

Hello, and welcome to the latest edition of the service user and carer newsletter. My name is Tracy Clack and I am the Interim Service User and Carer Director for Bristol Mental Health.

This newsletter is intended to be widely circulated amongst service users and carers so that everyone can stay up to date with decisions being made by the Service User and Carer Board (The Board). You can also pose questions about how Bristol Mental Health is performing or ask questions about its structure through this newsletter.

I would like to encourage service users or carers with an email address to contact Bhavna Mistry so that you can be registered to be sent a copy. Please note that your email address will not be used for any other purposes than sending you this newsletter. Bhavna's email address is bhavna.mistry3@nhs.net or alternatively you can provide your contact details by calling 0117 354 6200.

May's Board Meeting

- We introduced and welcomed new Board members.
- The ground rules were explained.
- We did an ice breaker exercise to help people get to know their colleagues. This revealed that a member of the Board had eaten snake on their holidays!
- The time of future meetings was altered but the date and venue will remain the same.
- The Board requested to see the Strategic Leader for Service Users and Carers job description.
- The Board will write to PALS to request sight of complaints, so that themes can be identified and taken forward.
- A discussion was held about the Joining the Dots (Otsuka) project. As some of you may be aware, this project is about information sharing and capturing data to improve the experience of staff and service users and carers. A letter outlining the Board's feedback will be written by two members.

Who is on your Board?

Community Rehabilitation

Catherine Nile and Andrew Pedley

Dementia Wellbeing Service

Hilary Cunliffe

Employment Service

Julie Hayward and Liz Andrews

Assertive Engagement

Victor Lewis and Patsy Staddon

Community Mental Health Services

Iola Davies and Francis Lucas

IAPT/Lift Psychology

Services

Nola Davis and Kate Sheppard

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

Who is in the System Leadership team?

Would you recognise
them if you saw them?



- Bristol Mental Health service representatives talked about service providers and progress towards feedback loops that are being developed.
- A report template, instigated by a member of the Board, was accepted and will be used for future feedback reporting.
- **NSUN 4PI** - an executive summary of what 4PI is was placed before the Board for discussion at the next meeting. Tracy Clack was asked to write a briefing paper about 4PI.
- Process for Disclosure and Barring Service (DBS) checks was explained and a paper document was handed out to clarify the process.
- An election for the Deputy Chair position will take place at the next meeting in June.
- The recent Bristol Independent Mental Health Network meeting was discussed and it was confirmed that there would be no recruitment to the Board from service user groups, but that individuals who are members of groups could apply for independent places.
- The Board invited Bristol Independent Mental Health Network to the Board to discuss how they can work together in the future.

Job opportunity with Bristol Mental Health

Are you passionate about mental health? Are you a current or past service user or carer yourself? Are you interested in becoming an advocate for service users and carers, to make sure their voices are heard? Do you want to become part of a team that is one of the first of its kind?

If you answer yes to these questions, then we'd love to hear from you about an exciting, one-of-a-kind opportunity working for Bristol Mental Health.

This exciting opportunity is the Strategic Leader for Service Users and Carers, which has been banded at a senior pay band (8A under Agenda for Change). Working within the System Leadership team, the role will be pivotal in developing and promoting the service user and carer agenda within Bristol Mental Health.

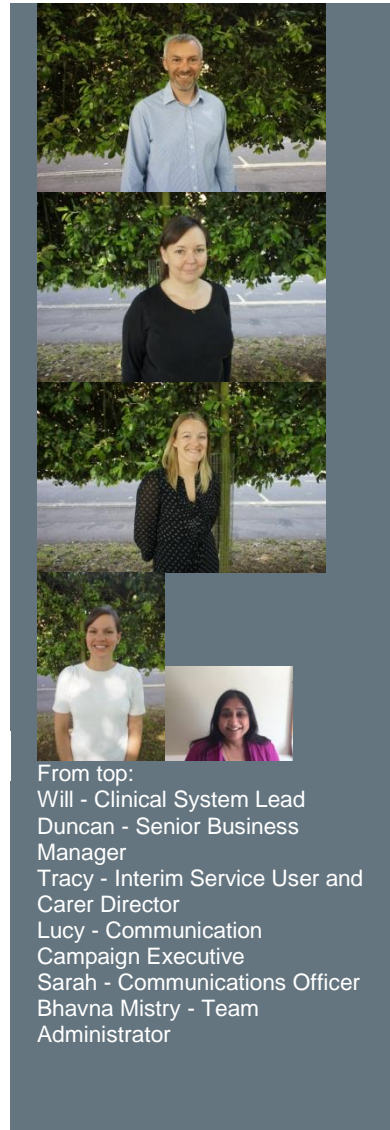
If you would like more information, please contact Will Hall in the System Leadership team on a Tuesday or Thursday on 0117 354 6200.

Alternatively, you can read more about the job and apply online at <http://www.jobs.nhs.uk/showvac/Gje4yg/5244112/913793739>.

Joining the Dots project - a chance to get involved

The success of Joining the Dots depends on service users helping us shape the project. We have had a good level of interest recently from a number of current service users, but we would welcome more.

The project aims to generate valuable insight from service users' data in order to improve the service user experience. It will connect important



From top:
 Will - Clinical System Lead
 Duncan - Senior Business Manager
 Tracy - Interim Service User and Carer Director
 Lucy - Communication Campaign Executive
 Sarah - Communications Officer
 Bhavna Mistry - Team Administrator

information from all of the services that make up Bristol Mental Health, to support your care.

Joining the Dots, has made great progress in a number of areas with lots of activity over the last couple of months, but we need your help.

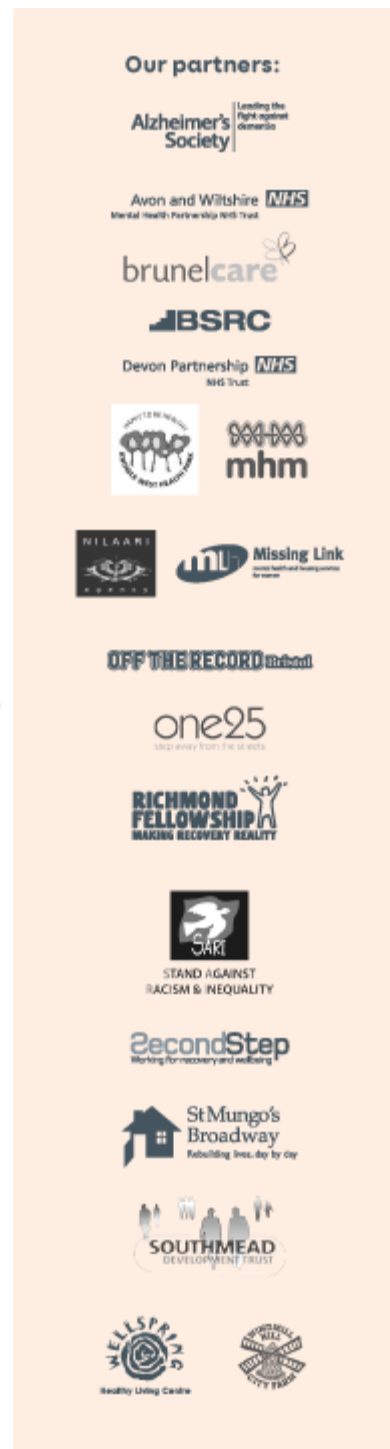
You can do this in a number of ways:

- Take 10 minutes to give us your views by opening the following survey link <http://goo.gl/gupLhA>.
- Fill in a paper survey and email it back to us or drop it in to Brookland Hall, Greenway Centre, Petherton or Colston Fort.
- Contact Tracy in the System Leadership team to find out more about attending a one hour discussion group being held on 16th or 17th June.
- Join one of our working groups.

Now is the time to get involved and help make a difference to Mental Health services in Bristol. Be a mental health pioneer and contact us to get involved. We look forward to hearing from you!

Contact

To contact Tracy Clack, the Board Chair, telephone 0117 354 6202 or email tracy.clack1@nhs.net.



Bristol Mental Health

0117 354 6200
bristolmentalhealth@nhs.net
www.bristolmentalhealth.org