

**Psychological Medicine Clinical Academic Group  
Service User & Carer Advisory Group**

The Psychological Medicine Clinical Academic Group runs services across the South London and Maudsley NHS Foundation Trust (SLaM). The services include **emergency access services** (such as home treatment services, a&e psychiatric liaison), **complex care services** (such as eating disorders, chronic fatigue, mother & baby services) and **neurosciences services** (such as brain injury). Advisory group members have experience of services either as service users or family members/carers. We work with the senior managers to keep the views of service users & carers at the heart of all service developments and improvements. To make sure that people know what we are discussing in our meetings, we have developed this short briefing sheet:

1. Five service user/carers consultants were present at the July meeting. Also present were the Patient & Public Involvement Lead, the Head of Clinical Pathway for Emergency Access Services, and the Clinical Governance Project Officer. Apologies were received from four service user/carers consultants.
2. After hearing that the SLaM 5 commitments were developed by the Trust Executive with minimal input from service users, the advisory group discussed them and agreed that they serve as a *'useful reminder to staff about how to work with people.'*
3. Members of the advisory group would now attend the strategic Trustwide Involvement Group
4. The group discussed audit priorities and will look at the patient experience data to see what themes emerge. They supported the idea of auditing the level of information that service users get about the side effects of medication, and asked to hear more about recent audits on involvement in care planning, and lithium monitoring.
5. The group heard about the recent Hear Us service user forum in Croydon which focussed on home treatment services. They also heard that the Southwark Home Service is going ahead with the plans to merge the 2 existing teams into 1.
6. The Linkworker on Lewisham Triage ward had forwarded feedback from the community meetings. This prompted discussion about making sure that each borough had clear systems for translating feedback into improvements. It was agreed that 2 service user consultants should be part of the new Triage Pathways Group which will oversee the Triage wards across SLaM.
7. The group heard an update on the Southwark peer support projects which trains volunteers to support people as they are discharged from home treatment teams.
8. The carers representative gave feedback from the Trust Family & Carers Listening event, which introduced the Triangle of Care. Following the discussion the Head of Clinical Pathway agreed to take this forward within his service teams.
9. The group heard about how Croydon services were working together, across the CAGs to make sure that different care pathways worked well together to enhance the experience of service users
10. The group heard feedback on progress of the patient involvement group at the Lishman Unit – a carers group was starting, potential service user representatives have been identified and the team are working with service users on patient information.
11. There is a potential merger between Kings, Guys & St. Thomas' & SLaM. Members of these 3 trusts will be coming together to discuss this.
12. The group agreed to hold their November meeting at Dragon Café – an inclusive arts space run by Mental Fight Club.

***Views and comments from SLaM service users and carers on any of the above issues, as well as feedback on how you would like the Psychological Medicine Service User & Carer Advisory Group to develop its strategic work with SLaM, are welcome. Please contact Alice Glover, Patient & Public Involvement Lead on 0203 228 0959 or email [alice.glover@slam.nhs.uk](mailto:alice.glover@slam.nhs.uk)***