

Trustwide Involvement Groups (TWIG)

These groups meet regularly and are co-chaired by a service user consultant and the trust strategic lead for involvement.

TWIG Strategic

The group aims to oversee the strategic development of service user involvement across the trust. They have lead the involvement process in the developing Patient & Public Involvement Strategy

Contact: **Ray Johannsen-Chapman:**

Tel: 020 3228 1674

Email:

ray.johannsen-chapman@slam.nhs.uk

TWIG Operational

Service user consultants who are involved in service improvement projects (such as improving the experience of mealtimes, or developing recruitment & selection training for service user consultants) across the trust sit on this group

Contact: **D Rosier**

Tel: 07815 847334

Email: d.rosieruk@gmail.com

Or **Ray Johannsen-Chapman:**

Tel: 020 3228 1674

Email:

ray.johannsen-chapman@slam.nhs.uk

Clinical Academic Group Service User/ Carer advisory groups

Each Clinical Academic Group has an advisory group and/or a system for involving people in service development & improvement. There is also a staff member leading on involvement who can give more detailed information:

Addictions

Kim Clarke:

Tel: 020 3228 1955

Email: kim.clarke@slam.nhs.uk

Behavioural & Developmental

Reagan Edmiston

Tel: 020 3228 4003

Email: reagan.edmiston@slam.nhs.uk

Child & Adolescent Mental Health Services

Marianne Caitane

Tel: 020 3049 8265 (temporary)

Email: marianne.caitane@slam.nhs.uk

Mental Health of Older Adults & Dementia

Nuala Conlan

Tel: 020 3228 1638

Email: nuala.conlan@slam.nhs.uk

Mood, Anxiety & Personality

Alice Glover

Tel: 020 3228 0959

Email: alice.glover@slam.nhs.uk

Psychological Medicine

Alice Glover – as above

Psychosis

Anne Kirby

Tel: 020 3228 2965

Email: anne.kirby@slam.nhs.uk

Marie Clough

Tel: 020 3228 5397

Email: marie.clough@slam.nhs.uk

Members Council

As a foundation trust, SLaM has a membership. Members can elect the governors who sit on the Members' Council and help the Board determine our priorities for the future. And as a member you can stand for election yourself (if you are over 16) and make your voice heard. There are allocated places on the Members Council for people who are service users and carers. **Contact:**

Carol Stevenson Tel: 020 3228 2441 Email: membership@slam.nhs.uk

Service user groups and forums

Many services run regular forums where people who use the services can come together to give feedback and ideas about how to improve the services. To find out more about these groups contact the CAG involvement leads. There are also groups and forums that focus on improving involvement in a particular type of service across the trust for example:

Psychology Service User Involvement Group (PSUIG) Contact:

Emma Harding Tel: 020 3228 1800 Email: emma.harding@slam.nhs.uk or
Matt Richardson Email: matthew.richardson@slam.nhs.uk

Patient Experience Data Intelligence Centre (PEDIC)

People who use SLaM services are asked to fill in a questionnaire about their experience. Data is analysed centrally and reports are sent to the teams and to management groups. Increasingly, service users are getting involved in reviewing the data and working with staff to make improvements. **Contact:**

Ray Johannsen-Chapman Tel: 020 3228 1674 Email: ray.johannsen-chapman@slam.nhs.uk
Susan Holton Tel: 020 3228 2449 Email: susan.holton@slam.nhs.uk

The Involvement Register

Aims to ensure that we reward service users for their involvement in a consistent and fair way. Most paid service user opportunities go through this register, but people can also join and get involved in voluntary opportunities. **Contact:**

Sue Folan Tel: 020 3228 1592 Email: sue.folan@slam.nhs.uk

Service Users in Involvement in Training & Education

'we believe that everyone who has used or is using SlaM services has a valuable contribution to make towards the training of mental health staff' People can get involved in the design and delivery of training for staff. Training & support, personal development plans & opportunities to observe, are provided to help. **Contact:**

Angela Mitchell Tel: 020 3228 3722 Email: angela.mitchell@slam.nhs.uk

TWIG Ops Blog

<http://slamtwigops.wordpress.com>

Run by the Trustwide Involvement Group (Operational) this blog has many opportunities for involvement – events, training, campaigns etc. Developed & run by SLaM service users.

Follow them on twitter @slamtwigops

Like their page on Facebook: <http://www.facebook.com/SLaMTWIGOperations>