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**Haringey Service User and Carer Forum**

13th January 2020 14:00 – 15:45

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| **Chairs:**  **Present:**  **Minutes:**  **Abbreviations:** | A. Dipino (A.D) & H.Brindley (H.B)    C.Francis (C.H)  S.Rupasinghe (S.R)  B.Nagy (B.N)  E.George (E.G)  O.Ibrahim (O.I)  C.Ablett (C.A)  P.Lowcock (P.L)  S.White (S.W)  M.Hamaizia (M.H)  D.Marshall (D.M)  D.Elwadhi (D.E)  F.Yeung (F.Y)  L.Hansen-Bay (L.H)  P.C.R (PCR)  C.Groves (C.G)  D.Andersen (D.A)  S.Olubi (S.O)  K.Asante-Boateng (K.A)  S.Sridharan (S.S)  **DP**=Discussion points |
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|  | Meeting Summary | **Action** |
| 1  2  3  4  5 | Round of introductions  Actions  Notices  Agenda Items  2020 Forum Planning |  |

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| **1.** | **Introductions** | **Action** |
| 1.1 | Introduction of meeting attendees |  |
| **2.** | **Matters Arising & Actions** |  |
| 2.1  2.2 | **Trust website**  DP: Why is the Trust website secure for Trust staff but not for service users?  The website is a public website and service users access it via a guest account. To be secure use google VPN.  **Outstanding Actions**  Carried forward to February. |  |
| **3.** | **Notices** |  |
| 3.1  3.2  3.3 | **Open Dialogue Conference**  Family Voices and Choices. Saturday 28th March 10.30-4.00pm. Attendance is free, donations are welcome.    **Meeting minutes**  Sinthu Sridharan (forum minute taker) is leaving her post. If there is anyone who would like to take the minutes for the forum going forward, please get in contact with Helen Brindley. A laptop could be provided by the Trust for the individual to take the minutes  DP: Can the post be paid?  We are looking into this, there is a chance the post can be paid  **Service User Involvement Register**  The Patient Experience team are in the process of revising the wording/protocol of the SU involvement register before officially launching it due to concerns raised about some of the wording found in the leaflet. Although the register is not live- the Patient Experience Team is still accepting registrations from service-users interested in joining the register. If you would like to add your name to the register, please send an email to Casey Francis at: [casey.francis1@nhs.net](mailto:casey.francis1@nhs.net) |  |
| **3** | **Agenda Items** |  |
| 4.1  4.2 | **Trust Matters Magazine**  Elizabeth George and Bea Nagy from the Communications Team attended to gain feedback about the Winter Edition of the Trust Matters magazine 2019 and to gather suggestions for the upcoming Spring Issue. Trust Matters is produced 3 times a year and is distributed widely including across Trust sites, GPs, libraries and to other community settings.  A copy of the magazine can be found by clicking on the link below  [www.beh-mht.nhs.uk/events/NHS\_BET\_Magazine\_WINTER\_2019.pdf](http://www.beh-mht.nhs.uk/events/NHS_BET_Magazine_WINTER_2019.pdf)  Suggestions in the discussion were for:   * More pages written by and for service users and carers - * Including information on the Haringey Service User and Carer Forum including a brief history of how the forum started and interviewing someone’s experience of attending the forum * A page to be included with information about what to do in emergencies, including practical help/support and information on crisis lines * Top tips section from service users. * More stories from service users and carers and their experiences of mental health * The story on about the Art Wall in the Halliwick was great * Can the electronic version of the PDF be made mobile friendly? * Half a page with “Dates for your diary” * List of departments/directory of services * A piece on the Recovery College * The design of the booklet looks more staff focused rather than service user focused. The magazine is for service users, carers and staff   If interested in writing a piece for the Trust Matters Magazine, you can get in touch with the Communications Department by sending an email to:  [beh-tr.communications@nhs.net](mailto:beh-tr.communications@nhs.net)  **Receiving Information about mental health conditions**  Elizabeth asked how attendees would like to receive information about mental health conditions. The Trust has in the past printed a large range of leaflets and the Communications Team is currently reviewing this and considering whether to provide links to online information instead/as well.  Points raised in the discussion:   * It is nice to have hard copies of information and leaflets. * There is a wide range of leaflets provided by different organisations (including Mind) and it is not necessary to create additional ones. * Staff can print leaflets out or direct service-users to the relevant website * How to communicate information about mental health conditions depends on where the person is in their treatment journey – staff need to be mindful of when to give information * Putting a notification or an alert on the computer can remind staff to give information leaflets to service-users. It is helpful to have a prompt. | Action: Communications Department to organise a Focus Groups after the Haringey Service User and Carer Forum to get feedback on the next edition of the Trust Matters Magazine |
| **5.** |  | **Action** |
| 5.1 | The forum was used to discuss themes and topics meetings attendees were interested in hearing more about in the upcoming year.  Ideas for upcoming forums raised in the discussion included:   * Peer related experiences. Hearing tips from people with lived experiences. * Discharge process in mental health services- how are we moving people on? * How treatment pathways are set up? Inviting professionals from different pathways to speak * Hearing more about co- production at St Ann’s hospital * Care-coordination – a follow up discussion from the preliminary discussion on “What do you want from you care-coordinator?” * More service User led forums * Crisis Planning and what to do in a Crisis? * Black and minority ethnic accessibility to mental health services (BME). What services are available to people from BME backgrounds and how to increase their access to services? * Long-term physical conditions and mental health * Pathways into work * Open dialogue * More forum space facilitated by carers * Hearing from the Psychosis Psychology Pathway * What’s happening in St Ann’s? Information on groups/activities happening in St Ann’s e.g. gym, groups run by Occupational Therapists, etc. * Life skills, survival tips, recovery journeys – coping after discharge. Giving service users a dedicated space every month at the forum to speak about their recovery journey and/or experiences of mental health * St Mungos and Homelessness * Hearing from the Acceptance and Commitment Therapy Enablement group, a community group that is peer led * Inclusion Barnet and the Enablement Lead * Parenting /Kidstime     A provisional plan with the forum themes for the upcoming months will be put together and brought to the next forum to discuss and finalise | Action: Agenda to include a 5 minute space for service users to speak every month about their recovery journey/experiences of mental health  Action: Sinthu to circulate the Kidstime leaflet with the January minutes |
| **6.** | **Next Meeting** |  |
|  | Monday 10th February - Theme: National Survivor User Network - Alison Faulkner |  |