

October 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. Six people with experience of using services or being a family member/carer were present at the October meeting. Also present were the Patient & Public Involvement Lead, the Clinical Governance Project officer, and the Service Manager for the CASCAID (HIV and mental health) team. Apologies were received from 2 carer consultants and one staff member.
2. We heard that following our suggestion at the last meeting, Home Treatment Teams were now offering people the choice of completing satisfaction questionnaires on paper or on an electronic hand held device.
3. We discussed the proposals to change the structure of how patient experience is linked into the work about improving quality across the Trust. We broadly agreed with the idea to develop one group at Trust level which is co-chaired by the Medical Director and a Service User Consultant. We acknowledged that the detail needs to be agreed and that it was vital to have open and transparent discussions as new structures were developed.
4. We heard that the CASCAID team which provides services for people who are affected by HIV has undergone a 30% cut in funding. They are having to signpost more people to Improving Access to Psychological Therapy (IAPT) services in primary care. We discussed the stigma that remains around HIV as well as mental health highlighting the need to see the whole person. We heard how the service had extended its opening hours in response to changing needs of service users. We are keen to see CASCAID resume the routine use of patient satisfaction questionnaires. We offered to help the service if they would like a service user/carer perspective in reviewing and/or improving services based on patient feedback.
5. We were pleased to hear that the innovative patient satisfaction questionnaire that group members had helped develop for A&E psychiatric liaison services was now aligned to the system and would soon be ready to pilot in Lewisham A&E.
6. A group member has re-visited the Triage wards with another service user consultant. Before the visits they reviewed patient satisfaction data and complaints data. They will also review minutes of community meetings to identify themes that patients raise. We were disappointed to hear that, overall, progress against the action plans has been slow. The quality of food has also now been raised as an issue. The group member will be discussing the issues with the Pathway Lead, and feeding back to the Governance Executive Management Group. In light of their concerns, the advisory group agreed to focus on Triage Wards at their next meeting and request that ward managers attended, so that progress can be agreed.
7. We heard brief feedback from members about the work to develop an integrated health & social care assessment, the Southwark Peer Support project and the work being developed on mental health & policing.

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