

**Bristol
Mental
Health**

**service user
and carer
news**

NHS

JULY 2015

Could YOU be our strategic leader for service users and carers?

Hello, and welcome to the July edition of Service User and Carer News.

My name is Tracy Clack and I am the interim service user and carer director.

In mid-September we will be interviewing for a very exciting new post - that of strategic leader for service users and carers.

If you are passionate about mental health, a current or past service user or carer, and interested in becoming an advocate for service users and carers to make sure their voices are heard then read on!

If you are all of the above and you also want to be part of a team that is among the first of its kind, then this one-of-a-kind opportunity could be the one for you!

The strategic leader for service users and carers will be an key member of the Bristol Mental Health system leadership team - this is a senior post working alongside the system clinical leader and senior business manager.

We need someone to take responsibility for leading and developing service user and carer involvement: an experienced manager who is able to influence and inspire people to achieve cultural change, and who is committed to helping connect service users and carers with Bristol Mental Health services.

If you think this could be the role for you, it's not too late to apply - the closing date is 31 August. You can find full details and apply at www.jobs.nhs.uk

Jargon buster

Spotted any unexplained jargon in this newsletter? We try to use plain English but if we've slipped in something that doesn't make sense, let us know and we'll include it in the jargon buster next issue.

Bristol Mental Health

Bristol Mental Health is the new name for mental health services in the city. The services are commissioned by Bristol Clinical Commissioning group and are provided by 18 voluntary and public sector organisations including two NHS Trusts.

The services include: assertive and contact engagement (ACE); assessment and recovery; community access support service (CASS); crisis service; community rehabilitation; complex psychological therapies; dementia wellbeing service; employment service; inpatient services; men's and women's crisis houses; Bristol Sanctuary; wellbeing therapies service; early intervention in psychosis.

Carer

A person who provides care to someone who is using Bristol Mental Health services or who has done so in the past 18 months.

Service user / patient

A person who uses Bristol Mental Health services or who has done so in the past 18 months.

Service User and Carer Board

This is a group of service users and carers that meets once per month to discuss issues affecting both the system leadership and the service providers they represent. These meetings have run since

June Service User and Carer Board meeting

Minutes from the meeting:

The previous minutes were agreed and new members welcomed to the Board.

Everyone was welcomed and introduced themselves.

Corrections were made to the May minutes.

Work began on the business plan for the Board. Members of the Board worked in pairs on three or four of the 17 tasks from the terms of reference.

HC was elected as the deputy chair of the Board.

A briefing and summary document about 4Pi was read and discussed by the Board. After a positive discussion it was agreed by the Board to recommend that these standards for involvement and co-production be adopted by the Strategic Partnership Board on behalf of Bristol Mental Health.

ID had represented the Service User and Carer Board at the mental health partnership meeting where there had been discussion and feedback on the new Bristol Mental Health services.

ID and PS asked for feedback to go via them to the CCG. TC said that in the first instance matters should be raised via the Strategic Partnership Board as they should be able to do something about it first. ID also took feedback regarding the six key questions of the mental health task force.

A question and discussion was raised around equalities and diversity and the Board. TC advised that SARI had been approached to do a workshop and monitoring.

It was mentioned that the hospital bus and the No36 First bus have both been cancelled. This left family, friends and staff struggling to get to Callington Road Hospital. TC to write a letter on behalf of the Board. ID to forward a petition to the Board so that members could choose to sign.

Voluntary and community services report to be sent to all before July 2015 meeting.

Strategic leader for service users and carers - job description had been sent ahead for reading. ID felt that evaluation should be listed under essential skills. Job out for advertisement - closing date the 31st August 2015. TC to check where it is being advertised.

It was requested by the deputy chair that Board members are invited to the interviews.

Joining the Dots project

The Joining the Dots project is progressing well and since the last update we have achieved a number of milestones.

1. We have now recruited 10 service users onto the project's three different working groups and we really value the level of involvement so far. Thank you to everyone who applied for the roles or who helped share the recruitment advertisement.
2. The first meeting of the design team for care planning assessment and review has been held with involvement from a mixture of service users and Bristol Mental Health staff. Early design concepts for the care pathway tool were shared with the team and feedback was gathered. The project team will now update the designs based on that feedback and show these back to the design team in a month's time.
3. We completed a survey of both service users and service providers to

November 2014.

System leadership team

A small team that ensures all the Bristol Mental Health service provider organisations work effectively together and that nobody falls through the gaps.

Who are we?

Who is on your Service User and Carer Board?

Community

rehabilitation: Catherine Nile and Andrew Pedley

Dementia wellbeing

service: Hilary Cunliffe

Employment service:

Julie Hayward and Liz Andrews

Assertive and contact

engagement: Victor Lewis and Patsy Staddon

Community services:

Iola Davies and Francis Lucas

IAPT/Wellbeing Services:

Nola Davis

The men's and women's crisis

houses each have a representative on the Board.

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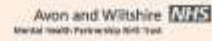
understand how information is currently used in Bristol Mental Health. The survey was completed by 34 service users, and in addition we held two focus groups with 10 service users to give us a deeper insight. There was some really valuable insights captured which have already fed into the design of the solution. Two of the themes that emerged from the survey were: i) service users don't want to have to repeat their story multiple times; and ii) service users want workers to have all the necessary information about their care when they meet. The survey has also given the project a baseline (reference point) for us to compare at the end of the project so that we can evaluate the impact of the project. We would like to pass on our thanks to those of you who were able to take part in the survey and would encourage you to look out for the next survey towards the end of the year.

Do you have something to tell us about?

Do you have something you'd like us to include in this newsletter? Or do you have a question about Bristol Mental Health services?

If so, please give Tracy Clack a call on 0117 354 6202 - Tracy will be delighted to hear from you.

Our partners:



STAND AGAINST RACISM & INEQUALITY



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