

Trust Wide Involvement Operational Group Meeting Minutes

Thursday 5th May 2011
2 - 4:30PM, Boardroom at Maudsley Hospital

Page 1 of 4

In Attendance:

Alice Glover (AG)	PPI Lead in Mood Anxiety & Personality and Psychological Medicine CAGs.
Andy King (AK)	Croydon Service User Consultant
Anne Kirby (AK)	PPI Lead in Psychosis CAG
Christian Wilcox (CW)	Croydon Service User Consultant
D Rosier (DR)	Chair Service User Consultant
Emma Playford (EP)	Patient Experience Officer
Daniel Bolingbroke (DB)	Committee Secretary & Blog Administrator
Jane White (JW)	Croydon Service User Consultant
Leslie Casimir (LC)	Changing Minds
Ray Johannsen-Chapman (RJC)	Strategic Patient & Public Involvement Lead
Sarah Naylor (SN)	Service User Consultant
Stefano Peria (SP)	Service User Consultant
Margaret Guerrero (MG)	Lewisham Service User Consultant
Vanessa Bray (VB)	Service User Consultant
Bill Drydon (BD)	Croydon Service User Consultant
Zoe Rafah (ZR)	Observing

Apologies:

Gillian Ashwood (GA)	Southwark Service User Consultant
Jason James (JJ)	Service User Consultant
Julie Harper (JH)	Lewisham Service User Consultant
Lorraine Duggan (LD)	Former PPI Lead in MHOA CAG
Nick Hervey (NH)	Head of Social Care
Martin Saunders (MS)	TWIG Strategic Deputy Chair
Paul Paterson (PP)	Deputy Chair

Matters Arising:

Meetings Training

An update on meetings training was delivered.

Purpose of TWIG Ops Group

RJC - Outlined the purpose of the meeting, namely that it should be primarily to detail updates on actual projects in order to discuss, report and take further action in terms of acquiring further assistance from individual members for numerous projects.

- Explained to the meeting that SLAM TWIG Strategic meetings have been running for a number of years to date and that these meetings differ from SLAM TWIG Ops in terms of the fact that they act as a

Trust Wide Involvement Operational Group Meeting Minutes

Thursday 5th May 2011
2 - 4:30PM, Boardroom at Maudsley Hospital

Page 2 of 4

challenge and support to the Trust and present a platform for debating grievances and holding services to account.

- Made clear that he expects people attending this and future meetings of the Trust Wide Involvement Operational Group should put their names to projects and be actively getting involved in them
- Against the backdrop of these statements, **RJC** asked of everyone present whether they would still like to be involved TWIG Ops based on these facts - overall, the group agreed with the proposal.

CW - Made a case for dispensation from having to be involved with particular business and having to put his name to projects of the Trust Wide Involvement Operational Group meetings on the basis of his role as a roving reporter helping to build a map of Croydon.

RJC - Stated that dispensation case for CW will be reviewed.

- Made clarifications about the meetings purpose following requests from the group, making clear that it is not a place for grievances and not a place to bring agenda items.

DR - Clarified that the meetings are scheduled to take place ever quarter of the calendar year.

SLaM TWIG Operations Group Blog

DB - Gave presentation on the blog (<http://slamtwigops.wordpress.com>) outlining the blog vision and making an update on its current development.

- The Blog is to become the central vehicle through which knowledge of both paid and voluntary opportunities are to become acquired.
- Made point that the blog democratises and frees information to all and will help to make people aware of all the opportunities available through, for instance, the involvement register or CAGS in this or a voluntary sense.

CW - Raised the concern that not everyone who is a user of services is online and asked if the Involvement Register has a mail out.

JW - Asked if requested blog entries should be through **DB**.

DB - Stated that in cases where service users could not access the blog it is very likely that their care coordinators could and that this is an avenue that will be advanced.

- Offered to do mail outs to those still requiring them.

DR - Pointed out that due to the fact that mail outs could be construed as admin work that they may be unable to be classified as involvement work according to Sue Folan - Involvement Register Coordinator.

MG & LC - Each requested mail outs.

AG - Made the point that old opportunities need be removed from the blog which was duly accepted by **DB**.

DB - Read email from Allie Cairnie at Depression Alliance, which indicated that the blog was useful and effective at promoting opportunities for service users and carers.

Trust Wide Involvement Operational Group Meeting Minutes

Thursday 5th May 2011
2 - 4:30PM, Boardroom at Maudsley Hospital

Page 3 of 4

RJC - Made the further suggestion that old opportunities be archived rather than deleted to retain a record for various purposes.

- Also made point that the communications department have given their official approval for the blog.

SN - Made point that a mail-out should be done to members of the involvement register whom, while technically on the register have become dormant and could benefit from a written introduction to the blog.

EP - Suggested that we use the Hear Us website as a backup in addition to the blog.

DR - Action for blog - To obtain and link each borough's info / services directory (Jane White - Croydon, Alice Glover - Lewisham & Ann Kirby - Southwark & Lambeth)

SLaM Crisis Line Project

DR - Introduced and explained the National Patient Survey Results from the 2010 of the Out of Hours SLaM telephone number.

- Pointed out that following this National Survey, SLaM displayed terrible results for its Out of Hours telephone line.
- Explained that during a project to improve these failings, volunteers used transcripts of real calls and duly phoned the crisis line. 7 of 21 cases where callers should have been connected to clinicians or nursing staff, the calls were not always properly referred.
- As a result, calls-training is being provided for senior nursing staff.
- PALS answer phones in evening - training is being provided.
- It was pointed out that the current crisis line seems to be unknown to the public at large, which is the only reason the service has not collapsed.
- The new number will be communicated appropriately and presented as 'The Helpline'

Food Improvement Project

JW - Briefly Introduced the food project to the group and pointed out that the project is between states, the first auditing and criticizing stage being completed it is now a case of awaiting inspection to see if recommendations have been implemented.

DB - Made mention of the fact that the Final Food Report Southwark is publically available through the blog.

JW - Addressed the concern that patients involved in the study have always seemed happy to take part in the project and this reassured the group.

- Also pointed out that a nutritionist was involved in the formulations of the new food revamp and said that the purpose of the project was to ensure good healthy food on wards and not necessarily aimed at providing education to inpatients about their diet outside of hospital.

Trust Wide Involvement Operational Group Meeting Minutes

Thursday 5th May 2011
2 - 4:30PM, Boardroom at Maudsley Hospital

Page 4 of 4

Recruitment Selection Project

SN - Explained that courses are being provided to enable service users to look at how best to assess quality attributes of people being interviewed in a professional context.

- Sarah Martin & SN are to follow up details on new course to take place, dates to be confirmed.
- New courses will also encompass equality & diversity training.

Quality Teams

AG - Gave a brief outline of Quality Teams and their job in ensuring quality in services.

- Clinical governance will work alongside these teams to provide information on improvements.
- This opportunity was advertised to the group.

RJC - Asked how many people would be involved / required

AG - Stated that she envisaged a pool of people but is conscious of funding constraints.

A number of people put themselves forward for quality team project

Information Future Operations Psychosis CAG

AK - Introduced item and gave the group a number of hand-outs about Care Pathways for information and also about future operations in the Psychosis CAG.

- Opportunities to go on the blog.

RJC - Asked how many staff are on the group

AK - Stated 8 to 10 approximately.

- To send role job descriptions to DB for inclusion and advertisement on the blog.

RJC - Made the point that the JDs for the positions appears dense-reading and wanted to know if this may put people off unnecessarily.

DR - Made the point that because this is high level role the person reading the advert would need to be able, willing & happy to digest such information.

Questions + Sign ups to Projects

RJC - Asked if there were any outstanding questions from any member of the group and some reiterations were made of earlier points.

SB, BD & DB signed up to help AG

<<< Meeting Closed >>>

Next meeting: Thursday 4th August, 2-4:30pm, Boardroom at Maudsley Hospital.