

Trust Wide Involvement Group: Operations (TWIG Ops) Meeting Minutes

Monday 3rd June 2013
10:30am- 1:15pm
Meeting Room 1
Felix Post Unit
Maudsley Hospital

In Attendance:

D Rosier (DR)	Chair
Vanessa Bray (VB)	Vice Chair and Training Lead
Ray Johannsen-Chapman (RJC)	Co-Chair, Strategic Patient and Public Involvement Lead
Bridget Jones (BJ)	Service User Consultant, Comms
Julie Connolly (JC)	Service User Consultant, Croydon & Nightline Lead
Tom Ingman (TI)	Service User Consultant, PSUIG and Comms
Garry Ellison (GE)	Service User Consultant, Southwark
Jim Ellis (JE)	Public Involvement Lead
Gillian Ashwood (GA)	Service User Consultant, Information Lead
Marianne Caitane (MC)	Patient and Public Involvement Lead, CAMHS CAG
Mariana Bakewell (MB)	Patient Experience Officer (minute taker)
Gabrielle Richards (GR)	Guest Speaker
Nash Momori (NM)	Guest Speaker

Apologies:

Andrea Woodside (AW)	Recruitment & Selection Training Lead
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<i>Item</i>	<i>Action by</i>	<i>Date</i>
<p>Apologies</p> <p>Received as above</p>		
<p>Notes and Action Points from April Meeting</p> <p>It was mentioned that Liz Dalton has not attended a TWIG Ops meeting for some time, and discussed whether she should be removed from the mailing list?</p> <p>ACTION: DR to email Liz Dalton to ask about remaining in TWIG Ops</p> <p>Marie Clough (MCI) is currently on maternity leave and is due to return in or around October this year. JE and Susan Holton are working with the Psychosis CAG one day per week until Anne Kirby returns (p/t) in November.</p>	DR	

<p>Matters Arising</p> <p>GE provided an update about Lambeth and Southwark Mind.</p> <p>The Representative for the Maroons Resource Centre, SIMBA and the Lorrimore Centre has not been allowed entry by Maroon because of previous incidents and this is affecting SIMBA and Lorrimore which are held in the same building. The Rep is not getting any support from Mind. DR asked how TWIG Ops could help this situation. GE reported that Earl Pennycooke (EP) wants Mind and TWIG ops to collaborate.</p> <p>It was asked whether the current Rep should be replaced or backed up. Until the situation is resolved, there is no Rep for SIMBA or Lorrimore either.</p> <p>VB suggested that the National Service User Network (NSUN) would be able to provide some support in this matter through negotiation and mediation.</p> <p>ACTION: GE to contact NSUN</p> <p>ACTION: GE to approach Lambeth Mind to get a Rep to sit on TWIG Ops meetings. GE to inform DR when this has happened so the Rep can be put on the email list.</p>	<p>GE</p> <p>GE</p>	
<p>Food Project with Marie Clough</p> <p>DR stated that the co-producer created a detailed invoice for ARAMARK, which was lost after she went on maternity leave. Another less detailed invoice was created which was rejected. ARAMARK will not pay unless they are given a full breakdown.</p> <p>Paul Winter and Julie Anderson want to change the way the project runs. DR and BJ will continue to be funded.</p>		
<p>Nightline with Derek Nicholl (including report back from Virgin Training)</p> <p>JC reported that the day spent with Virgin Atlantic was interesting but whether their focus on creating a happy customer experience would be able to help improve Nightline was debateable.</p> <p>JC met with Natalie Warman about an organisation in Manchester called SCAN who deal with training in switchboards for NHS Direct.</p> <p>There is a bid going in this week to request funds and employ someone to answer phones from 5pm-12am. It was recommended last year that there should be someone to cover phones 24 hours a day. RJC commented that 24 hour coverage is a good idea but that recent audits indicate that the calls tend to drop off around 1am. RJC suggested that extending the hours could be looked into after funding has been received.</p>		

<p>Mentoring</p> <p>DR reported that because of the difficulties in trying to arrange something, she has not progressed in this matter. However, she had thought about running a monthly support group for mentors.</p>		
<p>Southwark OT reorganisation with Hilary Charlton</p> <p>DR reported that the OTs are being moved. Fran Bristow is the project lead although they have not met in more than six months.</p>		
<p>Psychology with Al Beck (AB)</p> <p>DR reported that AB had approached her regarding the Francis Report. TI explained that the Francis Report had brought up several points, the first being that the voices of Service Users (SUs) are not loud enough, the second that some staff, according to Francis, were seen to be lacking in compassion. TI added that PSUIG can help with the first point.</p> <p>There was discussion about how to train staff to be compassionate. VB along with Stephanie McKinley devised a one day training programme called “Face of SLaM”, aimed at non-clinical staff to help them deal with situations that can arise when working with SUs. It was suggested that a meeting is held in order to look at this training and see how it could be adapted for clinical staff.</p> <p>ACTION: JC, DR, VB and TI to arrange a meeting to discuss training based on Face of SLaM and to present this to AB</p> <p>ACTION: TI to mention this in the next PSUIG meeting</p>	<p>JC, DR, VB & TI</p> <p>TI</p>	
<p>Training Reports: Recharging</p> <p>Recharging CAGs for training. ACTION: JE to chase this up</p>	<p>JE</p>	<p>Next meeting</p>
<p>Training Reports: Recruitment and Selection Training and Stats</p> <p>VB reported a revamped R&S training for Older Adults (OA) and CAMHS in July. Training days will be paid for by CAGs but the initial cost is put forward by RJC. Andrea [?] is the lead on R&S Training. JC will be observing this course and delivering subsequent ones.</p> <p>MHOA training will take place on Monday 1st and Tuesday 2nd July and CAMHS training will take place on Tuesday 23rd and Thursday 25th July. MC will be observing the CAMHS training which will be for parents and carers only. Once this has been established, there will be scope for training young people appropriately.</p> <p>VB will provide updates about the delivery of these pilots accordingly.</p> <p>DR added that the training belongs to TWIG Ops and that the CAGs will be co-trainers.</p>		

<p>Training Reports: Content Analysis and Stats</p> <p>DR reported that there are currently 12 people trained to do content analysis so there are enough people to be able to offer opportunities as and when they arise. People can also be trained on the job. If anything comes available, DR will put a call out on the blog for people to apply.</p>		
<p>Training Reports: Focus Group Training and Stats</p> <p>DR reported that there is a shortage of people to run focus groups. A lot of people have been trained in this but they have been unavailable. More money is needed before more people can be trained. VB suggested that training be done as and when it is needed.</p>		
<p>Training Reports: Feedback from ACT (aka Wellbeing at Work) Training</p> <p>TI reported that the feedback received from SUs about the Wellbeing at Work Training was very positive.</p> <p>DR asked about delivering this to the Recovery College. ACTION: TI will bring this up at the next PSUIG meeting.</p> <p>MC expressed an interest in getting young people onto this training. ACTION: MC to contact Jo Fletcher about this</p>	<p>TI</p> <p>MC</p>	
<p>Report from PSUIG</p> <p>TI reported that PSUIG are to make their objectives very clear about how to evaluate training, what to ask and how to measure outcomes.</p> <p>PSUIG's profile is currently being raised through the award ceremonies and also through a newsletter.</p> <p>Research is being undertaken into how important it is to get SU involvement which currently indicates that SU involvement isn't making that much difference.</p> <p>DR wanted to add an obituary for Jean Cozens, a key member of PSUIG, on the blog and asked if members of PSUIG could write something.</p> <p>ACTION: TI will mention this in the next PSUIG meeting and get back to DR about this.</p>	<p>TI</p>	
<p>Blog, Facebook & Twitter Update</p> <p>BJ reported that the Facebook page currently has 25 followers and they are following 45. Matthew McKenzie is taking photos which BJ posts on Facebook.</p> <p>The Twitter page has 147 followers and is following 197 accounts.</p>		

<p>DR requested that everyone in TWIG Ops who has accounts, like the Facebook page and follow the Twitter account.</p> <p>TI is getting up-to-date with tagging pictures but still has around 100 to go.</p>		
<p>Members' Council (Council of Governors) (CoG)</p> <p>RJC reported that they are low on service user representation (6 places available) it is very important that we fill these posts. RJC to meet with CoG Chair, Noel Urwin, to discuss CoG representation on TWIG Ops and how to promote CoG .</p>		
<p>Involvement Register Update</p> <p>RJC reported that there has been a lot of rumour and speculation about this but that the Involvement Register will continue. He is meeting with PPI Leads to discuss their budgets. There will be a draft paper with recommendations that is due at the end of June.</p>		
<p>Report from PEG</p> <p>RJC reported that the National Patient Survey still only has a 26% response despite efforts to improve promotion whereby PEG visited teams to make sure posters were displayed.</p> <p>The Picker Institute are happy to look at the community survey with a view to improving it with selected TWIG members. RJC asked if anyone would be interested in this. DR and BJ responded.</p> <p>RJC reported that the PEG meetings are now held bimonthly on the first Wednesday of every other month. The next meeting will be held on 3rd July.</p>		
<p>ESA Update</p> <p>RJC reported that there is still concern about the opening sentence of the document, which needs to be sent to the Executive before being signed off by the board. He added that it is SLAM making a comment about board policy.</p> <p>VB questioned whether there was any point in continuing to pursue this as it has already taken so long. RJC reported that Gus Heafield (GH) felt that this was unacceptable and apologises for the time it has taken and he would like to meet in order to explain why there has been such a delay. RJC added that it has come such a long way and it's only one sentence that needs changing.</p> <p>DR proposed that GH needs to put a document to the Executives that he is prepared to sign off.</p> <p>ACTION: RJC to arrange a meeting between GH, DR and VB sometime in July.</p>	<p>RJC</p>	<p>July</p>

<p>Presentation: Recovery College</p> <p>Gabrielle Richards and Nash Momori gave a presentation on the new Recovery College which opened this morning at The Maudsley Learning Centre.</p> <p>People can put forward courses which are assessed for the recovery domain according to four parameters. The courses are free. People are welcome to visit the centre when they like which is open all day every day.</p> <p>MC asked whether there will be a CAMHS presence. GR reported that other colleges don't, but that the Recovery College want to include them from the start and want to look into ways of doing this. Likewise for MHOA.</p> <p>TI asked if there would be any opportunity to use PSUIG training. GR replied that they will be including a Mindfulness course.</p> <p>RJC commented that the Recovery College in Nottingham was very successful. GE reported that there are more colleges like this opening now that have the same principles but different funding structures.</p> <p>DR asked if there was anything that GR wanted to post on the blog about the Recovery College. GR stated that blogs are a very positive tool that the Recovery College will be using and will pass on relevant information to DR.</p> <p>GR requested feedback in order to improve the Recovery College along the way.</p>		
<p>Any Other Business</p> <p>1. <u>Content of August Meeting with Simon Hughes (SH)</u></p> <p>DR suggested giving a presentation on TWIG Ops with members of the group to expand to provide SH with an understanding of who TWIG Ops are.</p> <p>ACTION: DR to find out how long SH will be attending the meeting for.</p> <p>VB suggested an overview of why TWIG Ops wanted SH to come to this meeting about the ESA. We are not happy with the questions that were asked in Parliament but that we want to work with him and want him to understand the impact of ESA on people with mental health issues and how it affects them. VB suggested a question and answer session and frame a presentation around the ESA.</p> <p>It was noted that Sian Evans and Carol Waylett want to attend this meeting.</p> <p>RJC suggested that care had to be taken not to challenge SH but to make him aware of the issues. VB stressed that risk of relapses and the stress caused by continuous assessment was important to feed back.</p> <p>It was asked who should present and ask questions. DR suggested that one</p>	<p>DR</p>	

