

## **April 2013 Briefing: Service User & Carer Advisory Group**

For emergency access services, complex care and clinical neurosciences –  
In the Psychological Medicine Clinical Academic Group

The Psychological Medicine Clinical Academic Group (CAG) 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. Seven people with experience of using services or being a family member / carer were present at the April meeting. Also present were the Patient & Public Involvement Lead, 1 ward manager, and 1 nurse. Apologies were received from 3 service user consultants and 1 staff member. We met at the Bethlem Hospital.
2. Following up from the last meeting, we were pleased to hear that the co-ordinator of the Lewisham Linkworkers will ensure that feedback is regularly gathered from the Triage ward at the Ladywell Unit until a more permanent solution is found. We also agreed to have longer discussion at a future meeting about the structure within the trust to ensure good liaison with police services.
3. We held focussed discussions about the Eating Disorder services. We were pleased to hear that pampering sessions have been introduced in response to patient feedback about lack of activities at the weekends. We heard about the skills workshops for family & carers and recognised the value of them. We felt it important not to raise expectations that acquiring a particular skill set will automatically lead to improved outcomes.
4. We also discussed the Mother and Baby Unit at the Bethlem Hospital. We were interested to hear about the extended visiting times which had been introduced for fathers to encourage their involvement. We were impressed by the innovative peer support initiated by some service users who now have a Facebook page to enable them to keep in touch.
5. We heard about many existing and developing peer support initiatives and suggested that SLaM hosts a page on the website to list peer support projects in the boroughs.
6. The work to understand the patient experience on Triage wards is progressing. Group members had been reading patient experience reports, reports from linkworkers and other relevant feedback before visiting the wards. We recognised the importance of understanding the carer experience of Triage wards. We encourage all with experience of these wards to get in touch to help us build a picture of what it is like. This will be presented by a group member to the management team at the beginning of May.
7. A member, who attended the Carers Working Group in Lewisham reported back about a recent meeting. Carers Lewisham are trying to ensure that a page for carers will be included on the Lewisham Commissioning Group website. Carers Lewisham have a new club with fun activities for young carers. The Ladywell Unit, Lewisham Hospital will have a Family and Carer stall in the foyer/café on Wednesday 24 April from 2 – 5. The SLaM Annual Carers and Families Listening Event is on 13 June 2013 from 10 – 3 at Prospero House, Borough. Lewisham's Annual Carers Event is on 12 June from 10 – 3 in the Civic Suite in Catford.

***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)***