

SEPTEMBER 2015

Jam-packed!

Hello, and welcome to the latest edition of the Service User and Carer newsletter.

My name is Tracy Clack and I am currently the Service User and Carer Director for Bristol Mental Health.

We have a jam-packed newsletter for you this month. It includes a summary of the latest board meeting minutes, reports on improvement projects and an update on recruitment for the Strategic Leader for Service Users and Carers post.

If you have any comments about this newsletter please feel free to contact me by email on tracy.clack1@nhs.net or by ringing 0117 354 6202.

What happened at the August Board meeting?

Minutes from the meeting:

- Welcome and introductions were carried out.
- Tracy requested that any questions for Lucy Morgan (Service Information and Improvement Manager) are passed through her. No questions had been received yet.
- The advertisement of the post for Strategic Leader for Service Users and Carers was discussed. The Board were unhappy that the post had not been as widely advertised as they were originally informed. Iola will write to Will Hall about this on behalf of the Board.
- Tracy to send an email and questionnaire regarding co-production to the service providers.
- A response was received from Jon Shorrocks regarding provision of an 8.00am-8.00pm Assessment and Recovery service. Jon said that the

Who is on your Board

Who represents each service.

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
Wellbeing Service: Nola Davis

The men's and women's Crisis houses each have a representative on the Board.

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

service should now be available and that any complaints should initially go to the service manager and then, if unresolved, to him. Jon felt that the introduction of a staff rota system, in September, would help bring new appointment times into better effect.

- Catherine Wevill and Glenn Townsend from the CCG, will be attending October's Board meeting to talk about quality assurance.
- The business plan for the Board was discussed.
- The Board were informed that the local variation on payments for Service Users and Carers had been implemented from the 1st August 2015. It discussed the fact that some BMH providers make payments to Service Users and Carers and some do not.
- The selection criteria for independent places on the Service User and Carer Board were discussed. The Board feel that other areas that would provide useful specialist knowledge were criminal justice, homelessness, drugs and alcohol services and faith-based mental health groups.
 - Tracy to meet with SARI to design a poster, an advert and application forms. A meeting is to be organised for hard-to-reach groups, with the support of SARI, to increase uptake of independent places. The independent places will have a shortlisting and interview process. The interview process will include two current Board members who have interview training.
 - The independent places are likely to have standard criteria plus three additional criteria. Presently, 10 people have applications pending for the independent places.

Any other business:

- Board members were asked to volunteer to take part in the focus group panel during interviews for the Strategic Leader post. Three people agreed to be part of the panel.
- A meeting of the Clinical Leadership Team and the Board has been arranged for the 22nd October. All Board members will be invited to attend.
- Callington Road bus service. The email response from Sarah Branton was read and options for other buses discussed, i.e., the Wessex 514, T6 and Tesco's free bus routes. All were felt to be of limited use. A discussion was held around taking this to the local media, writing letters to councillors and/or lobbying MP's. Tracy will write letters and contact the Law Centre about the fact that no impact assessment was carried out.
- A suggestion was made that there should be space

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 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.

Subscribe to this newsletter

If this issue has been forwarded to you and you're not already on our mailing list, you can [subscribe](#) to receive future issues direct.

on the agenda at each meeting for discussion about services. Agreed to limit this to half an hour. Any longer items will be put on the agenda for a separate discussion.

- Feedback on services was provided by the representatives from the men's crisis house, assertive contact and engagement service, employment service and wellbeing therapies service.

Strategic Leader for Service Users and Carers

An offer has been made.

There has been a lot of interest in this role with over 7700 views of this post on NHS jobs. By the closing date, on the 31 August, 52 had been applications received. After a full day of interviewing, an offer was made on Friday 18th September. More details will follow as they are confirmed.

Bristol Mental Health signs up to NSUN 4PI

Bristol signs up to the National Survivor User Network (NSUN) strategy for service user and carer involvement.

As you may be aware, Bristol Mental Health's Strategic Partnership Board agreed to sign-up to the National Survivor User Network (NSUN) 4PI National Involvement Strategy at the end of June 2015.

NSUN hosts the National Involvement Project, which aims to develop national standards for the involvement of service users and carers in health and social care services. Its aim is to hardwire the service user and carer voice into planning, delivery and service evaluation.

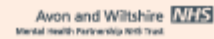
There is a summary and the main report available from the following link on NSUN's [website](#).

In a further development, it is understood that Bristol Clinical Commissioning Group also plans to sign-up to the 4PI standards. I believe that this has been subject for discussion within the service user and carer community for some time now.

There will be an active consultation involving all interested parties over the coming months and years about how this can best be implemented.

I have started by sending a baseline survey out to all service providers within Bristol Mental Health. This will enable us to

Our partners:



STAND AGAINST
RACISM & INEQUALITY



Healthy Living Centre

collect information on levels of involvement going on across the system. The survey also asks for information on the plans of service providers over the coming year.

Primary care referral project

Working group starts looking at ways to improve the accuracy of referrals made within Bristol Mental Health.

The Clinical Leadership Team has recently highlighted some inefficiencies within the primary care referral process. The referral model in Bristol Mental Health is a triage model, with a shared point of access (the Crisis line) and then either referral to the Crisis or Assessment and Recovery services.

Although the model changed when Bristol Mental Health was created, the forms used to refer services users were not updated, resulting in a number of issues and inefficient referrals.

An improvement project has recently been launched to redesign the primary care referral pathway to Bristol Mental Health services. The project will work with GPs, the triage team and service users to design a process that is more efficient for both the triage team and GPs, and increases the accuracy of primary care referrals to Bristol Mental Health services.

Joining the Dots

Joining the Dots continues to move forward and we want to keep you up to date with progress.

In the last newsletter we talked about the fantastic involvement of service users in our project groups, the information we gained from the survey with services and service users and the great work that the design team had been doing in developing some ideas and solutions.

We are excited to share that we are entering the next phase as we look forward to taking the ideas and comments around sharing information across different services and reducing the need to tell your story multiple times.

We are now moving towards a small pilot with 10 workers throughout October across different services so that we can:

- start to use the new care planning tools with service users
- continue to understand, review and adapt the planning tools
- confirm that all the processes and governance is

firmly in place.

We hope to be able to evaluate the pilot towards the end of October before moving towards a wider role towards the end of the year.

Thanks for your continued support and we look forward to sharing progress in the next newsletter.

We need your help!

Could you help make our values easier to understand?

Bristol Mental Health is almost one year old, and one of the ways we are marking this milestone is by creating some clear, simple sentences that explain exactly what our values are. These sentences will be used whenever we talk to services users, carers, staff, the public and anyone else with an interest in Bristol Mental Health, to help them understand what we do.

We need your help to write these sentences, to make sure they are as straightforward and useful as possible. Would you be willing to join a group of staff, service users and carers to help with this project?

Anyone can volunteer, but we are really interested in hearing from people who are familiar with Bristol Mental Health services but who have not been involved in any projects with us in the past. There will be three meetings between October and December and a reimbursement of £8.00 per hour will be made.

If you are interested in helping please contact Nicola Corrigan, Project Co-ordinator for Bristol Mental Health at nicola.corrigan@nhs.net or contact the System Leadership team at awp.bmhsystemleadership@nhs.net.



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

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

[Subscribe to this newsletter](#)