

NOTES

Meeting: Service Users and Carer Council Meeting

Date: Weds 8th June 2016

Time: 1.30pm to 3.30pm

Location: Mild West Room, Hamilton House, Stokes Croft

<i>Attendees</i>	Lynne Newbury – Strategic Lead for Service Users and Carers (Chair) Rep for Crisis Service Rep 2 for Community Rehabilitation Rep 1 for ACE Rep 2 for ACE Rep for Men's Crisis House Rep for Assessment & Recovery Rep for Wellbeing Therapies Rep for Early Intervention Service Rep for Women's Crisis House	<i>Additional Attendees -</i> Bhavna Mistry – SLT Administrative Officer (Minutes) Bev Woolmer - AWP Service User Involvement Co-Ordinator Hannah Carr – SLT Communications Officer
<i>Apologies</i>	Rep 1 for Community Rehab; Rep for Dementia Service (Vice Chair)	

Item	Agenda item
1.	<p><u>Welcome and Introductions</u></p> <p>The meeting started with Lynne welcoming all.</p> <p><u>Minutes of May meeting and matters arising</u></p> <p>Minutes of the 11th May meeting were reviewed. Bev was thanked for taking the minutes. A few queries arose.</p> <p>ID had checked with finance about remittance advices not being clear. Some response has been received however full clarification has not yet come about. Others present also raised similar issues. It has been agreed that LN and BW will follow this up with finance and it was also acknowledged that this has been taken up with finance on several previous occasions.</p> <p>Action Lynne and Bev to chase up with Finance</p> <p>Notes on ACE - Update was given about the three way meeting that took place between ACE service manager (Paul Sargent) and LN, PS and VL. This was left on a positive note whereby a handover will be given to a new representative who has recently used the service.</p> <p>PS clarified that she would be willing to stay on SUCC as both drugs & Alcohol rep; she will link with that service and ask if anyone else may be interested.</p> <p>Sanctuary – need to find a person to represent the service – response given that</p>

	<p>there is a possible person who has used the service who may be interested LN to liaise with Rich Popp. Discussed – potential issue as certain people using the service over 100 times. This is not what the service is for potential could result in those in Crisis turned away. Issue – how are those who inappropriately use the service be helped? Suggestion – do we need an evening service that is more of a drop in?</p> <p>Planned changes to A&R Ref group discussed. The SUCC rep for A&R had not been to the last Ref Group meeting so was not able to give any input on this. The A&R ref group is making changes that are required to be taken forward. This group has an important role to play in the SU&C voice and much emphasis should be given to this.</p> <p>It was discussed that Mark Bunker (Quality Director) will be asked to attend the July SUCC meeting with a view for helping to find a way to contact former service users from the recent past who can be written to about the engagement opportunities with SUCC. There are various red-tape issues around the approach for this.</p> <p>Suggested – to encourage wider SUC involvement both for the council, and for wider roles information could be passed out at summer events (e.g. Second Step CASS events). Also suggested that this could be included in the Recovery College Prospectus and other similar channels to get the information out for recruitment of Independent members. Will be in the next Newsletter.</p> <p>Deadline for a Women's crisis house rep is 16th June. Concerns were expressed that Missing Link and Women's Crisis House do not communicate well outside of their organisations. It was mentioned that community meetings happen on Monday evenings between 7-8pm and would be a good place to take the opportunity of SUCC rep for the WCH service. LN trying to meet with House Manager.</p>
2.	<p><u>Service Updates</u></p> <p><u>CPI</u> - A peer to peer questionnaire has been produced by the CPI reference group and will be circulated (printed and electronically) from 13th June. It is intended to reach service users of A&R, Crisis, CPI and EI (Community Mental Health). It has largely been put together by the reference group members and with some staff input. It will be put on the website for any service users to complete. The printed versions will be given out with envelopes for return to make it easier for returning.</p> <p>It was asked if anything similar for carers might also be carried out?</p> <p>It was mentioned that the questionnaire is not just about the service but also about a lot of other things too. Also mentioned that a student is doing a project on online resources for people with mental health need. It has been completed and some information that has come back which is useful to share – SH will pass this on to SUCC members.</p> <p>Action SH to pass on the information about online resources</p>

<p><u>Community Rehabilitation Service</u> There were no new updates on the new Rehab service new build project. The rep has also attended some of the meetings for the Joining the Dot Care Pathways Tool project. Feedback was given around some recent developments of the tool design. It has been expressed that Service Users were not involved in the design from the onset and had felt that it could have been better designed if they had been. It was expressed that some things on the new tool may have been better designed if coproduced in the planning and design stage. LN gave out leaflet around the Joining the Dots Care Pathways Tool project. Comments were also given on the leaflet and design and lack of co-production noted.</p> <p>Action LN to pass feedback on to Otsuka team.</p> <p>On the point of Co-production it was mentioned that there is to be a co-production conference taking place in London in July and also another one on 15th June also in London organised by NSUN.</p> <p><u>Crisis</u> Are preparing a survey to go out to users of the service in the last 3 months. It is currently being looked at by the reference group and when ready will be circulated - though this will happen after the CPI questionnaire has ended. Crisis Team Manager Abe has also been requested to update the log of issues which he has been keeping for the team.</p> <p>Raised that BIMHN are also preparing a questionnaire which is hoped will compliment, current form may not, Action LN to contact BIMHN to discuss.</p> <p><u>BW – Service User Involvement Co-Ordinator</u> Informed that a trustwide involvement strategy is currently out for consultation. Feedback from SUCC members can be given on this – LN has circulated it. Comments were given on the trustwide involvement strategy and its effectiveness. All encouraged to give feedback. Workshop to gain SU&C views is 7th July at Frys Building, Keynsham.</p> <p><u>Wellbeing Therapies</u> Rep has tried to contact the service manager as not been able to attend some of the recent meetings but he has not been available. Feedback was given on the experience she has had of attending one of the courses that is run by the service – Low Mood Group. Not positive feedback, did not feel it met the needs of the group. Discussion also took place around it being said that access to wellbeing therapies would only be available to those who would engage in CBT. Action LN to find out more on this.</p> <p><u>Assessment and Recovery</u> Rep was not able to attend the last reference group meeting but had received the minutes from which he had produced summary notes for circulation to SUCC members and talked through the notes. LN raised that she and BW had been in attendance at the last A&R reference group meeting and it had been raised there that they do not receive information from SUCC meetings there. LN and BW</p>

	<p>gave further feedback around membership.</p> <p>It was asked if anything else was to be happening around the No Wrong Door project. LN explained that this project was put on hold in January. At the recent BMH Partnership Committee meeting it was decided to make it into smaller projects because there is so much work in relation to this.</p> <p>Action BM to re-circulate the communication around this again to refresh.</p> <p>The minutes of the BMH PC meeting have not been received by the SUCC reps – post meeting note – LN has forwarded.</p> <p><u>Men's Crisis House</u></p> <p>Concerns expressed re lack of organisation and encouragement for residents. A new full time member of staff is now in post and is trying to get some activities to happen for the people using the service so hopefully this may improve. There is little funding available for activities and the volunteer yoga practitioner has now left. It was hoped this concern has been included in the Revolving Doors evaluation of the service.</p> <p>There was some discussion around the way this service operates for the Men's and Women's services. It was thought that they could be working together in a more joined up way to perhaps be of benefit to service users.</p> <p>LN to raise points discussed with the service.</p> <p><u>Early Intervention in Psychosis</u></p> <p>The leaflet has been in the making for several months now and is now at a point that it should be completed soon. The reference group would like to be having more contact and peer to peer reviews to collect feedback on the service and have plans to make this happen. New SU to join SUCC from this service at the next meeting.</p>
3.	<p><u>Strategic Lead Update</u></p> <p>As LN gave her updates by way of input during the discussions there was no need to do a separate update – all feedback had already been given.</p>
4.	<p><u>Independent Places</u></p> <p>There is a need for stronger Service User voices and to also get some positivity and celebration of good work and feedback as well as to identify and highlight issues. How should independent representatives get recruited to the SUCC?</p> <p>Suggestions:-</p> <ol style="list-style-type: none"> 1) BIMHN 2) Independent carer position that someone has expressed an interest for. 3) Suggestion of other areas of experience/expertise? E.g. criminal justice / homelessness / transgender. <p>Suggestion given for current members to note "gaps" identified and then to circulate to specific organisations to invite applications.</p> <p>Advertising suggestion to VOSCUR, BMH newsletter and BMH Social Media (Facebook and Twitter accounts are now active which were not at the initial</p>

	<p>onset when SUCB was started in 2014.)</p> <p>Also suggested to phone up organisations such as Salvation Army to see if they can circulate to any service users who may be service users of Mental Health services as well to apply for SUCC membership.</p> <p>It was also suggested that there is a gap for Drugs and Alcohol and BAME representatives.</p> <p>Discussed that a role description for SUCC membership should also be prepared for circulation/distribution with an application form. Action LN</p> <p>Discussed – interview panels and SUC reps for Project Co-ordinator role later in this week.</p> <p>Action LN to arrange survey of Equalities and Diversity of SUCC membership.</p> <p>Action LN to draft an information sheet about SUCC Independent places and the role by Monday 13th June – although the BMH newsletter is due to go out next week – may not be enough time for feedback.</p>
5.	<p><u>Newsletter and Website – Hannah Carr</u></p> <p>HC informed the group about work that is to be done to update the BMH website. Some focus groups are to be run to bring people together for ideas around this. The date is 4th July 1) from 11-12am and 2) from 2-3pm. Some volunteers came forward who will be contacted with the details.</p> <p>It was asked if there are any other ways of inputting to this? Yes, there is a pop-up survey about the website that is currently on so anyone visiting the site can respond. The survey will be printed off for those members of SUCC who do not have access to the internet.</p> <p>Also mentioned that the Facebook and Twitter accounts for BMH have now been activated and are a good medium to forward any information and updates through. To help make the social media accounts look engaging it is thought that a picture including staff and service user carer council members would be a good idea. A photo session will be planned and volunteers are sought to participate. Those who have volunteered to do this will be informed of the date and time once arranged.</p> <p>HC talked through the monthly newsletter that she is currently preparing – and showed a printed example of it. The online version will contain links to a broader article. It was thought that some more stories would be good to include to make it more interesting. Also requested to have some tips for summer wellbeing. Also to include a call for people to be involved (independent places on SUCC), links to minutes. Also to add any events that might be coming up over a six week period for each newsletter to also add the link that takes it to the events list on the website. Suggested that as the newsletter will now be monthly, there will be plenty of opportunity to get more news, articles and information passed out. It was commented that the Strap Line would be important. Also suggested to</p>

	mention the Peer to Peer questionnaire that the CPI reference group have just prepared for circulation.
6.	<p><u>AOB</u></p> <p>LN has suggested some updates for the Terms of Reference – copies circulated at the end of the meeting – Feedback from all members at next meeting (Action All)</p> <p>Praise and complaints report from PALS will be coming to LN on a quarterly basis. SUCC will be able to see anonymised information for Bristol services. Suggestion was made for a special focus group to be setup and reps were requested to indicate their interest for being a part of this. SH and FP may be interested.</p> <p>Need to set the priorities for the next 3 - 12 months.</p>
7.	<p><u>Next Meeting</u></p> <p>Weds 13th July 2016</p>