews

'Expert Patient' interviews provide opportunities for students to practice taking a psychiatric history and carry out a risk assessment on people who have real experience of mental ill health. This session helps the student to develop their skills in a safe environment and get feedback on how it felt for the patient to be interviewed by them. The EP's will comment on the student's attitude, empathy and communication skills. A member of the teaching team will sit in on the interview to provide additional feedback, support and manage any difficult situations that might arise.

We try to ensure that every EP has equal opportunity to do the interview sessions which can mean they will only be asked to attend one or two sessions through the year. We do however have occasions when interviews are rearranged at late notice, maybe due to an EP or student being unwell. This can mean we sometimes need to contact our EP's to see if someone can step in at last minute.

Specification of this role

Key points:

- Talk to students one-to-one with teaching team observing.
- Provide safe environment for students to practice their interview skills.
- EP's develop skills in enabling students to practice and give feedback on how students performed.

Challenges of role

- Talking about personal experiences which can be difficult and emotional.
- Assessing the students communication skills objectively
- Giving honest feedback advising both where students have and haven't performed well.
- Being reliable.

What is expected of an EP

- Notify the team if unable to attend
- To not use the session as a forum for complaints re: services and as a soap box platform
- Provide information on who to contact in case of an emergency or concerns over wellbeing.
- Being respectful to others
- Not being abusive/aggressive

What the teaching department provides

- Support and supervision in debrief (pastoral care)
- Training and development of skills in giving feedback
- Developing confidence
- Provide further opportunities for getting involved in Trust activities
- Links to other organisations
- Support in accessing voluntary work.
- References (work)
- Social contact with other SU's eg lunches
- Pastoral Care (notify care teams re concerns)
- Develop skills to deliver learning outcomes

Each student has two history taking interviews scheduled during their 5 week placement at the PTU.

The first interview:

Please note that the first interview is seen much more as a communication exercise as the interviews are often scheduled in week 1 of the student placement when their knowledge of Psychiatry is limited.

Students will be able to:

- Practice skills required to gather appropriate information (in a sensitive, considerate and non-judgemental manner) from a person who has personal experience of mental ill health. This can help the student develop a positive attitude towards mental illness and enhance their skills and confidence in approaching the task.
- Describe the challenges and barriers to communication
- Gain an insight into the impact that mental ill health has on an individual/family
- Appreciate the value of empathy when engaging a person with personal experience of mental ill health

Second interview:

By the second interview the students will be able to practice all of the above, **PLUS:**

- **Collect and organize appropriate clinical information**
- **Apply a structure to the interview**
- **List the presenting symptoms of mental ill health**
- **Formulate a differential diagnosis**
- **Assess and identify the individual's safety / identify risks**

The student has up to an hour to complete the task in each interview. After the interview the student leaves to give the EP and PTU educator to reflect on the session and complete their feedback forms. The student then returns to hear the feedback. Some students may ask for guidance on how to ask or structure some areas of the interview in future. The EP can share their thoughts with the student. It's possible that the PTU educator may also have thoughts of their own that they may wish to share at the same time or later in the day. It can be helpful to the student if additional guidance is included in the written feedback pro forma.

Keycase seminars

'Keycase' seminars focus on specific topics that the students are learning about. They are facilitated sessions with a group of around 15 students, so is more suited to those Expert Patients who are happy to talk to larger groups. The aims of this session are to help introduce the topic for the week, provide an opportunity for the students to explore the impact of the 'condition' that they are learning about with someone who has experience of it, and to help the student practice talking to someone about their experiences.

Role Specification for EP (Small group seminars)

Skills

- Communication skills
- Confidence in talking to groups
- Ability to answer questions clearly and concisely
- Deflecting poorly thought out questions
- Being able to adapt and develop in response to feedback
- Working with another EP in delivering learning outcomes

What is expected of EP

- Notify the team with enough notice if unable to attend in advance of the session to organise someone else.
- To not use the session as a forum for complaints re: services and as a soap box platform
- Provide information on who to contact in case of an emergency or concerns over wellbeing.
- Being respectful to others
- Not being abusive/aggressive
- Develop skills to deliver learning outcomes
- Keeping to time
- Able to talk to a small group of students (N=15-30 students) re personal experiences.
- Working with teaching team to review, evaluate and develop the programme to meet the learning objectives.

Expectations

- Support facilitators



Does it work?

The programme has been running for over ten years and received consistently excellent feedback from the students, so much so that the university has supported the growth of the programme so that all students now have at least two individual Expert Patient interviews each, and the Keycase seminars are every week. Students report that this is the best way to learn, and that their confidence in talking about sensitive issues has increased by the end to the placement.

Student feedback

The quality of all teaching is closely monitored by the University of Nottingham. One way of doing this is to get feedback from the students on how they find the courses. The Expert Patient teaching sessions are not exempt from this and after each interview the student is asked to rate the session. The feedback is collated into reports and sent to the university. Here is some of the feedback that has been sent in.



What was most useful?

- First hand experience with patient was very useful in practicing skills learnt in E-Learning. Built my confidence!
- Very useful in showing the importance of empathy and in aiding in learning to ask difficult questions
- Hearing about the patient's experience
- The opportunity to practice the full psychiatric history in a near-clinical environment before being let loose on the ward.
- Feedback from patient was very useful
- Really useful to meet and have a long time talking to a patient with personal experience
- Being able to practice psych histories in a more chilled out environment to make it a less stressful experience while learning
- Getting the chance to talk to a patient in a more familiar and safe environment felt like a good start and makes me feel more confident and less anxious about talking to patients with mental illness. Getting feedback is also very useful!
- The feedback from the Expert Patient and the advice and support on how to ask more challenging questions
- Taking a full mental health history was really useful and in a controlled environment allowed me to find my strengths and areas for improvement
- The opportunity to ask difficult questions and practice doing that

The programme has been recognised in a number of awards, both locally and nationally.

Registering with the programme

Anyone can register to be an Expert Patient, so long as they have personal experience of mental ill health either as a service receiver or carer.

Before you start with the PTU you will need to complete two forms to register. These forms are included in this pack.

The Consent form is required so that we can ensure that you understand what you are volunteering for and that you are happy to get involved in the programme.

The Data Sheet provides your information so that we can contact you. You will notice that we have asked for brief details of your diagnosis or symptoms on this form. This is so that we can book you in for specific teaching sessions, for example if the students are learning about depression we will ask an Expert Patient who experiences symptoms of depression to talk at that week's Keycase Seminar. We need the contact details for your care team or the person to contact if you are unwell. We will only contact them if we are concerned about you and will always discuss this with you before we contact them.

A member of the teaching team will help you complete the forms. If you need the information to be explained in a different way a member of the team will be happy to do this for you. The information from the forms is kept securely on a database which only the teaching department has access to.

As your participation in the programme is voluntary, you can withdraw or take a break whenever you want to. This will not affect any care or support that you receive from DHCFT.

A member of the teaching team will explain the forms to you before you proceed, to ensure that you understand them. If you need more information, or the forms to be explained to you in a different way, a member of the teaching team will be happy to do this.

Copies of the forms that are used are enclosed.

Recognition and remuneration

We do not expect anyone who registers as an Expert Patient to be 'out of pocket' for their involvement in the programme. Any travel or parking expenses that you incur whilst you are participating in the teaching sessions will be reimbursed.

We also see that it is important to recognise and value your contribution, time and effort in helping us deliver the teaching programme. There are different ways that we can do this which include:

- **Token 'remuneration' payments for your time**
- **Certificates of participation**
- **References for other voluntary or paid work. Please note that we will be required to record how we know you and can report on your reliability and time keeping and not on your mental health or employment.**
- **Training**

Payments for the remuneration of time incurred whilst participating in the teaching programme are made within the DHCFT 'Participation and Payment' policy. As an Expert Patient you need to be aware that any payments you receive may impact on benefits or personal Tax allowance.

Further details relating to this is included in a fact sheet. A copy can be given to you if you ask for it, and there is an easy read version available.

If you need more advice or support regarding this please speak to a member of the teaching team who will be happy to help.

Participation and Payment/ expenses fact sheet

The work completed for Derbyshire Healthcare NHS Foundation Trust is on an ad hoc/sessional basis and as such you will not be considered to be an employee of Trust. Participation is optional and there is no expectation that you are obliged to attend. Also, we do not require you to attend a minimum number of sessions to be part of this programme.

We offer payment for your time which is optional as some people prefer to do this on a voluntary basis. If, however you wish to receive payment please read the following information.

Where payment for the session is received, tax may need to be paid on this income, however, it is highly unlikely that you will meet the threshold for this, based on the average amount of sessions available. We are required to inform you that it is your responsibility to declare this income to HMRC, who will advise you accordingly. Experience suggests you will find them helpful. Currently, if the income is below £2,000 a year, HMRC will class this as other income and will adjust your personal allowance by the estimated amount of income per year, which you advise them of. If the income is above £2,000, HMRC may ask you to complete a self assessment form on a yearly basis.

You will not have to pay tax on any out of pocket expenses received ie travel. You do not need to declare these.

The self assessment helpline for general enquiries is 0300 200 3310, you will need your National Insurance Number when phone. They are open 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.

There is also a website where you can check to see if you need to fill in a tax return, the website address is below.

<https://www.gov.uk/check-if-you-need-a-tax-return>

Additional income may affect your benefits. Please contact the benefits office as we are unable to advise on this.

If you require any additional support with any of the above, then we will be happy to facilitate this where possible. Please approach the undergraduate team.

Standard letter that you can use to tell HMRC about participation income

Dear sir/madam.

My name:

My address:

My National Insurance Number:

I am currently participating in a supported programme delivering sessional training for Derbyshire Healthcare Foundation Trust. For this ad hoc work I estimate that I will receive attendance fees to the sum of £..... per annum. If required, please adjust my personal allowance to reflect this income.

Yours faithfully,

Signed.....

Time of sessions

Expert Patient teaching sessions will be arranged during office hours (09.00hrs- 17.00hrs) to ensure that care teams can be contacted in the event of an adverse incident or EP becoming unwell.

Expert Patient Information

All Expert Patient information will be dealt with in line with Trust Information Governance policy.

Basic Expert Patient contact details and their carer/Care Team details will be kept on a secure database whilst a person is involved with the programme. This information can be removed at any time at the request of the individual involved. This information will automatically be erased when the Expert Patient ceases their involvement, unless they specifically request the information to be retained, e.g. to continue to receive newsletters or notification of events in the teaching units.

Written consent to retain this must be obtained.

Confidentiality

Expert Patients must be advised that any information regarding their personal and medical details will remain confidential. All staff involved in the event must adhere to Trust confidentiality policy and procedures.

Expenses

Reasonable out of pocket expenses will be reimbursed to the Expert Patient. In addition, an Expert Patient will be offered a token payment as a recognition of their skills and the time that they spend engaged in the educational activity.

Supporting the Expert Patient

The teaching team will prioritise the Expert Patient's mental health and wellbeing during all teaching exercises and will adhere to the Trust policies on clinical and corporate risk. All teaching staff must be aware that, whilst they are not giving direct care in this role, they have a duty to provide the Expert Patient with the same standard of support which could reasonably be expected to be provided in any other area (within the trust?).

The Expert Patient's Mental Health care team Care Co-ordinators may be informed of the involvement of the service user in the Expert Patient programme. The Expert Patient will be made aware of this prior to their involvement in the programme, and will need to complete a registration form notifying the teaching of their unit care team.

The Expert Patient will be required to sign a consent form allowing us to contact the team in the event of them becoming unwell and requiring further support following the session.

Should the Expert Patient become unwell, the care team may be informed and the Expert Patient should be made aware of this.

A suitably experienced member of the teaching team should be in attendance at all times when an Expert Patient is on the teaching premises.

In the event that an Expert Patient discloses high risk/sensitive information, proportionate action should be taken, for example contacting the Care Co-ordinator, the team Duty Worker, or other agencies as appropriate within the bounds of confidentiality. Qualified clinical teaching staff will be available by telephone (to whom?) for additional advice if required.

In the event of an Expert Patient suffering a medical emergency, emergency services should be contacted as per Trust Policy.

During educational events (?Expert) patients sometimes solicit medical advice from the teaching team. This should be treated sensitively by teaching staff and students, but the patient should be referred back to their existing Approved or Responsible Clinician/Consultant/Care Coordinator/Ward Team.

Following the Event

A member of the teaching team will provide time to debrief the Expert Patient following each session.

If an Expert Patient is or becomes unwell during the session, teaching staff will provide support and notify the care team and request further follow up if required. (See above)

If an adverse incident has occurred involving an Expert Patient a Datix incident report will be completed by the teaching team and details of the occurrence communicated to the patient's regular healthcare team.

Frequently asked questions

What will I have to do?

Attend an appointment at the Medical Annexe with the medical students who will ask you questions just like the ones your doctor might ask you in an outpatient appointment. You will need to tell them about yourself, your past, your family, what's happening now for you, and how you are feeling. You just need to answer their questions, but you don't need to tell them anything that you feel uncomfortable with. When they have finished you will be asked to complete a simple form that helps you assess the student, for example, it asks about if the student made you feel at ease, didn't use jargon etc. You will then feed this back to the students and in some occasions have a brief discussion about how you think they could improve.

How many students will I see?

You will see 1 student in each session. A new group of students come on average every 5 weeks so you may be asked to do one session 3 to 4 times a year. You can refuse to do any session if it's not convenient or you have changed your mind.

Will there be a doctor/nurse around?

There are nurses and doctors attached to the teaching team who facilitate the sessions. There will always be one of them available for guidance or support if required. This could be either to support you or observe the students.

What do I do if I get upset?

If you get upset you can stop the interview if you don't feel up to carrying on. Inform one of the teaching team or ask the student to fetch us AND WE WILL STAY WITH YOU UNTIL YOU FEEL ABLE TO GO HOME. You do not need to discuss issues you find sensitive or upsetting. It is not a therapy session and the students don't need to be intrusive.

What do I do if I am unhappy with the student?

Inform the teaching staff. They may want to sit in on the interview and observe the student, or ask you about your concerns so that they can discuss it with the student.

Will I get paid?

The session last in total around 90 minutes (1.5 hours) and we are able to provide full reimbursement for any travel expenses and can offer you a small honorarium of £15 for the session or a book/shop token. We need to inform you that any money that you receive may impact on any benefits you claim or your personal tax allowance. If you want help with looking into this then please contact the teaching team. We have produced a letter that you may want to take to the Benefit Office which helps to explain the work that you are doing with us. Please ask staff for a copy of this if you need one.

Will I get to meet other volunteers?

You will meet other volunteers at training sessions or meetings related to the project but otherwise the sessions are usually booked on their own. The teaching staff will provide support.

Will you be able to arrange my transport there and back?

Usually the volunteers arrange their own transport, because they know the local timetables etc. However, if there are problems with doing this yourself, then we can arrange alternatives.

Where do I park my car?

There is parking adjacent to the training room in the Medical Annexe car park at the Radbourne Unit.

Will my medication/treatment be changed?

Your treatment will not be changed during these sessions.

Will my care team know about my involvement?

Your care team will be informed about your involvement and asked to comment on any concerns they might have, eg if there are times when you are unwell or things that might upset you.

What if I can't make it or need to cancel?

If you find you cannot make the session, you just need to call the team administrator to cancel or reschedule the session. The telephone number is 01332 623932

What if I change my mind about volunteering?

This will cause no problem. Just let the team administrator know on the above number so that she doesn't keep contacting you to arrange sessions.

How long will I be a volunteer for?

You can volunteer for as long as you want to be involved.

How do I stop my involvement?

You can stop at any time, just tell a member of the teaching team and they will take your name off the register

How often will I need to come?

We have 4 groups of students throughout the year so you may be invited to attend up to 4 times. If you feel you do not want to come as often you can still volunteer.

Will there be refreshments available?

You will be offered hot or cold drinks on arrival.

Where do I have to go?

The Psychiatry Teaching Unit in the Medical Annex, Radbourne Unit, Derby City General Hospital.

Will you have my records?

We will not have your records but will keep a record of your care team in case we need to contact them should you get upset or have a problem. After the interview the students may want to look at your medical records but you will be asked if you are happy with this before they do so. If you do not want them to see your records this is no problem and it will not affect your care or future involvement in the project.