



FoCUS

South West Surrey Area Group Meeting Wednesday 4th September 2019 1pm – 3pm

Godalming Baptist Church, Queen Street, Godalming

Minutes of the Meeting

Attendees: David Muir (SW FoCUS Rep), Rosemary Moore (SW FoCUS Rep), Paul Earl, Linda Galligan, TMG, Claud Norris (SW FoCUS Rep)

Simon Martin (Programme Manager, SABP), Jane Wilkins (SCC Adult Social Care, LD & Autism team), Sue Shaw (SABP Chaplaincy, Spiritual and Pastoral care), Donna Davies (Advocate, SDPP), Natasha Cumberland (Service Manager Waverley CMHRS), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, minute taking)

Apologies: Caroline Hampshire (Welcome Project), Anne Cornell (Older People's Community Mental Health Team for Guildford & Waverley), CP

1. Welcome, introductions and ground rules

Jane Ahmed welcomed members and reminded the group of the meeting ground rules.

The group will pilot using flip charts that members can use to update others on good news or issues that are not relating to SABP services. This idea will be piloted under Quality Improvement (QI) the idea being that we will test this out and see how everyone feels.

FoCUS will also be trailing easy-read agendas at the October meetings.

Jane asked for those who may raise local issues to be noted in advance so that those with local issues will be time to raise them.

2. Minutes of previous meeting (July 2019)

Accuracy

Page 5: TMG clarified that Paul Earl had suggested there should be a safe haven on campus for University students as the safe haven in Guildford is not suitable for students.

TMG asked if the SPA can be added to the glossary at the end and this will be actioned.

Page 2: Tony Hall wished to amend comments suggested the following: With regard to the Coalition Newsletter Tony Hall wished to flag up concerns that the newsletter is not communicated to residents groups an unidentified area for those most vulnerable in our society. It was raised at Surrey Heath Public meeting that residential groups were unaware of the good work being done for the most vulnerable in Surrey and took the action to raise this with Surrey Councillors to include the Surrey Coalition News so that it could be distributed to the resident groups within NW and SW Surrey.

Subject to the changes above the July minutes were approved as an accurate record.

Please note once the minutes are approved they will be published on SABP's website, if you do not wish your name to appear please let LF Solutions know.

Actions from July 2019:

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| 1 | <p>David Muir suggested including stakeholder and Recovery College events in the Coalition News. Completed. Thank you for this suggestion. Unfortunately, we are unable to include every event and meeting in the newsletter because we are limited on how many pages we can include. We try to include information relevant for the whole of Surrey & North East Hampshire. We can certainly consider promoting one Recovery College course if this is something they would like us to do (or a more general article about the Recovery College). For information, Coalition News goes out to around 2000 people and almost 1000 of these are in print (to</p> | Support Team |
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| | <p>people with no email) so it is very important that we do consider the size of each edition. Clare Burgess, CEO Surrey Coalition of Disabled People.</p> <p>Members asked if the Coalition News was easy-read and learnt that it is not currently easy read but there is an audio version available.</p> <p>Rosemary Moore noted that the Coalition News is good to find and read the FoCUS newsletters which are far easier to find as it can be difficult to find FoCUS on the SABP website.</p> | |
| 2 | <p>Page 9 of the March minutes – with regard to the Coalition Newsletter, Tony Hall wished to flag up concerns that the Newsletter is not legible or accessible. Completed. Thank you for giving this feedback. If you would like to contact us directly to let us know which bit was not legible we would be very happy to look into this for you. We produce Coalition News in audio format if this would be of interest, the link to this is on our website and we also send out a CD recording. To ask for Coalition news in audio format please contact the Surrey Coalition office. Clare Burgess, Surrey Coalition of Disabled People.</p> | Support Team |
| 3 | <p>Outstanding Action from July meeting: FoCUS Members would like to ask the Trust to give them a clear indication of what people are entitled to as a Member of SABP (also in easy-read) and can Trust rethink their position on transport to Members day. Completed. Regarding the benefits of membership these are set out in the membership leaflet, which is also available in easy-read, the link to which is included below.</p> <p>Unfortunately we are unable to offer transport to our Members' Day which is held at Trust HQ. Previously, if we used a venue where public transport links are not good, we have provided a minibus shuttle from the nearest train station. However, as Trust HQ is so close to Leatherhead train station, we do not feel the need to provide a minibus from Leatherhead train station. Our policy</p> | Jo Lynch Comms |

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| | <p>has always been to provide information on how to get to a venue, either by car or by public transport, and to provide information about parking including disabled spaces, but unfortunately we have never been in a position to organise transport for our Foundation Trust (FT) members or indeed to reimburse travel expenses. (The one exception is those members who are Governors).</p> <p>We do have leaflets on our website in Standard, Easy Read and Large Print formats which mention travel expenses around involvement i.e. we pay travel expenses for FoCUS Members to attend FoCUS meetings - see the Easy read Focus leaflet. While FT members get 'invitations to events' (but not transport) - see the easy-read Membership leaflet .</p> <p>However, we will discuss whether 'dial a ride' transport might be an option for those with mobility problems to attend if they live nearby.</p> <p>Paul Earl spoke with Diane Tamblyn at the Trust regarding the Members day in September and he will attend under his own steam but is surprised there is little support or provision made for people to attend the members day events. There is the opportunity for people attending to park in the Trust care park on the day but this is on a first come first served basis.</p> <p>David Muir felt the Members Days and FoCUS are good but agreed that they are not widely known about. Members would like to think about how they can promote FoCUS and engage more people.</p> | |
| 4 | <p>Natasha Cumberland advised that there are staff members who have gone on to work at universities and they maintain links with them. Natasha agreed to find out more information about the locality of what they do for universities. Completed. Justin Wilson, SABP Chief Medical Officer, provides a weekly clinic at Surrey University combined with working directly with the University wellbeing clinic and also the</p> | Natasha Cumberland |

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| | <p>local GP surgeries in the area.</p> <p>TMG thanked the Trust for the work they are currently doing in the university, however highlighted that the school of Veterinary Medicine, which is part of the University, behaves as an independent unit and these cohort of young people are least likely to approach wellbeing centres. FoCUS would like to ask the Trust to please get in touch with the Vet School at the University of Surrey also.</p> | |
| 5 | <p>FoCUS would like to know a timeline for publication of the Transfer leaflet and Natasha agreed to find out and report back. Completed. We are unable to provide a specific time-line for publication of the leaflet as this will be dependent on the feedback that is received however the Trust will keep the group updated with when it is due to be published and circulated.</p> | Natasha Cumberland |

Rosemary Moore asked if there had been any further update regarding the Section 75 withdrawal, particularly how it may affect Older People's Services. Natasha Cumberland confirmed they don't know that much more but there is a meeting taking place of the CMHRS managers next Friday where they may be told more.

3. Feedback from FoCUS Committee

Jane Ahmed updated the following:

- FoCUS have two new Reps Sharan in the NW and Pam in the West.
- The Trust will continue to ask their Governors with a learning disability to become involved in work that the Trust is doing around learning disabilities when appropriate to their Governor role.
- The dementia workstream are looking to involve a person who uses services or a carer (who is involved in dementia) in their group (covering Surrey Heartlands). The Trust are drafting an email to outline what they are looking for in terms of involvement.
- FoCUS have asked for regular updates regarding dementia.
- The Trust's new Head of Participation, Improvement and Experience, Emma Binley, came along to the meeting to update on participation work.
- Emma gave an update on the work of the Participation team and noted they are recruiting a new Participation Coordinator role.

- The Working Together Group has been working on social prescribing and looking at whether they can co-produce, design and implement the People, Participation and Experience Strategy and hope to hold a day in October or November where everyone can attend and have input.
- The Trust are looking to develop co-produce and co-deliver participation training for staff and those who wish to participate; support structures for volunteers and participants; participation in QI projects; participation in recruitment and developing training and the communications strategy. They've also reviewed other organisations to see what participation work they are doing.
- The Carers reports highlighted continuing difficulties with SystmOne and meetings are taking place to see how they can build something to capture carers information. FoCUS has also suggested the Trust explore why people may decline a carers assessment.
- There is a need to be clear on care pathways for young carers as the aim is to prevent children and young people taking on caring responsibilities.
- FoCUS members who are carers were recently asked what top 5 things they would like in the Carers Strategy and FoCUS heard that the suggestions submitted have been included in the Strategy. This is currently with Comms and will then go to the Board.
- Ann Stevenson and Emma Binley are working on developing staff caring policies and Carers Champions.
- Emma Binley will be taking over as the Carers Lead at the Trust when Ann Stevenson retires at the end of the year.
- FoCUS were pleased with the People's Experience Report but fed back that there continues to be white writing on a coloured background; the Trust acknowledged this and are aware this must be improved but it can take time for the message to filter through. This report will soon come under the Participation team and Emma took these concerns on board.
- Data on those turned away from safe havens due to intoxication has been recorded.
- The Trust have submitted a bid to focus on the transition to adult services for 18-24 year olds and hope to get some money to address the issues which will be more community based.
- Justin Wilson is very much involved in GP clinics for mental health and is trialling a weekly clinic as Surrey University as well being directly working with the University wellbeing clinic and also the local GP surgeries in the area.

- CMHRS and inpatient staff who felt de-skilled around autism have been attending training and each CMHRS will have a talk about autism and the camouflage effect that can lead to misdiagnosis.
- FoCUS wanted to know if the Trust have a Learning Disability Strategy as one Rep has been asking how the Trust communicate with those with a learning disability. There is a Governor's task and finish group looking at easy read information and whether the SABP 'house style' needs to be amended so that teams can easily produce easy read documents.
- FoCUS appreciated the apology and update around the digital work but did not understand why engagement hasn't progressed. The Digital team will be asked to explain the intent for people using services and carers going forward.
- The Your Views Matter contract is up for renewal soon and some Reps suggested that the www.iwantgoodcare.com style feedback should be considered to be used by the Trust as part of this review but other Reps felt that this type of feedback may give the opportunity to for people to leave false or negative reviews which would not help those in crisis looking for support.
- Issues regarding the social time at the safe haven highlights the lack of social evening groups available in Surrey.
- Discussion took place about Discharge/Transfer from Community services, and Tham Dewar informed FoCUS that Care Plans can be printed off SystemOne, however if there are issues please let him know so he can support teams to do this properly.
- It was agreed that people using services shouldn't be hearing about discharge at the point they are discharged and if individuals are experiencing problems please raise it with the team managers, PALS or Tham Dewar who can establish if there are problems with individual teams.
- There is currently no Discharge Policy in place but a Clinical Team Lead has been asked to draft a process so they have a policy in the future.
- Borderline Personality Disorder is now often referred to as EUPD (Emotionally Unstable Personality Disorder).
- The Trust are working closely with Mary Frances Trust and have developed a Step Down programme for those who have finished STEPPS and want a little more support. Some people will continue under SABP Services and some will be discharged. Catalyst will provide the same Step Down programme in the West.
- Treatment by choice will be provided but will be based on what is suitable for the person at the time, however if the person does not meet the criteria they will not receive the service.

- Angela Devon explained clusters a little more fully but highlighted that the most important thing is the clinical relationship. When the cluster a person will be in has been decided it will be reviewed frequently.
- Children's services remain a large focus for the Trust although waiting lists have improved over the summer.
- The Trust are focussing on compassionate, collaborative leadership, joy at work and generally the overall culture of working together and creating a better organisation to work for.
- Heather Caudle will soon be joining the Trust as Chief Nurse.

TMG asked whether the Trust are involved with other Universities in Surrey and NE Hants and whether they are being supported? Many students are away from home and away from anyone that knows them well.

FoCUS would also like to know more about support for those who live in Surrey but who may go to university outside Surrey. TMG felt that wellbeing centres have fewer councillors than before, lots of students have barriers to approaching wellbeing centres and the Trust need to train staff to find other ways to engage with students. Natasha explained that those students who are open to the mental health team that are going to University out of area the Care Coordinator will liaise with the University and the care plan will be reflective of what life will be like. They will then either stay with the local CMHRS and be followed up outside term time however if the student needs something additional to the wellbeing centre in the University they may transfer care to the CMHRS local to the University.

TMG highlighted 'Emerge', which is peer advocacy at Royal Surrey County Hospital in Guildford and noted that it's about getting to students after they become unwell.

TMG also spoke about autism support and that Surrey scored red for whether mental health services were meeting the crisis needs of autistic people who did not have a learning disability putting it in the bottom 22% of the country.

Rosemary Moore asked when the change of term from Borderline Personality Disorder (BDP) to Emotionally Unstable Personality Disorder (EUPD) came about and why clinicians use both and why the name has changed? It was noted that often names may be changed as it may explain the condition better.

FoCUS has asked for copies of the Carers handbook and they can be found here: <https://www.sabp.nhs.uk/our-services/advice-guidance/info-carers-families/carers-handbook>

4. Local Issues from FoCUS members

Good news and Compliments

One SW member reported that they have started to answer the phone during opening hours at Berkley House and whilst they may not be able to sort a problem out it makes a big difference.

Local Issues

Please can the Trust keep FoCUS updated about whether autism training will take place at the acute hospitals.

One of our FoCUS members is a service user and a carer for their mother who is also a service user in the Trust but under a different service (i.e. working age adults and older people's). It is often difficult to sort things out for the person being cared for because nothing seems to be connected and they can't seem to get information from one department to another. If you are the person using services and are seen to be dealing with an issue it is assume you don't need help – which is often far from the case. How can the Trust make it easy for a service user to get information/sort things out for the person they care for who is under another service in the Trust?

Paul Earl raised an issue that he does not feel he has support from his GP service as a carer and Natasha Cumberland explained that he should have received a carers assessment carried out by the community team or the GP.

Claud Norris spoke about medication which is sometimes prescribed by the CMRHS and sometimes by the GP and suggested that this information should be shared. Natasha explained that the CMHRS do share this information with the GP and it will also be available on a person's record. Simon Martin expanded on this point by explaining that every point of care delivery is set up in its own legal entity i.e. a GP is a Limited Company etc. and therefore currently sharing information is difficult. A system called the Surrey Shared Care record is currently being trialled which means systems can read other records such as hospitals, pharmacists, social workers etc. however this is not yet fully implemented.

5. Update from GP Integrated Mental Health Services (GPIMHS), Simon Martin, Senior Programme Manager, SABP

Simon explained that Primary Care Networks are a new initiative and part of the 5 Year Forward View with the intention of moving care closer to where it is most convenient and cheaper. Surrey and Borders (SABP) are the 3 or 4th Trust in the country to set this up and are charged with trialling the setting up of three GP Integrated Mental Health Services in Guildford, Chertsey and Banstead and to date they have been very successful.

They have started to offer mental health services supported by a mental health practitioner on a regular basis and see patients as often or as little as they need; the service is driven by the patients and all appointments are 30 minutes long.

The initial referral will come from the GP and it will then be triaged and they will contact the patient to book an appointment and take over the process. The market being address is for those that are anxious or depressed and can't be referred into secondary mental health care as they are not serious enough or carry enough risk and this is a gap that has been identified.

The service had seen 625 people at the end of August and had a great response from most of their patients with only a few negative comments. They have just been awarded transformation funding of £1.5m this year and £6.5m next year, to roll out more PCN's (Primary Care Networks) and same to do in Frimley, East Berks and Hampshire.

As well as the three existing Primary Care Networks being piloted they will develop a further eight in Surrey and eight in Frimley and East Berks Hampshire; they start the selection criteria for these next week – lots of practices want to be in the PCN but many are not capable or prepared.

The PCNs have a permanent mental health practitioner as well as using Third sector parties such as Catalyst and Mary Frances Trust as well as linking in IAPT providers and a consultant lead psychologist shared across three PCNs. A pharmacy offer is included and if a GP is concerned that a persons medication may not be right or needs a review there is a channel to contact the pharmacist to discuss this with multi pharmacy staff manning the helpline.

Rosemary Moore's experience is that acute hospital doctors are relying on advice from pharmacists but if they don't have the person's background

and medication history there are problems. Rosemary felt that doctors are reluctant to medicate people without advice from a pharmacist but they need to have a good background on the person. Simon explained that the key difference with the PCN is that they have access to a mental health pharmacist.

SABP are providing the service in new manner at the point of primary care and whilst being set up by SABP the service will very much come under the realms of the GP surgery.

Referrals are received electronically, triaged, the patient contacted and an appointment booked as explained earlier. They will be seen by either the mental health practitioner, Community Connection staff or an IAPT person if their presenting condition is appropriate for IAPT and they will be put in touch directly. The person will continue to be seen until they are referred to another service or no more treatment is required. There is no wrong door and only one referral has been bounced so far as if a person is under secondary care they can't see them. They don't signpost but do link or refer.

The service may be able to offer brief interventions but these have not been fully scoped yet.

Going forward patients will be able to self-refer and they are planning a video for the TV screens in GP waiting rooms to promote the service.

Simon confirmed that the surgeries in the PCN in the SW area are Woodbridge Hill, Dapdune House, Guildowns Stoughton Road and Normandy (addresses are available from the support team if required).

This is national initiative and money given is to sustain the current three PCN's and build more; year on year they will exist and grow in the services they offer – which may extend beyond mental health services.

Simon thinks it will take around 15 months to roll out the next eight PCN's in Surrey and they can't be sure at present where these will be.

6. CMHRS Update, Natasha Cumberland CMHRS Manager

Natasha updated:

- They have a Band 7 psychologist vacancy that they are shortlisting to but are otherwise fully staffed.

- With regard to the Section 75 they are looking at caseloads around who is being held jointly, who will be held by health or who will just be under social care. There are currently eight Surrey County Council staff integrated in the team and there will be an impact in October.
- There are no updates in regard to moving out of Berkley House and they have been told they will be staying there.

Paul Earl is still finding information on notice boards at the Redwood Centre which are months out of date – i.e. men’s support group. Natasha agreed to follow up with Paul Alexander regarding the out of date leaflets and why the date and notice about the Men’s group have been removed. Hard copy of focus dates for following months.

7. Date of next meeting

Date of Next Meeting: Wednesday 2nd October 2019 at the Wilfrid Noyce Centre, Crown Court, High Street, Godalming, GU7 1DY.

Issues to go to next FoCUS Committee meeting on 12th November 2019.

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Actions

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| 1 | FoCUS members often find it difficult to navigate to the FoCUS pages on the SABP website. | Jo Lynch Comms |
| 2 | FoCUS thanked the Trust for the work they are currently doing in Surrey University, however highlighted that the school of Veterinary Medicine, which is part of the University, behaves as an independent unit and these cohort of young people are least likely to approach wellbeing centres. FoCUS would like to ask the Trust to please get in touch with the Vet School at the University of Surrey also. | Jo Lynch |
| 3 | FoCUS thanked the Trust for the information provided on how they engage with Surrey University, however would like to know whether the Trust are involved with other Universities in Surrey and NE Hants and whether | Jo Lynch |

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| | they are being supported? Many students are away from home and away from anyone that knows them well. Wellbeing centres in Universities have fewer councillors than before and lots of students have barriers to approaching wellbeing centres, therefore the Trust need to train staff to find other ways to engage with students. | |
| 4 | SW FoCUS would like to ask when the change of term from Borderline Personality Disorder (BDP) to Emotionally Unstable Personality Disorder (EUPD) came about and why clinicians use both and why the name has changed? | Jo Lynch |
| 5 | Following comments at FoCUS Committee please can the Trust keep FoCUS updated about whether autism training will take place at the acute hospitals? | Jo Lynch |
| 6 | One of our FoCUS members is a service user and a carer for their mother who is also a service user in the Trust but under a different service (i.e. working age adults and older people's). It is often difficult to sort things out for the person being cared for because nothing seems to be connected and the Trust can't seem to get information from one department to another. If you are the person using services and are seen to be dealing with an issue it is assumed you don't need help – which is often far from the case. How can the Trust make it easy for a service user to get information and sort things out for the person they care for who is under another service in the Trust? | Jo Lynch |
| 7 | A FoCUS member reported still finding information on notice boards at the Redwood Centre which are months out of date and Natasha agreed to follow this up with Paul Alexander and to ask why the date and notice about the Men's group have been removed. | Natasha Cumberland |

Contact details for your Support Team

For Member support please contact:

Clare Burgess and Jane Ahmed at the Surrey Coalition of Disabled People
 Tel: 01483 456558 Text: 077809 33053
 Email: clare.burgess@surreycoalition.org.uk
 Email: jane.ahmed@surreycoalition.org.uk
 Address: Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL
www.surreycoalition.org.uk

For Meeting support please contact LF Solutions
 Lucy Finney / Office Tel / Text: 07727 273242
 Email: lucy@lf-solutions.co.uk / office@lf-solutions.co.uk

Glossary of Abbreviations:

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| 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 |
| SPA | Single Point of Access |

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| STEPPS | Systems Training for Emotional Predictability and Problem Solving |
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