

Group: **Trust-wide Service User and Carer Involvement & Experience Group**
 Date: Tuesday 21st May 2019
 Time: 9.30am – 11:30am
 Venue: Conference Suite, Ground Floor, St Nicholas House

Members in attendance:

Vida Morris	Group Nurse Director, North,
Pamela McIntyre	Clinical Manager, Central
Cheryl Wright	Governor, Central
Margaret Adams	Service User and Carer Reference Group Chair and Governor
Nicola Armstrong	Service User and Carer Involvement Facilitator, South
Marie Smith	Clinical Manager, South
Karen O'Rourke	Patient Information Centre Manager
Bill Kay	Associate Nurse Director, Central
Lynn Williams	Specialist Clinical Lead, Central
Helen Pike	Nurse Consultant, South
Janice Clark	Associate Nurse Director, South
Lyndsey Tunney	Drug and Alcohol Involvement Facilitator, North
Catherine Lee	PALS, North
Chris Rowlands	Equality and Diversity Lead
Julie Robson	Corporate & Quality Governance Manager

Others in attendance:

Ashton Davidson	Patient and Carer Engagement Team Administrator (Minutes)
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Members not in attendance:

Claire Taylor	Head of Clinical Risk and Investigations
Adele Joicey	Communications Lead
Marie Cunningham	PALS, South
Neil Cockling	Chaplain and Freedom to Speak Up Guardian
Suzanne Wilson	Head of Library and Knowledge Services
Chris Wakeham	Service User & Carer Involvement Facilitator, Central
Wendy Spratt	Voluntary Services Manager
Anna Foster	Deputy Director of Commissioning & Quality Assurance
Denise Robson	PALS, North
Anne Carlile	Governor
Adele Joicey	Communications Lead
Wendy Spratt	Voluntary Services Manager

	Agenda Items	Action
1	<p>Welcome and Introductions</p> <p>Vida Morris (VM) welcomed everyone to the meeting.</p>	
2	<p>Apologies for Absence</p> <p>Victoria Scott Clinical Manager, North Mark Cookson Clinical Manager, South Vicky Clark Incidents, Complaints and Claims Manager Jon Milford Clinical Manager, South Helen Goudie Clinical Manager Forensic Services Alison Little Community Practitioner, North</p>	
3	<p>3.1 Previous Minutes</p> <p>The minutes were accepted and agreed by the Group. To be forwarded to Quality & Performance via Vicky Grieves.</p>	AD
	<p>3.2 Matters Arising</p> <p>Mar-8. Top Tips Cheryl Wright (CW) advised the Group of a talk she had given on Top Tips at the Bipolar UK Event, which was very well received. At the event, CW had spoken to an elderly lady about the information provided on the Bridge Card from Nexus which, she said, would give her the dignity to travel by herself, rather than relying on her family all of the time. On 15th June CW will be appearing on Pride Radio to give a talk about Top Tips. There are now displays in the community where CW volunteers, and in GP surgeries.</p> <p>Karen O'Rourke (KO) explained that round two of Top Tips is virtually ready to go once things such as cost have been reviewed.</p> <p>Margaret Adams (MA) took some information cards to a National Conference in London and where they were well received. There have been 59,000 reaches on social media and people in the community have asked for the cards to be translated into different languages.</p> <p>KW informed the Group that the North East Ambulance Service uses Recite which can translate a website. This system would cost approximately £3,000 to £4,000 a year. KW told the group that United Arab Emirates had approached the Trust in relation to the translation of all self-help guides. This would bring in £13,000, however this would not be recouped into the Patient Information team's budget. Gary O'Hare (GO) is currently looking into this.</p>	

<p>Mar-13. VM explained that the Trustwide Triangle of Care (ToC) meeting was well attended, and that the CEO from PROPS North East gave a speech on their CRAFT project. The across Trust services were well represented at the meeting. The Group were provided with hard-copy minutes of the meeting for reference.</p> <p>Action: Ashton Davidson (AD) to circulate ToC minutes with minutes of this meeting.</p>	AD
<p>3.3 Action Check List</p> <ol style="list-style-type: none"> 1. Closed: Jackie Jobson will attend the next meeting to give an update on advocacy. 2. Closed: AD advised the Group that the 'Next Steps for Hope' video is now with Communications. 3. Update: Payment Policy for Service Users has not been taken forward and Sandra Hutton has now left the Trust. 4. Jon Padget was due to attend the meeting to discuss Wi-Fi following issues previously raised at this group but it was agreed that John Gair may be more appropriate to invite as he is over-seeing current issue. It was agreed by the Group that restricting access to Wi-Fi could be seen as very restrictive practice and possibly discriminatory. In addition, service users are given online resources to aid in their recovery and may be unable to access it. <p>Action: VM to raise at BDG and John Gair to be invited to the next meeting.</p> <ol style="list-style-type: none"> 5. The Care Co-ordination leaflet has been taken to BDG for consideration. BDG are now monitoring overdue leaflet reviews. <p>Action: VM to contact appropriate parties regarding leaflets with outstanding reviews for update before making a submission to BDG for their formal withdrawal.</p> <ol style="list-style-type: none"> 6. Closed: Voda Document has now been circulated. 7. Closed: North and South of Tyne PALS reports have now been circulated. 8. Closed: VM has raised overdue patient information leaflets at BDG (see action at point 5). 9. The Equality and Diversity Strategy has been approved by the Trust Board in November 18. The Trust Equality and Diversity group has been reconvened with new chairs and reports into BDG. Two workshops to identify and structure the new process have been scheduled, one of which has already been held to look at action plans 	<p>VM</p> <p>VM</p>

	<p>and assigning actions. Chris Rowlands will give a full update on the Equality Strategy at the June 19 meeting.</p> <p>Action: to be added to June 19 Agenda</p> <p>10. Closed: ToC minutes now being brought to Group meetings. 11. Closed: Top Tips link sent to Anne Carlile.</p>	AD
4	<p>Terms of Reference</p> <p>Draft Terms of Reference (ToR) to be circulated to Group members for comments. Comments to be returned by the end of the first week of June. Target for ratification: June 19 meeting.</p>	AD
5	<p>Recovery College Update</p> <p>The new programme for South Tyneside Recovery College has now started.</p> <p>CQUIN completed re continuing Secure Recovery College at Northgate.</p> <p>Sunderland Recovery College has seen a considerable increase in demand. To meet this demand a short-term Project Worker post and a Peer Support Worker post will be put out to advert. Karen O'Rourke (KO) asked that the prospectus be sent to her so that it can advertised on the Intranet.</p> <p>Action: Nicola Armstrong (NA) to provide prospectus to KO and AD. Once received, AD to circulate to Group.</p> <p>Action: AD to establish if ReCoCo are in a position to provide information on the new residency at Saltwell Park and feed back to the Group.</p> <p>North Tyneside Recovery College have advertised for the Recovery College Co-ordinator.</p> <p>Action: VM to circulate a recent article she read on Recovery Colleges.</p>	<p>NA AD</p> <p>AD</p> <p>VM</p>
6	<p>Patient Experience Feedback</p> <p>6.1 PALS</p> <p>North: Catherine Lee (CL) provided information on improving communication initiatives before taking the Group through the North report.</p> <p>Action: North report to be circulated with these minutes.</p> <p>KO asked if the details of the issue around accessible information could be forwarded to her.</p> <p>Action: CL to provide information to KO.</p> <p>CL asked for direction regarding the PALS Annual Report. VM requested a one page summary of the year.</p>	<p>AD</p> <p>CL</p>

	<p>South: Deferred to next meeting.</p> <p>6.2 Complaints It was noted that no particular theme was apparent, but the most complaints related to communications and an individual's personal experience of care and treatment.</p> <p>Action: Safer Care Report April 19 (with information on complaints) to be circulated with minutes.</p>	AD
	<p>6.3 Points of You Julie Robson (JR) talked the Group through the Q4 Board of Directors Service User and Carer Experience Report. The Group agreed that it would be of benefit to have volunteers to help Trustwide, with Points of You.</p> <p>Action: Report April 19 to be circulated with minutes.</p> <p>TEWV use tablets and staff sit with service users and carers to provide help when completing the questionnaire. CW suggested linking in with Community Services to encourage something similar. NA pointed out that the questions on Points of You are very outdated, and relate to patient satisfaction rather than patient experience. MA informed the Group that the Quality Group is currently considering this.</p>	AD
7	<p>Patient Information Leaflets</p> <p>NTW are holding a stall at the PRIDE Festival on 1st June, providing LGBTQ+ leaflets, updated support cards, the new number for Newcastle and North Tyneside Crisis Team and benefits cards on the day.</p>	
8	<p>Action Plans from CBU's</p> <p>Bill Kay (BK) asked VM to clarify the expectations for providing action plans and information to this meeting.</p> <p>VM explained that Governance was currently being considered, including a formal reporting mechanism. It might be that in the future members are expected to produce a report for localities rather than CBU's as twelve CBU reports would be time consuming. An example would be NA's report from today.</p> <p>VM suggested that once a North Facilitator was in post and support in Central, the Group may consider combining both the Triangle of Care Steering Group and Service User and Carer Involvement and Experience Group meetings for a less burdensome approach.</p>	
9	<p>Quality Priorities</p> <p>Quality Priorities have now been approved by the Trust Board. The Group will receive Quarter 1 in the July 19 meeting.</p>	
10	<p>Service User and Carer Reference Group Meeting Update</p>	

	<p>MA explained that the Reference Group focused on identifying what they considered to be the top three points from the Involvement Strategy. The Group identified communication as the key focus for the coming year. AD will be collating a record of the outcomes from the meeting.</p>	
<p>11</p>	<p>Update from Service User and Carer Involvement Facilitators</p> <p>11.1 Lyndsey Tunney (LT), Drug and Alcohol Involvement Facilitator North</p> <p>1. Annual Staff Survey The Annual Staff Survey has just been completed and is awaiting sign off before being circulated. The process consisted of a questionnaire, focus groups. An action plan will be created as a result of issues raised.</p> <p>2. Crack Cocaine LT highlighted there has been an increase in crack cocaine. Advice regarding this will be circulated around the Trust soon.</p> <p>3. Points of You Points of You completion has increased from 70% in January to 100% in the most recent report.</p> <p>3. Northumberland Pride Northumberland Recovery Partnership (NRP) will have a stall at the Northumberland Pride event on 1st June in the form of a Health and Wellbeing tent.</p> <p>4. Recovery Cafes LT has been in liaison with local counsellors in Blyth and they have plans to regenerate the town centre. They are considering creating a Recovery Café for discharged service users to access.</p> <p>It was highlighted that there are several Recovery based cafés and other access points around Northumberland and having information regarding them would be useful for service users.</p>	
	<p>11.2 Nicola Armstrong (NA), Involvement Facilitator South</p> <p>NA stated that there are two strands to the work she is undertaking: operational (the individual) and strategic.</p> <p>1. 5P's Formulation NA advised the Group that is looking to embed 5P's Formulation by facilitating training in both inpatient and community, as well as delivering to service users, carers, Recovery College volunteers and external organisations. For more information on follow this link: www.nth.nhs.uk/5P.</p> <p>People are very keen to get involved in the 5P's Formulation training but there have been issues around payment for involvement or parking. NA to discuss access to petty cash for travel expenses with AD.</p>	

	<p>2. Service User and Carer Involvement Group NA works with a Service User and Carer Involvement Group in South Tyneside and Sunderland, which includes Crisis Team, Psychiatric Liaison Team, Veteran Services and Addiction Services. The group has created an action plan which includes areas relating to training, recruitment, feedback from families, post intervention work, Triangle of Care.</p> <p>3. NA stated that she has been involved in 'Always Events' focusing on:</p> <ul style="list-style-type: none"> • community services, • working with CYPS looking at positive work, • interviews with Service Users and Carers for feedback, • PCP evaluation with Northumbria, • the Walkergate Park 'Please Write To Me' project, • developing involvement within Specialist Psychological Therapies Services, • CAT development group and CAT Training, • developing Managing Endings Training, • Trauma Awareness Training, and • developing a 'What Influences Your Mental Health' patient information leaflet. 	
12	<p>Triangle of Care</p> <p>To improve upon leadership for Patient and Carer Involvement VM is identifying Leads and Deputies for each CBU. Their role will include attendance at this Group and the Triangle of Care meeting.</p> <p>A Band 6 post for Patient and Carer Involvement Facilitator, North locality has gone out to advert with a closing date of 29th May.</p> <p>VM plans to put in place a Band 7 Co-ordinator for a fixed term of one year to support Patient and Carer Involvement, and Triangle of Care. Any queries around patients and carers should be directed to VM until this post was filled.</p>	
13	<p>Governor Updates</p> <p>Deferred to next meeting.</p>	
14	<p>Freedom To Speak Up Guardian</p> <p>Deferred to next meeting.</p>	
15	<p>Voluntary Services Update</p> <p>Deferred to next meeting.</p>	
16	<p>Any Other Business</p> <p>1. Carer information on Rio (pre-notified) Identified to highlight need for referral onwards to local authority for carer's assessment.</p>	

	<p>2. The Wise Group (pre-notified) Jessica Elwell from 'The Wise Group' had emailed to tell the Trust of a new programme called the Wise Steps Programme, which aims to reduce social isolation in Tyne and Wear. It was agreed that Jessica should be invited to a future meeting to discuss this. Action: AD to arrange invitation.</p>	AD
	<p>3. Virtual reality research pilot CW informed the Group of a forthcoming virtual reality research pilot being delivered in CYPS by Rob Dudley which is intended to target Service Users who suffer from psychosis and public anxiety. The Group were asked to think of any Service Users who would be appropriate for this pilot and if so, they should contact Rob Dudley. It was suggested that Communications could create something to provide awareness. Any further details are to be sent to AD for circulation to the Group.</p>	AD
	<p>4. Dementia Action Week Marie Smith highlighted that it is Dementia Action Week this week and there are specific bits of work being done. Monkwearmouth are looking at social inclusion and have incorporated Service Users and Carers who access community facilities. A trip to Beamish, Thompson Park and local museums have been arranged.</p>	
	<p>5. Carers Week Monkwearmouth are holding Wellbeing and WRAP groups for carers as well as hosting a Wellbeing Café Day on 2nd July.</p>	
	<p>6. Fenwick Fenwick plan to do a 2 hour pamper session for up to 40 carers on 6th June and offered to do this twice a year. It was suggested the second session be undertaken specifically for young carers.</p>	
	<p>7. Good Practice In future, VM would like to start meetings by going around the room and asking members for examples of good practice. Communications are creating a 'good practice card' which will be out soon. CW thought it would be nice to also end on a positive note with good practice. Helen made a suggestion that this be called positive practice rather than good practice.</p>	
17	<p>Date, Time and Place of next meeting 23rd July 2019 – 9.30am – 11.30am Conference Suite, St. Nicholas House, St. Nicholas Hospital</p>	