

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 (CAG) - 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) Seven service user/carer consultants were at the March meeting, plus the Deputy Director, 3 Heads of Clinical Pathways, the Clinical Governance Project Officer, the Education and Training lead for the Engagement Assessment & Stabilisation Pathway and the Patient & Public Involvement lead. Apologies were received from 6 service user/carer consultants.
- 2) Dr.Karine Macritchie updated us on the developments to services for people with bipolar and recurrent depression. Recent feedback from service users has informed the plans. Advisory group members continue to sit on the steering group overseeing the work. In Lambeth & Lewisham more support will be offered to people when they come out of hospital following a manic episode. There will also be a 10 session group programme of 'psycho education' covering things like medication, early warning signs, triggers etc. Also, a network of interested clinicians will be set up to develop their expertise. We highlighted the importance of considering family members and carers in this work and asked questions about treatments for bipolar.
- 3) We were pleased to hear that the money to improve reception areas following our audit has been spent. The next step is to revisit the reception areas to check on improvements. We will continue to be involved in the next steps.
- 4) We heard about progress on the work to improve information for service users around discharge. Staff are working with Lambeth & Southwark Mind and have developed a new care plan template and GP notification template. We are hoping that this will improve communication between community mental health teams, service users and GPs. Another audit will be undertaken to assess whether improvements have been made
- 5) We reviewed the draft role description for service user / carer consultants to help community mental health teams get feedback and promote involvement. We suggested flexibility within the role because each community team works differently. The revised role description will be shared with staff for their views.
- 6) We heard that the proposed changes to the trustwide patient & public involvement structure and the involvement register had been discussed at a meeting of the governors. The proposals will now go to the Trust board. There will be a further slight delay in circulating the document outlining feedback and recommendations.
- 7) A group member who is involved in the development of the integrated health & social care assessment told us that the pilot phase of the draft form has finished and an evaluation process will lead to a revised draft.

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