

## February 2014 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. Ten people with experience of using services or being a family member/carer were present at the February meeting. Staff present were: the Clinical Governance Project Officer, the Clinical Services Lead for Lambeth, the Peer-led Recovery Manager and the Patient & Public Involvement Lead. Apologies were received from 2 service user/ carer consultants and one staff member.
2. We asked for clarification about progress of the proposed changes to the SLaM involvement structure and the involvement register.
3. The new patient feedback form for A&E psychiatric liaison that we helped design has been signed off and will be used across all boroughs. Teams will be experimenting on the best way and time to ask people to give their feedback.
4. We heard about the redesign of Kings and St.Thomas' A&E departments. Work on Kings has not progressed, but the plans for St.Thomas' have been signed off and work will be done in phases. Psychiatric liaison services will be based in the department & will have access to interview rooms. The group was concerned at the lack of recent communication about the redesign and asked for information about stakeholder involvement. We discussed how disconcerting it can be to be in a cubicle with physical health equipment whilst waiting to be seen and that a more neutral space is preferable.
5. Some group members have worked on a questionnaire to find out people's experience of being brought into hospital with police input. The group suggested that linkworkers could help people fill in the questionnaire and that it could be useful to contact people through the community mental health teams after they have left hospital. The questionnaire has been circulated for comment and now the plan will be presented in a more formal proposal to the management team.
6. We heard that SLaM is taking part in a new initiative with the police involving mental health staff working alongside the police, mainly offering advice in the control room, but also working on the street with police officers to undertake mental health assessments. Hopefully this will lead to improved experience for service users and better working relations between SLaM and the police. Interested members of the advisory group will form a smaller reference group to advise as this work progresses. We will help staff consider how information can be appropriately and sensitively shared between SLaM and the police and how to get feedback from service users who have had input from this service.
7. Members of the group are revisiting the triage wards to check on improvements from previous visits. They have been working with ward managers on a new care plan template and leaflet. They will report their findings to the management team in March.
8. The research project in the peer support project in Southwark means that the home treatment team will use 6 paid peer supporters for one year. This will establish the benefits of peer support for people who have been discharged from home treatment.

**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)**