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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)  G. Mohite  K. Rose  M. Groza  B. Amadi  L. Sampson  S. Filby  A. Faulkner  S. Collins  L.Huyskes  O.Ibrahim (O.I)  M.Hamaizia (M.H)  D.Marshall (D.M)  P. Fraser  R. Ndebele  P.Hassan  S. Olubi  H. Kassim  S. Kabra  L. Harding  J. Douzenis (J.D)  **DP**=Discussion points | **Apologies:**  C. Ablett  P. Lowcock  S. White  R. Hudson  G. Passaway  S. Christian  M. Slapper |
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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  2.3  2.4 | **Feedback from new hospital model**  DP: Transition to new hospital  The Feedback from the workshops will be ready soon. If anybody would like to join the workshops/work streams, let H.B know and she will put you in touch with the relevant people.  **Feedback on staff with disclosed disability in the trust**  From the NHS anonymous Staff Survey, 18% of staff disclosed they had a disability. This is in contrast with the 4-10% formal figure disclosed by staff on appointment.  If anyone would like to take the opportunity to take five minutes in one of the Forums to speak about your recovery journey and experience of mental health, please contact H.B so a time can be kept for you.  Trust Information  DP: Could the Communications Department develop a flow-chart of Trust services to make navigating the system easier, instead of the A to Z format that is currently used on the internet. | H.B to request actual numbers.  HB to pass on to E George |
| **3.** | **Notices** |  |
| 3.1  3.2  3.3  3.4  3.5  3.6  3.7  3.8  3.9 | **BUDDI** (alternative to life line; useful for frail elderly people)  This system works via a smart phone and requires internet or 3G connection instead of a landline. There is a monthly fee to be paid. If you do not have a smartphone you can pay a small amount extra and BUDDI provide you with a clicker you can keep on your person in case of emergency.  **Communications Department**  The communications department are carrying out interviews after the forum meeting for the Trust Matters magazine. If someone would like to be interviewed and are free, they can stay behind after the group.  **Focus Group for new wellbeing group**  A new Well-Being group is being developed by the South East Locality Team (SELT). A focus group will be held after the forum meeting next month (09.03.2020). The focus group aims to gain insight from service users about what they would like to be included in the wellbeing group.  **Running With Purpose for men**  Men interested in running together while getting fit and having a real conversation are welcome to join the group who aim to fight depression, social stigma and anxiety. Next meetings at Park View Café at 11.30am on 15th and 29th February.  **Bipolar Support Group**  A peer run bipolar support group has been set up in the community. It is open to people with a bipolar diagnosis, carer, professionals or those who simply have an interest in bipolar. It runs every first Monday of the month from 7:30 to 9:30 pm in the Mitalee Centre, 22 Stanley Road (off West Green Road), N15 3HB.  **Trust Community Services Redesign Workshops**  Two workshops are being held to discuss the trust re-design on 11th and 14th February.  **Haringey Council Carers Strategy Consultation**  26th February 10.30 – 2.00pm, George Meehan House, 294 High Road, Wood Green N22, 8YX. To book a place please contact Val Chinaglia on 020 3196 1900 or email val.chinaglia@publicvoice.London  **Family and Carer Workshops on the Wards**  Staff and service users from one of the New Hospital Workstreams fed back about discussions for plans to develop a 7 day activity programme on the wards. Questions to gain feedback to help plan the programme will be sent out with the minutes. The questions are directed to service users, carers and professionals.  DP: Will the programme be open to people who have been recently discharged?  They are currently looking into the possibility of this and how it could be done. The idea is that the programme will build links with community services by bringing community teams into the wards to carry out activities. This will hopefully make the transition from the ward back to the community easier.  **Service User Involvement Register**  The register is yet to be finalised and rolled out. If anyone would like to register or would like to check if they are already registered, please send an email to Casey Francis who will be happy to check for you; [casey.francis1@nhs.net](mailto:casey.francis1@nhs.net) |  |
| **4** | **Agenda Items** |  |
| 4.1 | **National Survivor User Network – Alison Faulkner**  The NSUN is a user led network that was established with the aim of connecting and bringing attention to community service user groups and independent service users living within the community. Currently there are 4,500 groups and individuals registered on their network from across the country. The send out weekly bulletin emails to update registered members on the activity of other groups and may also include what has been happening in policy planning meetings NSUN has been invited to. NSUN is also able to help direct community led groups to funding sources. Currently they are involved in campaigning for the MHA Review. They believe it should be more aligned with the UN CRPD standards though are understanding that a more realistic approach may be used in the future. |  |
| **5.** |  | **Action** |
| 5.1 | **Service User and Carer Draft Programme**  A draft for the 2020 Forum Programme was circulated. If there is anything that you believe should have been included or any feedback about the programme at all please let us know.  DP: Look into the possibility of inviting peer support workers to discuss about their job role next year. |  |
| **6.** | **Next Meeting** |  |
|  | Monday 9th of March - Theme: What do you want from your care coordinator? - Maxine Slapper |  |