

OCTOBER 2015

Goodbye Tracy

Hello, and welcome to the October edition of the service user and carer newsletter.

My name is Tracy Clack and I have just finished my post as interim Service User and Carer Director. This is the last newsletter that I will write.

I hope that you have found this newsletter useful and informative. It aims to tell you about the Board, the projects undertaken by the System Leadership Team and Bristol Mental Health services.

I have only had limited feedback from service users and carers reading this newsletter. It has therefore been difficult to know how it has been received. However, they say no news is good news! So I have taken silence to be positive and that I was on the right track.

I would like to encourage you to feed back your thoughts and questions. This newsletter will only develop and increase in value with your comments, whether positive or negative. It is also a place where we seek to answer your questions about the Service User and Carer Board, the System Leadership Team or the services provided by Bristol Mental Health.

I look forward to seeing how the newsletter develops in the future.

September's Service User and Carer Board meeting

Summary of the meeting minutes of the meeting.

- Iola (as Chair) welcomed everyone and introductions were made.
- Lucy Morgan, the System Information and Improvement Manager had prepared information for the Board based around the question: what would the Board would like to know? She suggested that reports with a global view would probably be most useful. A list of ideas was made. Further discussion will be held at the October meeting with Lucy.
- It was said that service user representatives should have links with the respective service's clinical lead and operations manager. Any problems will be taken up by Will Hall, the

Who's on the 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 Iola Davies and

Francis Lucas

Early intervention in

Psychosis Annie Wheeler

Complex Psychological

Interventions Steph Hares

Both the Men's and Women's crisis houses also 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 recovery; community access support service (CASS); crisis service;

System Clinical Leader.

- The service user/carer reps on the Board agreed to go back to their services to find out what information is available. We asked whether we want a stepped process to collecting information collection for the Board.
- The selection of a chair for the recruitment focus group was discussed, and suggested questions for the panel worked on in pairs by the Board.
- A Business Plan to work for items 4-10 was worked on. Seven members left to go.
- We discussed independent Board places. Everyone was unhappy that the process is taking a long time. SARI was invited to attend the September Board meeting but were unable to.
- Service user and carer representatives will write individually regarding the Callington Road bus service.
- Most representatives on the service user and carer board felt that there is a lack of understanding of their role by service managers. It was also felt that the purpose of Board was not clearly understood. Iola will write to services about this.
- Reports were given from the Employment Service, ACE service, Men's Crisis House and Women's Crisis house.
- The meeting between the Board and the Clinical leadership Team on the 22 October 2015 has had to be cancelled.
- Payments to service users and carers to be chased as they are delays in payments being made.

Opportunities for involvement

We would like to work with you and hear your views, knowledge and expertise about the services you have received. Avon and Wiltshire Partnership Trust, as part of Bristol Mental Health, has a number of different ways service users can get involved.

There are four reference groups which reflect the following services: Early Intervention, Crisis, Assessment and Recovery, and Complex Psychological Interventions (CPI).

Service users and carers who live in Bristol and have used services in the last 18 months are eligible to apply to join these groups; we also have a community forum which is open to anyone living in Bristol.

The reference groups act as a 'critical' friend. Currently, some of the groups are writing information leaflets for people being referred into services. Some of our service users and carers are also involved with staff recruitment and induction.

If you would like to know more, please contact the Service User Involvement Co-ordinator for Bristol, Bev Woolmer on 07780 608986 or bwoolmer@nhs.net.

Film invite

You are invited to attend a screening of the documentary "Dark Girls" on Thursday 22 October at 10.30am at St Pauls Community Sports

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.

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Academy as part of events marking Black History Month.

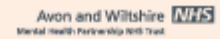
Dark Girls is an honest and powerful documentary film from the US that explores attitudes towards skin colour and the impact on Black and Minority Ethnic communities.

This event is being hosted by Community Development Workers Faiza Khaliq (Avon and Wiltshire Partnership Mental Health Trust) and Narinder Chana (Rethink Mental Illness), and 2 Way Street.

The screening will be followed by Guest Speaker Rameri Moukam (Director of Pattigift Therapy) and a Q&A session.

Entry is free, and the sports academy can be found on Newfoundland Road, St Pauls, BS2 9NH.

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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