

# Trust Wide Involvement Operational Group Meeting Minutes

Thursday 9<sup>th</sup> November 2011  
11AM - 1:30PM, Meeting Room at Tabard House

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## In Attendance:

Ray Johannsen-Chapman (RJC)	Co-Chair Strategic Patient & Public Involvement Lead
D Rosier (DR)	Co-Chair Service User Consultant
Alice Glover (AG)	MAP/Psychological Medicine/Clinical Neurosciences. (1:20pm onwards)
Anne Kirby (AK)	Psychosis CAG (Up till 12:15pm)
Jason James (JJ)	Service User Consultant (1:05pm onwards)
Vanessa Bray (VB)	Vice Co-Chair TWIG Ops and Food lead, Southwark
Gillian Ashwood (GA)	Recruitment and Selection Training Project Worker
Margaret Guerrero (MG)	Lewisham Service User Consultant
John Frazer (JF)	Service User Consultant
Bridget Jones (BJ)	Service User Consultant
Marianne Caitane (MC)	Service User Consultant
Daniel Bolingbroke (DB)	Committee Secretary & Blog Administrator

## Apologies:

Emma Playford (EP)	Patient Experience Officer
Julie Harper (JH)	Lewisham Service User Consultant
Lorrayne Duggan (LD)	Former PPI Lead in MHOA CAG
Nick Hervey (NH)	Head of Social Care
Martin Saunders (MS)	TWIG Strategic Deputy Chair
Leslie Casimir (LC)	Changing Minds
Stefano Peria (SP)	Service User Consultant

## Proceedings:

### 1. Welcome & Introductions

Welcome and introductions carried out.

### 2. Minutes of previous TWIG Ops Meeting

The minutes of the previous TWIG Ops Meeting were accepted as accurate - one spelling mistake for a name was pointed out and an apology correctly made.

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### 3. Matters Arising

No Matters arising

### 4. Involvement Register Crisis Update - Surcharge Strategic Crisis

RJC - Summarises his view of the involvement register as a positive source of enabling Service User Consultants (SUCs) and Carer User Consultants (CUCs) to obtain life enriching work experience.

*Key Facts:*

- Involvement Register began in 2008 with just 10-15 people.
- Currently the register has 180 individuals
- Not managed by Ray - managed by HR
- Goes through a pay role incurs 40% surcharge on all involvement work which is directed into a budget to support the register and pay for the salary of Sue Folan.

RJC - Difficult to determine which budget the surcharge monies goes to.

- Sue Folan is unable to cope with the workload with the 12.5hrs per within her allocated time.

AK - Asked if the surcharge is currently actually 40% as she suspects it is more like 12%.

RJC - Stated that he is unsure about this.

RJC + DR - Confirm that Martin Bagley has confirmed with them, that the money from the surcharge can be used to help Sue Folan.

### HR Crisis - New Legislation - People doing ongoing pieces of work

RJC - Introduces another crisis facing the involvement register.

- New employment legislation states that people who have been doing ongoing pieces of work over a lengthy period of time may not be permitted to continue, due to employment rights.
- States that this is a problem as the involvement register has been set up to act as a vessel for ad-hoc work to the mutual benefit of both SLaM and therapeutic earnings.
- At the PEG meeting it was stated that any solution must allow Involvement Register to remain within this model
- Service User Enterprise is a possibility with SUC / CUC involvement in its formation.

DR + AK - Sought and obtained clarification that Service User Enterprise will provide *employment* for SUC's CUC's who qualify.

BJ - Asked if being paid through the Enterprise would jeopardise a person's ability to concurrently take work through the involvement register.

RJC - Stated that it would not affect the person's ability to take on involvement register work.

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**DR** - Stated that Ray + Sally are to identify how much surcharge has been taken and recoup it.

- Stated that it should be made sure that 40% is deducted from now on.

**VB** - Suggested that a sensible strategy would be for SUCs / CUCs on the restricted benefits earnings limit to remain on the involvement register while people not restricted by earnings then progress onto payment through the Enterprise.

**DR** - Agrees with this suggestion.

**VB** - Stated that in addition, people earning the upper limit of benefits restricted earnings for more than one year must still have access to the supported work contract.

**DR, RJC & VB** - to investigate the possibilities of developing a service user enterprise

## 5. Project Updates

### Food project

**DR + BJ** - Present Food Project.

**VB** - Stated that Southwark was the first and that she has completed ward manager action plans for female wards.

- VB and DB to complete ward manager action plans for male wards.
- monthly monitoring would then begin to take place and this will be coordinated by DR.

**DR** - Stated that there have been some issues with Aramark (food provider).

- PPI strategy team to crunch data for Croydon. Waiting to role out.

**DB** - Asked if food monitoring can be on a surprise basis.

**Group** - General consensus that surprise monitoring not useful way forward

**BJ** - Stated that Lewisham benchmarking has been done.

- Some staff answered questions intended for patients because no one on wards was well enough to complete the questionnaire.
- Suggested carrying out the questionnaire with recently discharged patients who still have a clear memory of food provision.

**AK** - Stated that some people objected to 1-5 options on the questionnaires.

**RJC** - Changes to the survey and monitoring would incur cost to Aramark

**BJ** - Stated that ward managers are insistent on project workers attending the community meeting and that this takes a long time and is not time spent directly working on the project which is problematic.

**JF** - Asked if the person doing the surveying actually taste the food.

**DR** - Stated that they do taste the food and that there is a page at the back.

### Recruitment & Selection Project

**GA** - Introduced the Recruitment & Selection Project.

**JA** - Stated that Sarah Naylor has left the involvement register and that someone is currently being recruited to replace her role in the project.

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**DR** - Thinks that 50% for the first day is no longer accurate.

- Asks if another meeting has been scheduled.

**GA** - States that no meeting has been arranged yet.

**DR** - Requested to be invited to the meeting once it has been arranged.

## Nightline

**DR** - introduced project.

- Night line project (out of hours information line) commissioned by Martin Baggaley through PEG
- National Surveys highlighted that SLAM's Out of Hours was not functioning
- Nightline service user led audit was undertaken (Won award)
- Nightline /Out of Hours steering group set up
- Numbers of responses to the Nightline since the audit
- Small improvements to the switchboard system
- Steering group to make series of recommendations to PEG

## Armchair Advisers

**RJC** - Read out what paper prepared by Alice Glover

- Stated that this is to be raised with the member council.
- Armchair advisers to be involved in involvement register review.

## Focus Group Training

**VB** - Two sessions currently exist to train individuals and this is something carried out with AG.

- VB outlined how the training going very well and is developed around individual needs.

**DR** - The role of scribe to was asked to be clarified

**VB** - Some people who have been recently trained like to carry out the scribing role at first in order to build up confidence to lead sessions.

**DR** - So far 15 people have been trained.

**DR** - VB does the assessments of individuals and then passes their details across to her and she then allocates work.

**JF** - Asked if the training is accredited.

**VB** - There is now a certificate available.

**VB** - Introduced and stated that Arts Focus Groups now completed and these cover all boroughs and all CAGs

**DR** - Asked for VB to outline the purpose of the Arts Strategy.

**VB** - Stated that it is to find out what arts provision is in place and to find out what people want to see.

- Thematic analysis is now taking place and that the results will feed and inform a report to be compiled by Helen Shearn.

**RJC** - Asked what the broad themes coming up were.

**VB** - major identifiable themes seem to be:

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- Therapeutic Benefit.
- Creativity.
- Long Term Wellbeing.
- Ease of symptoms.
- Freedom to express.
- Outlet for frustrations.
- Many more miscellaneous and yet to be reported on.

## **6. Recruitment, Promotion & Publicity:**

### **Blog Update**

DB - Delivered a blog presentation and showed the group how to navigate the blog easily.

No questions regarding the Blog

MG - Said it would be a good idea to put blog cards in the Maudsley canteen

All agreed

### **Feedback from World Mental Health Day**

DB - Made statement about the success of the stalls appeal.

GA - Stated that there was a very large amount of interested from staff at Kings College Hospital

DR - Stated that she is to get in contact with Roslyn Byfield to about getting SUCs involved into future Info Events.

RJC - Stated that it would be a good idea for Roslyn Byfield to inform the Blog as and when there will be an Info event so that SUCs / CUCs can apply.

MC - Asked if someone could come to her PPI group in CAMHS.

DR - Stated that she wants staff and SUCs / CUCs to sign up to the blog.

- Pointed out that staff will be able to pass on the message about the blog to patients or carers they come into contact with.

RJC - Stated that the Blog makes involvement work more democratic in terms of distribution.

## **7. Terms of Reference**

DR - Stated that she is currently working with Susan Holtan.

- Service improvement draft for group in February meeting for ratification.

## **8. Feedback from:**

### **How to Involve?**

DR - Asked how many people came back to her about this (an email has been sent to everyone)

- Stated that better uptake of this sort of thing needs to take place in the future.

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## Mentoring Agreement Email

**DR** - Sheila Woodwood to be GA's mentor.

**VB** - Stated that Sarah Cooke to be her mentor.

## 10. Any other Business

**AG** - Stated that she would like a 'Why Involve?' poster.

**RJC** - He is happy to pay for this but wants everything to be done right first time to avoid having to reprint.

**AG** - Stated that communications are to deal with the details.

**DR** - Stated that we have come first prize in an award and have obtained £50 to spend on something and that creative ideas are required.

- Asked group to have a think and get back to her.
- Stated that unison are striking on the 24<sup>th</sup> of November and asked all persons present to support the strike action by not working on this day and supporting.

<<< Meeting Closed >>>

Next meeting: Monday 6<sup>th</sup> February 2012, 11 to 3pm.