

NOVEMBER 2015

Welcome Lynne

Hello to everyone reading this newsletter! I have now taken up my post as the Strategic Leader for Service Users and Carers and am really excited about what the future holds.

While I get up and running, I'd love to hear from you with any thoughts or feedback you might already have. Not only about your experiences with Bristol Mental Health, but about this newsletter and the Service User and Carer Board. What would you like to see here on these pages? Have you got a question you would like the service user and carer Board to think about?

My email address is lynne.newbury@nhs.net – please get in touch! I look forward to hearing from you.

November's Board meeting

The last Service User and Carer Board meeting was on 11th November and was chaired by Hilary Cunliffe who is the deputy chair of the Board and represents the Dementia Wellbeing Service.

Glenn Townsend from the Bristol CCG and Kate Webb, the new Senior Business Manager in the System Leadership team were also in attendance.

In future, the minutes of the Board meetings will be available on the Bristol Mental Health website, at www.bristolmentalhealth.org.

The Board

Who is on your service user and carer Board and who do they represent?

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 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

November's meeting highlights:

- Glenn discussed how commissioners could work more closely with the Board, and described how he sees the Board's role; to act as a reference point for the System Leadership team to make sure service provision in Bristol is working.
- Members raised concerns that some service managers are not used to the level of service user input and scrutiny, but that there are already good examples of issues being raised and something actually being done about it.
- There will be a Bristol Independent Mental Health Network meeting about the Callington Road Hospital bus on Monday 30 November.
- The Board talked about succession planning in light of the fact the Board will soon be 18 months old.
- The next Board meeting is Wednesday 9 December.

Feedback from our anniversary event

Over the past few weeks we have been collecting and reviewing the ideas and discussions that came out of the Bristol Mental Health 'One Year On' seminar in October. Now we have identified the main themes, we can start planning what to do about the issues raised.

The main things that people talked about on the day were; the need to **improve access** to Bristol Mental Health services, generating and distributing more resources and doing **more 'marketing'**, improving **cultural competency** and **training for staff** within Bristol Mental Health, making **evaluation** work more visible, improving the engagement of front-line staff with the system, as well as service users and carers we have not engaged with before, and focusing on **early intervention and transition** services.

We'll update you on what we're doing to address these issues, but so far there has already been lots of work going on behind the scenes to update and

that doesn't make sense, send us an [email](#) 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.

Bristol Mental Health 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.

improve the look and feel of the Bristol Mental Health website, as well as send out our marketing resources to GP's, the police and other partners across the city.

Joining the Dots project needs your help

Have you used our services in the past 18 months or care for someone who has? Are you interested in being part of the Joining the Dots project, which is all about creating digital tools to make better use of patient data?

The project will run until March 2016 and there are four project groups that service users and carers can get involved with. You would be remunerated at a rate of £12 per hour plus reasonable travel expenses and there is currently no closing date for applications to get involved.

If you would like to find out more or apply for a place, please email bhavna.mistry3@nhs.net or telephone Tracy Clack on 0117 354 6202 to request an application pack, check eligibility, or for any other questions.

Reference groups hold joint meeting

This week, the reference groups for the Early Intervention, Crisis, Assessment and Recovery and Complex Psychological Interventions services met all together for the first time.

These groups meet on a monthly basis to discuss issues arising in the service, and this week's meeting was a chance to discuss issues common to all services. The initial feedback from those who attended was very positive and a joint meeting could become a semi-annual event.

If you are interested in joining a reference group for one of the above services, you need to have used that service in the past 18 months or care for

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 team and the service providers they represent. These meetings have run since November 2014.

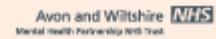
System Leadership Team: A small team that ensures all the Bristol Mental Health service provider organisations work effectively together and that nobody falls through the gaps.

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someone who has, and you also need to be registered with a Bristol GP. For more information or queries, please contact Beverley Woolmer, the Service User Involvement Coordinator for Bristol at b.woolmer@nhs.net.

Our partners:



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

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

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