



FoCUS

South West Surrey Area Group Meeting Wednesday 3rd October 2018 1pm – 3pm

Wilfrid Noyce Centre, Crown Court, High Street, Godalming, GU7 1DY

Minutes of the Meeting

Attendees: Claud Norris (FoCUS Rep SW), Paul Earl, Linda Gilligan, David Muir (FoCUS Rep SW), Tony Hall (FoCUS Rep W), Rosemary Moore (FoCUS Rep NW)

Caroline Hampshire (Welcome Project), Nikki Green (People Participation Experience Lead, SABP), Zeenat Mosaheb (Complaints and PALS), Donna Davies (Advocate SDDP), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Simon Tester, TMG, Paul Alexander (CMHRS Manager), Sue Shaw, Anne

1. Welcome, introductions, ground rules

Jane Ahmed welcomed members and reminded the group about the ground rules.

2. Minutes of previous meeting (September 2018)

Accuracy

The minutes were agreed as an accurate record.

Actions from July 2018:

1	The Trusts response to Action 1 from the July minutes regarding complaints notes that "if a response is not provided within six months
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	<p>from the date of the complaint, the body complained about must write to the complainant to explain the delay”. SW FoCUS members felt that this was too long and would like to highlight this to the Trust – those who have complained should be regularly informed as to the progress of their complaint.</p> <p>Completed: the information provided in the July actions/minutes was the national guidance for NHS complaints. In SABP people are kept informed of the progress of their complaint investigation and if there are any delays anticipated in receiving a response. Our target is to achieve 80% of all complaints in 25 days to the person making the complaint and we are working to achieve more than the 53% we are currently achieving. We sometimes, cannot achieve the 25 days when a complaint may be especially complex or if we are not able to get consent from someone. Please be assured that we are working to improve our support to people and welcome your feedback on how people are experiencing complaints/PALS to help us with this. Would it be helpful to schedule a meeting on complaints at one of the upcoming area groups to hear directly people thoughts and suggestions?</p>
2	<p>FoCUS have noted, and are concerned, about the lack of leaflet provision in the old and new reception areas at Farnham Road Hospital. Can the Trust confirm if this was picked up as part of the 15 Steps visits that took place before the summer and if not can this be addressed?</p> <p>Completed. This has been picked up by June Ryan, Matron for Farnham Road Hospital and a review of leaflets and availability will take place.</p>
3	<p>FoCUS would like to know why SABP have chosen Coughlan Lodges to partner with for people in West Surrey/Hampshire for the Crisis Overnight Support Service as there are a number of outstanding safeguarding issues at Coughlan Lodges that go wider than SABP, why are SABP still using them?</p> <p>Completed. We are not currently using Coughlan Lodges and we cannot directly comment on any Safeguarding meetings/investigations but Multi-Agency procedures are expected to ensure that all commissioners/providers who use the services under investigation are alerted and invited to relevant meetings. We have good links with neighbouring Local Authorities (such as Berkshire) and are invariably involved in relevant meetings and investigations. In general terms we would always be guided by the actions and decisions made at Safeguarding meetings together with our own ongoing reviews of</p>

	services – and would act accordingly. The ongoing safety of people using services is always of paramount concern and it would not be unusual to temporarily stop using a service whilst further investigations/enquiries were undertaken.
4	Helen Potter to find out if the Advanced Statement and Advanced Decisions Policy is available in easy read? Completed. <i>Helen confirmed that the guidance and the form to complete will be made into an easy read version.</i>
5	Suggest to SABP that Rep Elections are handled by an outside agency. Completed. <i>A response was received from Jo Lynch and circulated to SW FoCUS Members confirming that the Trust are confident the support organisation will carry out the elections within due process and that they do not believe there is a conflict of interest. Surrey Coalition of Disabled People are contracted to carry out the Rep elections on behalf of SABP.</i>

3. Local Issues from FoCUS members

Good news and Compliments

David Muir has been nominated for an Active Surrey Sports Award and this will take place at Farnham Rugby Club on 8th October . If successful David will be put forward for the County award.

Caroline Hampshire spoke to a psychiatrist at Waverley CMHRS who kindly gave her a verbal supporting statement that Caroline could include in the letter she needed to write for a client. Caroline felt this was very helpful.

Local Issues

David Muir attended a mental health forum yesterday and reported that he has been doing a lot of work with Mencap with a project called 'treat me well'; he is helping with easy read, learning disability information, and helping those with mental health problems with communication and befriending people. SABP are supportive of this work. David will be working with different organisations to try and ensure there are no gaps.

Paul Earl spoke about his concerns and Zeenat Mosaheb advised that if a person needs support in between appointments they can contact their care coordinator or speak to the rapid response team and they will certainly consider this and try to see you sooner.

Claud Norris attended a meeting in Cranleigh (Bloggs Way), recently and asked for some older adults literature which she found was very out of date and need updating. Zee will take this back to the service at Bloggs Way.

Rosemary Moore spoke about leaflets at Farnham Road Hospital and was pleased to see that some FoCUS leaflets had now appeared on one of the wards near to the sign in sheet.

4. Participation & Involvement, Nikki Green

Nikki attended the meeting to give an update regarding the planning stages around improving participation throughout the Trust, noting that this is still at the very early stages but they wanted to update about roles, feedback and moving forward.

Some FoCUS Members were involved in the recent workshops where FoCUS and the Trust developed a driver diagram as to how to take participation forward. The first thing to be achieved was to get someone from the Trust to lead on participation and Nikki began by explaining that she is now is the lead for People Participation and Experience. Liz Holland is Nikki's manager and will be taking over the role Jo Lynch has with FoCUS over the next few months; the transition will be managed slowly ensure things are not lost.

Nikki has been in the Trust for 28 years and until recently has been in the QI team and is now the People Participation Experience Lead and will be working with Liz to get things going.

Much of the overall feedback received from those engaged with was around having wider representation, much more participation and how people within FoCUS can have more hands on influence in improvement and be actively able to participate in involvement.

The Trust are suggesting that FoCUS area groups and the FoCUS Committee remain as they are and suggested introducing a 'Working Together' group consisting of four members from each area group and Trust staff – all would be equal members. This group would look at issues raised locally and then pick the most pertinent issue to work on, suggest ideas etc. make it happen and then take these to FoCUS Committee for sign off. For example, should there be a concern regarding wards rounds this would be taken to the Working Together group who would brainstorm as to what should happen to resolve this, it may be decided that a leaflet

is necessary and the Working Together group will take on actions and create the leaflet. Once completed this would be taken to FoCUS Committee for approval and rolled out across the Trust if agreed using the QI method. This way people are involved in shaping and making this happen.

When thinking about the Working Together group it was suggested four people from each area attend, however these people would need to be those who want to take actions and move things forwards. It may be that the same for four people are on the Working Together group for up to a year but people can swap if necessary.

Paul Earl felt that the Reps should be involved as part of the 16 people that attend the Working Together group.

David would like to ensure that any Working Together group will be able to provide easy read information and Nikki agreed.

David and Claud are still waiting to re-visit Farnham Road Hospital to look at Communication Windows and signage.

Claud Norris thought the Working Together group is a really good idea so that a person has input into something actually happening but queried how will it work if there is no cohesion between the Reps and these four people on the working groups. Jane Ahmed explained discussions that took place around this at the E&M FoCUS meeting on Monday and noted that it is all up for discussion.

Rosemary Moore felt that the four places from the area groups on the Working Together group should be open to everyone.

Paul Earl commented that paperwork needs to be more accessible and that Agendas need to be easy read. The support team noted Paul's concern and are in the process of having the Agenda made into easy-read.

Rosemary is impressed with Janie Hunt and asked Nikki to explain her role. Whilst Nikki was not at the meeting to talk about QI she explained that Janie is one of our lived experience people who works with the team, giving us suggestions and is also a graphic designer.

In terms of other participation work, the Trust are looking at creating wider opportunities for people and creating a resource building up a group of

people who are interested in participating actively within the Trust with the aim of increasing participation by 50% next year. A very low level of recruitment will be used to ensure people are ready to be involved in this way and they hope to use people's experiences for improvement.

There will be opportunities for volunteers but also the opportunity to work as a Band 2, 3 or 4 staff member while working on a particular project. A profile will be created for the individual around their interests and experience and when opportunities arise the Trust will try to match people to this. There will be roles available for volunteers and Banded staff members and for that period of opportunity the person would be a member of Trust staff, work in the team and be actively involved. There will also be the opportunity for someone to work up the scales and build their CV as they work through different opportunities as well as training and development.

Nikki and Liz will have an HR person working with them to look at how they can get volunteers involved and have a budget to pay people to do some work on specific projects as noted above.

Paul wondered how they will recruit people who use services and Nikki explained they will do anything and everything to get people involved and have already looked at a number of ways that volunteers get involved with the Trust and will use this knowledge; there will be a variety of ways to promote these opportunities which may include coffee mornings/evenings, drop-ins, flyers, posters, radio advertising and via FoCUS.

David Muir asked that when sending out flyers and leaflets please keep in mind that a person may need easy read information and what the person may need for encouragement. Nikki has noted that support will be needed for individuals and when doing contracts for people this needs to be taken into account.

Rosemary Moore had asked for the Volunteer Policy, which was received, however was concerned that there is no Director of Workforce to ensure this is being adhered to and was concerned about those who may be on benefits and how any employment may affect them. Zeenat informed the group that Victoria Bishop is the interim Deputy Director of HR and that any HR person working with the participation staff would be aware of potential issues and concerns regarding this.

Nikki asked about terminology for those in the participation team and what members felt about calling them 'experts by experience' - how does that

make people feel? Many members felt that a new title for this would be beneficial and some do not like the term 'expert by experience'.

5. CMHRS Update

There was no CMHRS Manager present to provide an update.

6. Questions to PALS, Zeenat Mosaheb

Members discussed complaints and Rosemary Moore reiterated that she felt the answer to a complaint must be agreed by the person complaining; i.e. does the person complaining agree with the outcome? Zeenat will feed this back to the line manager.

Zeenat also noted that NHS England does not indicate timescales for responding to complaints, however as a Trust they endeavour to respond within 25 working days and depending on complexity of the investigation this can take longer. Zeenat was clear that they do keep all complainants updated on progress.

When asked about receiving a complaint from someone who may seem suicidal Zeenat explained that if this were the case they would get in contact with the service and ensure the person is safe and that treatment is provided.

Paul raised a question previously regarding concerns over the figures in the People's Experience report and asked how well the Trust are doing against the 25 working day response target. Zeenat advised that target around two months ago the Trust were 35-40% against that target which does need improvement. It was suggested that when reporting complaint figures in the People's Experience Report they include a percentage figure against hitting the 25 day complaints response target. Zeenat agreed to take this back.

FoCUS Members would like to ask who devises the targets for referral from the GP to the CMHRS and is this currently 28 days?

7. FoCUS Terms of Reference

Jane Ahmed explained that the Terms of Reference for FoCUS are now due for review and whether any members had any comments they would like to raise.

It was noted that arrangements for the Co-Chair meeting had now changed and this takes place on the same day as the FoCUS Committee, just prior to the start of the meeting.

Rosemary Moore felt that should be help for carers who may want to become FoCUS Reps but their caring role may not allow them to do so; for example the carer should be able to bring the person they care for to the meeting.

Claud Norris agreed to help Paul access the Terms of Reference and Reps Pack with a more accessible version.

David Muir spoke about the feeding for information between SW Valuing People's Group, the Independent MH Network and FoCUS to ensure information gets to all areas; it was agreed that this would be discussed outside of the meeting with the support team.

8. Date of next meeting

Date of Next Meeting: Wednesday 5th December 2018, 1pm – 3pm at Guildford Baptist Church, Millmead, Guildford, GU2 4BE

Issues to go to next FoCUS Committee meeting on 13th November 2018

1	FoCUS Members would like to ask who devises the target for referral from the GP to the CMHRS and to confirm this is currently 28 days? How well are the Trust doing against this target as FoCUS has heard of a number of experiences that far exceed this timescale.
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Actions

1	A FoCUS Member recently found that information on the Older Adults service at Bloggs Way in Cranleigh was out of date and Zeenat will take this back. Completed: Zeenat spoke with Sally Hankin, Lead Admin at Berkeley House for Waverley CMHRS, who explained that the Older Adults Team no longer use that office and any information that is there is likely to be old. Sally apologised and explained that all information relating to the Older Adults team is held at their main office at Berkeley House. Sally agreed	Zeenat Mosaheb
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	to remove any old documents the next time she is at the office and will liaise with Grace Tan, Manager at the Older Adults team, to advise her to update their welcome packs if needed.	
2	David and Claud are still waiting to re-visit Farnham Road Hospital to look at Communication Windows and signage. Completed. Jo Lynch discussed with David and Jo is following up as David has requested a further visit.	Jo Lynch
3	It was suggested that when reporting complaint figures in the People's Experience Report they include a percentage figure against hitting the 25 day complaints response target. Zeenat agreed to take this back. Completed.	Zeenat Mosaheb

Contact details for your Support Team

<p><u>For Member support please contact:</u> Carol Pearson and Jane Ahmed at the Surrey Coalition of Disabled People Tel: 01483 456558 Text: <u>077809 33053</u> Email: carol.pearson@surreycoalition.org.uk Email: jane.ahmed@surreycoalition.org.uk Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL www.surreycoalition.org.uk</p> <p><u>For Meeting support please contact LF Solutions</u> Lucy Finney / Office Tel / Text: 07727 273242 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk</p>
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Glossary of Abbreviations:

AMP	Approved Medical Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CPA	Care Planning & Assessment
CPA	Carers Practice Advisor
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission

CQUIN	Commissioning for quality and innovation
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
OT	Occupational Therapist
PALS	Patient Advice and Liaison Service
PETS	Patient Experience Trackers
PICU	Psychiatric Intensive Care Unit
PPG's	Patient Participation Group
PRG	Patient Reference Group
PVR	Public Value Review
QUIPP	Quality, Innovation, Productivity, Prevention
SABP	Surrey and Borders Partnership
SCC	Surrey County Council
SDS	Self Directed Support
SHIPP	Surrey High Intensity Partnership Programme
STEPPS	Systems Training for Emotional Predictability and Problem Solving