

AUGUST 2015

Get in touch!

Hello, and welcome to the August 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.

I will shortly be finishing my current role and hope that you have found the Service User and Carer newsletter both informative and inclusive.

I am asking all Bristol Mental Health partners to distribute this newsletter widely in public areas, so that as many service users and carers as possible have the chance to see it. Please remember that this is *your* newsletter, so feel free to pose questions about Bristol Mental Health services or the system itself. To do this you can contact Tracy Clack on 0117 354 6202 or email tracy.clack1@nhs.net.

What happened at your July Board meeting...

Minutes from the meeting.

Welcome and introductions.

Lucy Morgan (Service Information and Improvement Manager) attended the meeting and spoke about providing information to help the Service User and Carer Board with decision making. Paper copies of a presentation were handed out and Lucy posed the question: 'How would you know that the Bristol Mental Health system was working well?'

Lucy will make a list of relevant information contained within the RiO computer system. It was suggested that the Board do a paper survey of service users and carers. Lucy suggested starting small and building up. Lucy can send a quarterly report to the Board, which will enable them to identify themes and develop activity. Questions for Lucy should go via Tracy.

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

Minutes and matters arising. We recapped chairing arrangements and the setup of the Board.

Bhavna Mistry (System Leadership Team Administrator) will resend the Voluntary and Community Sector report for further discussion.

Business Plan - carried forward to the next meeting in August 2015.

There was comprehensive feedback from the individual services.

Any other Business:

A representative gave feedback on the 'Creativitea' event held at St Werburgh's Community Centre, lots of good feedback was given by participants.

The selection criteria were discussed for the independent members of the Board. Iola Davies offered to present a document for consideration.

The reimbursement policy was discussed. A suggestion was made to add another rate of reimbursement in addition to the rate of £12.00. There will now be two rates: £12.00 and £8.00, which will increase the number of people who can be paid from 1st August 2015.

A request was made that Aileen Edwards is asked to provide details of the culture change programme.

There was a suggestion that photos of the Service User and Carer board members should be placed on the website together with some background information. The suggestion was made that the website should also carry information on upcoming events. Information on events can be found [here](#) on the Bristol Mental Health website.

Are you worried about someone close to you because of their mental health?

'Caring and coping' is an education programme for family members and friends of people with mental ill health, specifically designed for those new to mental health services or with a recent caring role.

Learn more about diagnoses, treatments and local services; meet other carers and talk to professionals; develop practical skills in communication, problem solving, boundary setting and looking after yourself.

It is free to Bristol residents and family members of those using services in the city, and facilitated by staff from Rethink Mental Illness and Avon and Wiltshire Partnership. A new six week

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 through the gaps.

Who are we?

Who is on the 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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course starts Wednesday 14th October 2015 from 5.30 – 7.30pm in central Bristol. The closing date for bookings is 23rd September.

For more information contact Rethink Mental Illness on 0117 903 1803 or email karen.allen@rethink.org
See our newsletter at www.rethink.org/bristolcarers

Global Health and Wellbeing survey 2015

A survey on the health and wellbeing of Australia and the world.

The Young and Well Cooperative Research Centre (Young and Well CRC) and the Brain & Mind Centre (The University of Sydney) are conducting a pioneering global survey on health and wellbeing commissioned by the **Movember Foundation**.

The aim of the survey is to reach 10,000 people and considerably improve global understanding of health and wellbeing, with a particular focus on men's health. It will be used to inform policy, research and education programs within the health and mental health sectors across each participating country and the world.

If you are above 16 years of age and live in the United Kingdom, please think about taking part in this pioneering survey by visiting: <http://www.globalhwsurvey.com/>.

Help us change the way the world thinks about health and wellbeing!

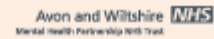
Correction to June's newsletter



Sorry Lucy!

In June's edition of the Service User and Carer newsletter, we introduced the System Leadership team. Unfortunately, Lucy Morgan's job title was misprinted, her actual title is System Information and Improvement Manager.

Our partners:



STAND AGAINST
RACISM & INEQUALITY





Bristol Mental Health, 1 Colston
Fort, Montague Place, Bristol BS6
5UB

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

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