

Trust Wide Involvement Operational Group

DRAFT Meeting Minutes

Monday 7th October 2013

Ortus Centre

In Attendance:

Ray Johannsen-Chapman (RJC)	Co-Chair Strategic Patient & Public Involvement Lead
D Rosier (DR)	Co-Chair Service User Consultant
Gillian Ashwood (GA)	Service User Consultant
Jackie Best-Vassel (JBV)	Service User Consultant
Jim Ellis (JE)	Public Involvement Lead

Apologies

Alice Glover	PPI lead of MAP & Psyche Med CAG
Paul Paterson	Council of Governor Representative
Vanessa Bray	Service User Consultant
Gary Ellison	Service User
Bridget Jones	Carer
Julie Connolly	Service User Consultant
Nula Conlan	Involvement & Participation Lead, MHOAD CAG
Mariana Bakewell	PEDIC Data Analyst
Marianne Caitane	PPI Lead CAMHs CAG
Susan Holton	Interim PPI Lead Psychosis CAG

Item	Business Item	Action by	Date
1.	Apologies Received as above.		
2.	Matters Arising Minutes of the meeting on were agreed as an accurate record		
3.	Information D informed everyone that Andrea Woodside has left TWIG. AW was now concentrating on her company that she had developed. The Group wished her well. Further action by D was to approach Liz Dalton about whether or not she wanted to continue with TWIG Ops		
4.	Food Project No one available to update		
5.	Members Council No update		
6.	Nightline update RJC informed the group that a bid has been written with a view to submitting the bid at the round Trustee meetings		

7.	<p>Mentoring Issue was raised about mentoring arrangements it was felt it was not necessary to discuss in TWIG Ops meeting rather to hand over outside meeting between D and JE or D and RJC.</p>		
8.	<p>Comms Update Two graphs showing blog activity were provided to the group - one showing over lifetime of blog and other over last 12 months. D pointed out it is possible to read posts without opening the email and thereby counting as a 'hit'. A critical point has been reached where there is more point than posts made. RJC pointed out that he didn't really understand. D said she had decided not to post more than 4 items a day and was holding them back for quieter days and avoid overwhelming readers. D informed meeting that there was a written report from Bridget Jones (BJ) about Facebook, Twitter and You Tube activity. The posts on Facebook reach an average of over 200 unique people every week. Notes from BJ have been provided separately. Social Media is reaching a huge audience. Followers like receiving info in different ways.</p>		
10	<p>PEG Update Ray updated the meeting about PEG. Meeting last Wednesday - it was a brief meeting - looked at update from National Community Survey. SLAM improved on last year. Overall one red (from 42) 31 ambers and 6 greens.</p> <p>Red area was Care Plans - scores have dropped from last year. JBV pointed out that 'care plans' are not known by their proper names by some service users. However, the survey shows that when people do have care plans they report that they are able to achieve goals, as the scores in the survey indicate. Very successful outcome 3 years ago SLaM was rated Red in the Medication section within the survey. For example, were the side-effects explained to you? Pharmacy implemented a number of plans, which is now showing great responses. SLaM now have the highest score in the country for the Medication section. Overall, good scores nationally, 3rd highest in London and around top 15 nationally. The best performing Trust Manchester.</p>		
11.	<p>Information Stalls JA explained that she has worked under the supervision of Ros Byfield run a number of stalls in GP practices. The Practices had little information on mental health awareness only information on physical health. We gave out information leaflets about mental health awareness. Very positive feedback from patients and staff – highlighting the need for greater collaboration between SLaM and GPs. Ros Byfield is compiling a report together for Trust Leads on the outcomes.</p>		
12.	<p>Links Feedback Lambeth & Southwark mind. JBV is to be in Larimore as a Link Worker. There are now two more Southwark Link Workers (LWs) at the Maudsley. There are now four LWs in Southwark. All wards now have Link Worker. RJC thought the patient experience CQUIN with the Link Workers and staff working in partnership to initiate improvements on the wards, with LWs assessing improvements</p>		

	<p>would probably had an impact on the number of LWs coming forward.</p> <p>JBV also pointed out how Lambeth is improving. Gillian Ashwood has been working on the Lambeth Information Trolley. There is seemingly good rapport with Service users and staff.</p>		
13.	<p>ESA Letter: Ray explained there has been a 'letter' about the ESA was be reviewed at the Executive. The letter is about the Trauma of ESA Workfare. The Executive made reference to change to the first paragraph. It was felt that Communications could make the necessary changes this first paragraph. The Executive felt the letter would probably fall short of any impact without meetings local Job Centre Plus agreement. RJC added that the nature of the letter may change dependent upon the outcome of the next agenda item.</p>		
14.	<p>Patient Experience Governance & Involvement Register Review RJC presented the paper the proposed changes to the Involvement Register and the Patient Experience Governance structure. He highlighted that there were about 260 people on the IR with only 60 active and some do much more hours than others. Similarly, as all agreed that the IR is not a replacement for employment but should be small defined involvement opportunities for all service users and carers. The IR set up to encourage users to do activities ; opportunities, which supports the trust and patients with service improvements, and sometimes the IR activities can assist people with new skills and confidence to help them get back into workplace. The trust need to ensure that all service users have access to all opportunities available. Some IR members have highlighted how there have been little in the way of opportunities es for them.</p> <p>Therefore, the proposals are to limit the number of hours to no more than 30 hours a month for IR members. This will enable us to share-out opportunities. Some will still do more -others less but this is all to widen opportunities amongst the many. There will also be a clear demarcation between involvement and volunteering activities and a greater working relationship between Involvement, Volunteering and Vocational services. Additionally, there will be a two year limit on the length of time an individual can be on an involvement project. Following that period a review will be undertaken to support the IR member to look at other opportunities. Many service users have no idea that they can undertake volunteering activities. To oversee these changes there will be the development of and IR Management Group.</p> <p>Patient Experience Governance. TWIG Strategic and TWIG Ops were developed to help the Trust with its' involvement regulations and involvement projects. Both groups have been successful in their own way but there was a problem for these bodies that they lacked governance and therefore the groups inherently lacked the structure to not only be heard throughout the organisation but also to collaborate has effectively as we would have preferred. This</p>	RJC	

<p>could be seen by the reducing numbers of attendees. Following the Francis Report the need for formality has come into sharp focus. Therefore the proposals in the strategy are bold - not tweaking TWIG but to dissolve the two groups and PEG but to develop a newer more effective group, inclusive of staff and 3rd Sector that would report to the Trust Executive. RJC gave examples of Link Workers reporting, a range of patient experience data for the Trust to learn from and respond to. The new group he added, would be chaired a Director but the rest would be a flat structure. This new beginning would start the new process of bridging the bottom to the top. Therefore this would be the last TWIG Ops meeting but RJC praised all for their effort and commitment he gave special praise to D for her contribution and went to explain that D had also come to a point where she felt it was right to resign from TWIG Ops as she was herself undertaking a range of other exciting projects. All thanked D for her contribution.</p> <p>RJC pointed out that there be an event on November 14th to discuss these changes further all would be invited. The event would be held at the Ortus Centre Maudsley</p> <p>JBV added how she was in favour of more opportunities for all service users and carers. This was also supported by GA.</p> <p>D asked if there were any questions, there was not. D asked those present if they wanted to attend on the 14th November's engagement event.</p> <p>All present did. D closed the meeting.</p>		
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