

Hello, my name is Tracy Clack and I am the Interim Service User and Carer Director for Bristol Mental Health.

In early May, the System Leadership welcomed **Sarah Pritchard**, communications officer, to the team

Recruitment to the Service User and Carer Board (the Board) has recently seen an impressive leap in numbers, with two people joining in April and three in May.

We are sending this newsletter to you using an automatic email service, **if you no longer want to receive it**, please use the '**Unsubscribe**' link at the very bottom of the newsletter.

On the other hand, this newsletter is intended for wide distribution to all service users and carers, so please feel free to print it and give it out.

April's Board Meeting

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

Four questions were posed to the Board:

A. Do we want to fill independent places on the Service User and Carer Board, and if so how many?

It was decided by the Board that they wanted to fill up to three independent places

B. Do we adopt the principle that Service User and Carer Board members cannot be involved in the external holding to account of Bristol Mental Health, i.e. conflict of interest?

The board decided on advice taken and after discussion that no organisation or individual tasked by the CCG with evaluating the services can have a place on the Board.

Who is on your Board?

Community Rehabilitation

Catherine Nile and Andrew Pedley

Dementia Wellbeing Service

Hilary Cunliffe

Employment Service

Julie Hayward

Assertive Engagement

Victor Lewis and Patsy Staddon

Community Mental Health

Services Lola Davies and Francis Lucas

Both the Men's and Women's crisis houses each have a representative on the Board.

Glossary

Bristol Mental Health

Bristol Mental Health is the new name for mental health services in the city. The services were 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.

C. Do we want independent people or representatives from service user and carer groups sitting on the Board?

It was decided that we want independent individual's and not service user and carer group members.

D. Do we want to recruit from the people identified in Nov 2014 or to widen the group of applicants?

It was agreed to widen the pool of applicants including those who applied in Nov 2014. The applicants from Nov 2014 to be told what was happening.

- Ideas were taken from Board members regarding the business plan for the coming year. To be discussed further at June's meeting.
- It was agreed that a template for reporting on each service would be a good idea and could be fed into the Service User and Carer Newsletter.
- 'No wrong door' policy was discussed. This is an improvement project requiring participation by service users and carers, the clinical leadership team and the operations network. 'No wrong door' will be a co-produced service-improvement project.
- A representative was sought for the Mental Health Partnership meeting. After a vote it was decided that lola Davies would be the representative, and Patsy Staddon her deputy.
- Tracy Clack will invite Lisa Newman to the Board. Lisa will talk about the Independent Futures Group and joint working with the Board.
- Tracy Clack to arrange for Glenn Townsend, of the Clinical Commissioning Group, to attend the Board.
- Caroline Gadd and Nick Hebdon from the **Joining the Dots (Otsuka)** project attended the Board to ask how it was best to survey service users and carers. The group agreed in as many ways as possible.

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 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 between the gaps.

We want to hear about your care...

Bristol Mental Health is working on a project called Joining the Dots, which is a collaboration with a company called Otsuka Health Solutions.

We would like to hear your opinions about how information is being used in services now and how different ways of working impact on service users' experience of care so that we can work on the right priorities to achieve better care.

We would be grateful if you could spare 5-10 minutes to give your opinion at the following link <http://goo.gl/gupLhA> or fill in a paper survey, available at a number of centres including Brookland Hall, Greenway Centre, and Petherton Resource

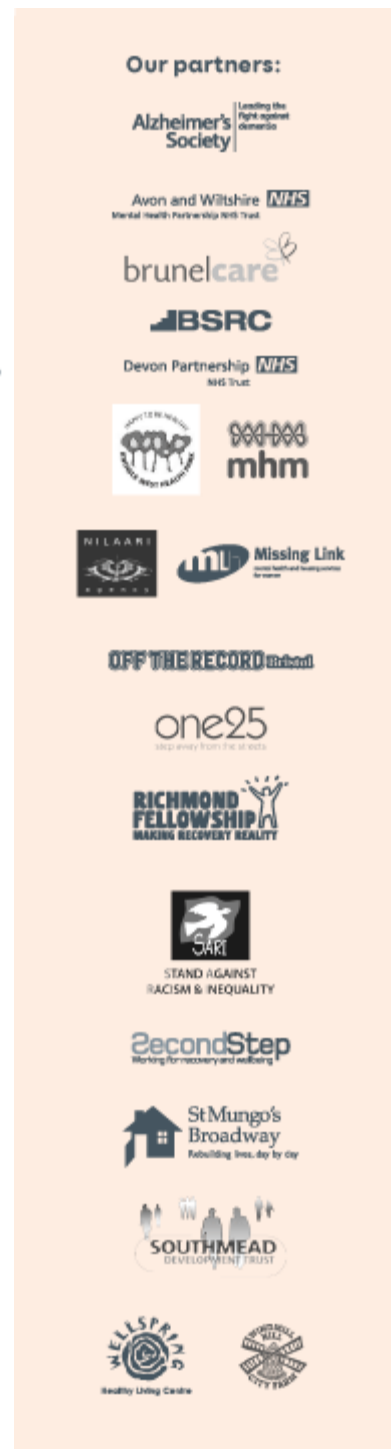
Centre.

Alternatively If you would like to talk about your experience of services in a little more detail at a 1 hour focus group please contact the System Leadership Team by 5th June. We look forward to hearing from you.

If you would like any further information, please contact bhavna.mistry3@nhs.net or call 0117 354 6200.

Do you want to help improve Bristol's mental health services?

- Recruitment to the **Equalities and Diversity** steering group is still ongoing. Closing date 31 May 2015. Apply by email or letter, stating why you would be interested in getting involved and what skills you could bring to the group. Contact bhavna.mistry3@nhs.net or ring 0117 354 6200 to be given the address. Group members will receive a gratuity of £12.00 per hour.
- Recruitment to the **Joining the Dots (Otsuka)** project, for anyone interested in issues around information collection and data sharing, is ongoing. There is presently no closing date for applications but interviewing has begun. A gratuity of £12.00 per hour is paid. Please email Bhavna Mistry on bhavna.mistry3@nhs.net or phone 0117 354 6200 to obtain an application form and a role description.



Bristol Mental Health

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