

Trust Wide Involvement Operational Group Meeting Minutes

Monday 12th November 2012
11AM - 3PM, Maudsley Boardroom

Page 1 of 5

In Attendance:

Ray Johannsen-Chapman (RJC)	Co-Chair Strategic Patient & Public Involvement Lead
D Rosier (DR)	Co-Chair Service User Consultant
Julie Connolly (JC)	Service User Consultant Croydon
Angela Mitchell (AM)	Blog Outreach SUC
Sarah Morgan (SM)	Service User Consultant Blog development
Chris Andersen (CA)	Service User Consultant Croydon
Marie Clough (MC)	PPI Lead Psychosis CAG (part time)
Vanessa Bray (VB)	Vice Co-Chair TWIG Ops and Food lead, Southwark
Liz Dalton (LD)	Food Project Service User Consultant
Martin Saunders (MS)	Southwark Link
Gillian Ashwood (GA)	Recruitment and Selection Training Project Worker
Toby Knightley-Day (TKD)	Fr3dom Health (Guest)
Bridget Jones (BJ)	Service User Consultant – Operational Lead Food Project
Andrea Woodside (AW)	Recruitment & Selection

Apologies:

Alice Glover (AG)	MAP/Psychological Med CAGs
Kim Clarke (KC)	PPI lead for Addictions CAG
Stefano Peria (SP)	Psychosis SUAG
Nuala Conlon (NC)	PPI Lead Older Adults CAG
Reagan Edmiston (RE)	PPI Lead B&D CAG

Item	Business Item	Action by	Date
1.	Apologies Received as above.		
2.	Matters Arising Minutes of the meeting on were agreed as an accurate record		
3.	Involvement Register Update: D and RJC presented to the Executive – the feedback and support was positive: Next steps to identify IR Management Action Group		
3.	<u>SLaM TWIG Ops Blog</u> D asked the group to submit information for the Blog SM – gave feedback about the Twitter account still struggling with the link between Twitter and the Blog – Bridget will provide SM with support and to assess the issues		

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Page 2 of 5

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	AM – outlined the strategic and business plan developed		
4.	<p><u>Members Council</u></p> <p>PP –provided updates from the MC he outlined the MC have a number of action groups concentrating on communications – the Trust’s Business (or Forward Plan) Plan</p> <p>Positions within the MC are presently vacant and are going through a recruitment process.</p> <p>Although the MC is improving its’ statute PP felt that it still had a long way to go</p>		
5.	<p><u>Report TWIG Strategic</u></p> <p>TWIG strategic focussed on a number of issues including:</p> <ul style="list-style-type: none"> • Why are there glass partitions in some CMHTs and not in others? • The re-drafting of the PPI strategy • Focus on the Trust’s 5 commitments for greater implementation • The National Community Survey results • 		
6.	<p><u>PEG (Patient Experience Group) Meeting</u></p> <p>VB & RJC: Feedback from The focus of PEG has been focussed on the National Community Survey for 2012</p> <p>The NICE service user guidelines – the Commissions requested that the PEDIC patient experience surveys take account of the guidelines – the majority of questions reflect the recommendations from NICE.</p> <p>The PEDIC surveys are linked to CQUINs and number of leads across the Trust are expected to identify action plans for improvements</p>		
7	<p><u>Project updates - Food Project (non borough)</u></p> <p>BJ provided update on the food project which was although showed that dialogue was taking place with Aramark there still exist some issues around communications. BJ to update with action</p> <p>Southwark Update: (VB)</p>		

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Monday 12th November 2012
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Page 3 of 5

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8	<p>VB Outlined how the meetings have been scheduled to once a month on wards and working on action plans. Still finding difficulties to get the wards to respond on regular basis Discussion undertaken about further ways forward.</p> <p>Results from the bench marking survey for Lewisham and Croydon to be circulated asap</p> <p>Content Analysis D & LD – further information was provided about the CA further numbers of SUs undertaken the training</p>		
9.	<p>Information Stalls JA no further work undertaken on the Information Stalls although dates were being set to revisit the GP services – the team had been invited back to provide further mental health information.</p>		
10.	<p>Nightline (JC) provided update on the Nightline – pointing out that she had heard very little from either Derek Nicoll or Cliff Bean about the development of this project.</p> <p>Would be contacting DN to enquire the developmental stage of the bid – JC to feedback at the next meeting</p>		
11.	<p>Recruitment and Selection VB. Vanessa has been appointed as Andrea’s mentor we are also looking for a project worker to join that team. We don’t have any service users trained to sit on recruitment and selection panels.</p>		
12.	<p>Focus Group Training VB explained that 9 people are attending the next training session. After they are fully trained they are passed over to D who allocates them to focus groups.</p>		
13.	<p>Workfare: D – discussed the new Workfare Programme and opened to the floor for discussion – this generated lot of heated debate</p> <p>Steps undertaken to write to Gus and develop a small action group updating on Blog</p>		
16.	<p>PPI Leads Update MC – Interim replacement for Anne Kirby provided an update from Psychosis CAG pointing out that the main concentration for the CAG is to ensure that all the 70 plus teams undertaken their PEDIC Patient Experience Surveys.</p>		

Trust Wide Involvement Operational Group Meeting Minutes

Monday 12th November 2012
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Page 4 of 5

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	The CAG are also looking at the development of their advisory group.		
17.	<p>My Health Locker</p> <p>D introduced David Newton who is the Trust's Project Manager for My Health Locker. DN asked how many people around the room had heard about Health Box (since renamed to My Health Locker). DN explained the system and discussed that it is now in its pilot stage with some CAMHS and Psychosis services. Discussion took place DN to feedback at next TWIG Ops.</p>		
20.	<p><u>Any other business</u></p> <p>None</p>		
21.	<p><u>Dates of next meeting:</u></p> <p>4th February 11am to 3pm in the Board Room</p>		

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Page 5 of 5