

Psychology Service User Involvement Group (PSUIG) Newsletter

Issue 2 Spring 2012

Welcome to the second edition of Psychology Service User Involvement Group (PSUIG) Newsletter. PSUIG aims to promote high quality, recovery focused user involvement in psychology services throughout the Trust. This newsletter has been developed to keep you up-to-date on interesting involvement activities and projects taking place within the Trust. In each edition we will showcase an involvement project that represents a good example of service user involvement, in addition to other interesting involvement activities taking place around the Trust. If you would like to contribute to future newsletters, please email either Jeffy Wong (wongjeffy@gmail.com) or Joe Oliver (joseph.oliver@slam.nhs.uk). More information about PSUIG can be found on the intranet here:

<http://sites.intranet.slam.nhs.uk/psychology/sui>

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PSUIG Award 2011

By Graham Hadley

The 2011 Psychology Service User Involvement Group (PSUIG) Award was presented at the annual Trust Psychology conference, held in November 2011.



The award to recognises best practice in service user involvement within psychology services, with the ultimate aim of inspiring others. It consists of a £200 cash prize and a framed certificate.

(left to right) Jaspal Sahota, Tim Meynen, Carmine De Rosa and Graham Hadley

The Psychology Service at the Beresford Project, a substance misuse service in the Greenwich Borough, was selected as the winning project for its innovation in improving ex-service user involvement in the design and delivery of treatment. Tim Meynen (Consultant Clinical Psychologist) and Jaspal Sahota (peer mentor volunteer) are pictured receiving the award from service user consultants Carmine de Rosa and Graham Hadley.

The project initially aimed to improve clients' attendance rate and engagement with services in the early phases of treatment. The ideas for the project originated from 10 service users who attended two focus groups and it was developed with constant feedback from peer mentors and volunteers taking part in the delivery of the project.

It is well known fact that many people referred for treatment to substance misuse services do not actually attend their first appointment or they disengage with services in the early phase of treatment.

A recent focus group of ex-service users at the Beresford indicated that first appointments with a statutory service could be daunting, especially if they had had previous difficult experiences. Members of the focus group stated that it would be really useful to be greeted by someone at the service who had first hand experience of the service and of treatment. These ex-service users could be there to answer any questions about the treatment process and support the new clients through the initial process.

At the Beresford, all new clients referred for initial assessments with a doctor receive an appointment letter. To encourage treatment engagement, these new clients now receive a telephone call a few days prior to their appointment asking them to confirm their attendance. The peer mentors, as well as other volunteers at the Beresford, make these telephone calls. If the client had any questions about the appointment, or needed directions to the clinic, relevant information was given.

Volunteers (including peer mentors) are now also used to support service users attending other external appointments. Examples of these appointments may include initial contact with day services, other drug services, employment and benefits appointments and GP appointments.

Next steps will include a service text messaging system reminding clients about appointments and potentially reminders to take their prescribed medication. The development of a Beresford service user group is also planned.

The project has shown the merits of service user involvement throughout - from its inception to its delivery and refinement in practice.

Heartsounds Uganda

By Rashid Male, Programs Officer Heartsounds Uganda

Heartsounds Uganda is a mental health service user led organisation. It was founded in 2009 by service providers in collaboration with mental health service users in Uganda Africa. The organisation is registered as a Community Based Organisation based in Kampala District Uganda. It is led by service users with 70 registered members and for now located out of the referral hospital.



The director of Basic Needs Foundation Uganda illustrating a point to some of Heartsounds Members and others from sister organisations at a self advocacy training workshop.

Following global innovations in service user full involvement in mental health service provision (treatment, care, community care and rehabilitation). The NHS East London Trust and Butabika mental referral Hospital Uganda established a service user organisation in Kampala as a pilot project

later to spread to other parts of the country. The main founding goals are: raise awareness about mental illness, reduce stigma and discrimination to empower persons living with mental illness and to share global experiences among others.

For the past two and a half years that Heartsounds is functioning, our activities are centred around:

- Peer support work
- Awareness Raising
- Advocacy
- Training

- Networking with other Mental Health and disability civil society organisations
- Group meetings and functions

This initiative has helped many service users realise rights, appreciate the rightful purpose and use of modern psychiatry drugs to improve their health, gain self-esteem and confidence on recovery, get back to work, raised awareness on mental illness amongst communities in the fight against stigma and discrimination to persons living with mental illness and has to some extent helped change and improve services provided in the Hospital.



At the election of the Board of Heartsounds Uganda

The home of Heartsounds Uganda is embraced with an internet cafe and a book library used by service users free of charge and the public at a fee. Well wishers donate books and equipment to Heartsounds which has really helped change the life of service users.

For more information visit:

www.heartsounds.ning.com

<https://www.facebook.com/pages/Heartsounds-Uganda/182799188438059>

Looking forward to sharing more global experiences and meeting new friends.

Service User Event Report

By Jean Cozens, PSUIG member

About forty of us gathered outside the Maudsley on a chilly January afternoon to Speak Out Against Psychiatry. We were users, survivors, carers and mental health workers, from all over London and beyond. We are united by the belief that psychiatry does more harm than good.

For the first hour we stood by the railings with our banners and handed out information to passers-by. We had our own diagnostic system, which was a turntable on a circle of fabric with various diagnoses on.



You stood on the turntable, blinded by science, holding a copy of the DSM (the psychiatrist's bible). You were then spun round until you dropped the DSM, and the diagnosis it landed on was awarded to you by our expert. Then you got your label and your smarties. They were real smarties.

Later we went round the corner to the Institute of Psychiatry where we held a speak out. People stood on the steps of the Institute and spoke about their experiences. We heard about people being held down and forcibly drugged, people being given ECT against their will, rude and uncaring nurses, young people completely lost in the system. Two women had had their arms broken by control and restraint teams.

Despite the seriousness of the subject, there was a spirit of friendship and even a bit of fun. One man who attended said: *"I've been waiting ten years for something like this"*.

We want respect, real understanding and justice. There was an excellent article in the latest edition of Open Mind magazine which discussed the process of Truth and Reconciliation in Psychiatry. In it, Jan Wallcraft and Debra Shulkes wrote: *"...an apology for crimes and mistreatment in the past is self-serving to say the least while the*

legacy of previous abuses continues in the cruel and unacceptable treatment of people all over the world... The first step is to identify the wrongs through gathering the testimonies of service users, survivors and their friends, families and allies". This is what we in Speak Out Against Psychiatry are doing.

Over two hundred years ago, William Blake wrote: "Truth can never be told so as to be understood, and not be believed".

There is a report of the protest at:

http://www.peoplesrepublicofsouthwark.co.uk/index.php?option=com_k2&view=item&id=1765:speak-out-protest-report&Itemid=2

There is also a short film of our previous protest outside the Royal College of Psychiatry at:

<http://www.youtube.com/watch?v=uuZWOhcKhPI>

PSUIG "Promoting Involvement" Workshops

By Carmine De Rosa, PSUIG member

I joined PSUIG in the autumn of 2008 and found out about the proposed workshop at one of the first meetings I attended. I agreed to give a service users perspective of my own involvement within the trust and offered to carry out a literature review. I asked Joe Oliver to help me obtain access to the Library and an Athens log in. Bridget Carrow a member of PSUIG agreed to work with me to develop an out line of the workshop. This was presented to the PSUIG group and as a result other members agreed to contribute to the workshop development. One psychologist agreed to look at the definition of service user involvement and Adrian Webster developed a values exercise (which we still use). Joe sold the idea to the head of psychology in Southwark and arranged for our first workshop. Emma Harding joined us and developed the section on obstacles and best practice.

I meet with Joe Oliver and Emma Harding in December 2008 in order to develop and fine tune the workshop. We met a couple times before the first workshop to incorporate our work into the finished product. Joe focused on legislation and the various drivers for service user involvement e.g. NICE. Emma focused on the obstacles to user involvement and developed best practice for user involvement. I focused on the benefits of service user involvement for both clinicians and users. We produced pre and post questionnaires which we have used at each of the workshops.

The training workshop consists of evidenced based best practice examples of service user involvement. The topics covered include the drivers for user involvement e.g. Darzi report, NICE and the Trust's own PPI policy. From the outset we decided to involve service users in the development of the workshop and in the presentation. The involvement of service users has generated very good feedback and is in keeping with PSUIG's strategic vision.

The main topics covered include: What defines our approach to user involvement? Why involve service users? How can involvement benefit service users and overcoming obstacles?

The training workshop has been delivered to 7 teams across the Trust and we plan to deliver the workshop in Lewisham to Psychosis CAG psychologists in April. The feedback from the first 5 workshops is currently being analysed by a trainee psychologist who has also carried some follow up interviews with team leaders. The overall results of the feedback suggest the workshop increased participants' confidence to undertake involvement activities. The results for the first five workshops reached statistical significance.

The PSUIG training workshop is an excellent example of co-production where service users and clinicians have collaborated to produce a successful training workshop. The most important outcome of the workshops is that a number of service user projects have developed as a result of the training workshop.