

March 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. Eight people with experience of using services or being a family member/carer were present at the March meeting. Staff present were: the Clinical Governance Project Officer, the Peer-led Recovery Manager, Patient & Public Involvement Lead the Service Manager and Senior Psychologist for the psychosexual service and the Head of pathway for Complex Care services. Apologies were received from 3 service user/ carer consultants.
2. Following our request for clarification we heard that the report about the proposed changes to the SLaM involvement structure would be available by the 21st March.
3. We heard about the psychosexual service offered by SLaM and the specific issues they face when seeking and acting on patient feedback. This service uses an adapted patient experience questionnaire after the first assessment and then at the end of treatment. The questionnaire covers what it was like to use the service as well as how satisfied people are with the outcome of treatment. Feedback identified that there is a long wait for the service and so staff are careful keep good communication during the waiting period. We highlighted the need for more open discussion and support around sexual dysfunction as a side effect of medication.
4. Two members told us about their recent visits to the Triage wards. They talked to patients and staff, looked at community meeting notes and patient satisfaction reports. They have given feedback to the senior management team. The action plan from previous visits has been updated. Next, they will go to the triage pathway meeting where senior ward staff can discuss actions. Improvements to Lewisham Triage ward were noted since the last visit. Lambeth Triage was felt to need more support and would benefit from having linkworkers.
5. We reflected on the activity of the advisory group over the last year. We were happy at the number of staff members who had attended the meeting during this time. We were also pleased with the amount of work that members do outside the meeting. We need to do more specific work with carers and family members to understand their experience. We also need to develop more contact with people who use the clinical neurosciences services. We will take a wider look at involvement across the CAG and work with staff to develop some priorities for the next year.
6. The project to understand people's experience of coming to hospital with input from police has been approved by the 'audit committee'. Members from our group can now work with the clinical governance project officer to start this project.
7. A group member will be talking to patients about their experience of ward rounds on Lewisham Triage. This was done a few years ago and recommendations were made to improve the experience. The current work will see if the recommendations have resulted in a better experience for patients.
8. A group member highlighted the consultation about changes to the welfare department.

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