

## **Service User and Carer Advisory Group : Supporting people who use Services for Mood, Anxiety & Personality Disorders, through collaborative work with Service Managers**

The Service User and Carer Advisory Group is part of the Mood, Anxiety & Personality (MAP) Clinical Academic Group - an organisational structure which manages services for mood, anxiety & personality disorder across the South London & Maudsley NHS Foundation Trust (SLaM). Most advisory Group members have experience of using mental health services or of being a family member/carer of someone who does. Other members include senior managers. We meet every month and our aim is to keep the views of service users 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) Six service user/carer consultants were present at the August meeting, plus the Clinical Governance Project Officer, the Deputy Director and the Head of Pathways for Lambeth Community Services. Apologies were received from 6 service user/carer consultants and one staff member.
- 2) 2 group members have met with the deputy director to generate ideas for the development of personality disorder services. This follows work from the recent steering group.
- 3) A group member and the clinical governance officer presented their work to assess people's experience of reception/waiting areas in community mental health teams/resource centres. Some of the issues raised included the difficulties of talking through a glass barrier, the difficulties of old buildings, inconsistency of information displayed and quality of welcome. The advisory group will offer feedback on the recommendations which will be discussed at a senior management meeting in September.
- 4) We discussed ways to encourage teams to engage more people in completing satisfaction questionnaires. Some of our ideas included using peer supporters to get feedback, and giving people the opportunity to give feedback online.
- 5) 3 group members will be accompanying staff on visits to check the quality of services.
- 6) We heard that the working group for patient information in psychological therapies services has completed the leaflet for people referred to the service. It is now with the borough services which will be adding local information prior to printing. In September, the group will start work on a leaflet about different types of therapies and a welcome pack for people who have been assessed.
- 7) The working group for service user experience in psychological therapies has finished an exercise to get wider feedback on proposed quality indicators for the service. Members of the working group will present the quality indicators to staff at the Integrated Psychological Therapies Team operational meeting.
- 8) 2 members of the group have met with the Consultant Psychiatrist who is leading work to develop pathways for bi-polar and recurrent depression disorders. They will be part of a steering group working on this. Further work will include focus groups to start the process of understanding peoples experience of using services.

***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 'Mood, Anxiety & Personality Clinical Academic Group (MAP CAG) 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)***