

**FoCUS**  
West Area Group Meeting  
Thursday 11<sup>th</sup> April 2019  
1pm – 3pm  
Aldershot Centre for Health, Hospital Hill, Aldershot

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Minutes of the Meeting

**Attendees:** Janice Clark (FoCUS Rep West & SABP Carer Governor), Ian Penfold, Nina Cornwell, Tony Hall, Pam Moonan, Chris Hall

Dotty Cridland (Complaints & PALS Manager, SABP), Jane Ahmed (FoCUS Involvement Facilitator), Lucy Finney (LF Solutions, Minutes)

**1. Welcome and apologies**

Apologies were received from Natasha Hall, Jenny Barlow, David Muir and Colette Lane.

Attendees were welcomed to the meeting and introductions were made.

**2. Minutes of the previous meeting and matters arising (March 2019)**

Accuracy

The minutes were agreed 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 March 2019 Meeting

1	Please can you update FoCUS on the Volunteer Recruitment day held by the Trust on 25 <sup>th</sup> February 2019. <b>Completed.</b> <b>We had a great day at our first Open Recruitment Day for volunteers. We had no idea what to expect and were pleasantly surprised! We met some really lovely people who were so keen</b>
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	<p><b>to volunteer and had great passion, interest and skills.</b></p> <p><b>30 people attended the day; 22 people completed application forms and were interviewed. 3 people were redirected to the Recovery College.</b></p> <p><b>Out of the initial 25 people, 13 identified as having lived experience and 2 as carers.</b></p> <p><b>We have since had telephone interviews or face to face interviews with another 4 people who were unable to make the day.</b></p> <p><b>10 people wanted to work on the Working Age Adult MH wards, 4 people were interested in joining the Working Together group and 6 people were interested in either working with PALS or at CAMHS or CMHS.</b></p> <p><b>We are working with staff to appropriately place these people so the experience is fulfilling and rewarding for both sides.</b></p> <p>FoCUS would like to ask about the other 10 people – are they members of the public and who are they?</p>
2	<p>FoCUS members would like to ask the Trust about inpatient services for those with an eating disorder – is there a specialist unit for this service? <b>Completed. No, we do not provide inpatient services for people experiencing an eating disorder. These beds are nationally commissioned through NHS England and we have a pathway in place for when an inpatient bed is required. What we do have is a day hospital based at Farnham Road Hospital (used to be in Farnham) which provides a day programme of therapy and meals to support people’s recovery outside of hospital. We also have a specialist service for children and young people with eating disorders</b></p> <p>FoCUS would like to ask if there is collaboration between the Trust’s eating disorder service and acute inpatient services, particularly for those who may be very physically ill?</p>
3	<p>Question 9 from the FoCUS Committee documents to be answered by the Trust.</p>
4	<p>Investigate options for meeting locations in Hart and Farnham. <b>Completed. The FoCUS support team reported findings to members who also suggested trying the Harlington Centre in</b></p>

	<b>Fleet.</b>
5	<p>FoCUS would like to ask the Trust who is responsible or represents Learning Disabilities on the Carers Action Group? <b>Ongoing.</b></p> <p>Tony Hall updated that the point about learning disability has been flagged up to the CEO and that is ongoing and they should have a response regarding the role of the advocate and learning disability.</p>
6	<p>The West group have discussed medicine management and included some thoughts in the response to the Carers Strategy. FoCUS would like the Trust to consider ways of making collections more user/carer/family friendly?</p> <p>Extract from minutes for information:</p> <ul style="list-style-type: none"> <li>• <i>Carers and medicines management needs dedicated work for those prescribing medications. Various medications are only prescribed on a weekly basis and therefore if a pill is lost or dropped or it is a bank holiday it can throw the person out of sync and can be difficult to get an emergency prescription. Pharmacists operate differently and also carers have noticed that the more flexible carer friendly approach has ended as prescribing rules seem to have been tightened up. The carers requested that the Trust must give greater thought to how medicines are prescribed by perhaps prescribing a 2 or 4 week supply that the pharmacist holds on to and dispenses on a weekly basis as needed by the person. FoCUS recognise that the Trust have done lots of work around people being responsible for their own medicines but often people can be too ill to do so and then this is left to the carer. Bank Holidays also are a concern for running out of medication.</i></li> <li>• <i>Medicines management and young carers: it is not acceptable for a person under 16 to be collecting medicine.</i></li> </ul> <p>Tony Hall commented that there is no legal contract for carers or volunteers and this is being picked up by voluntary services and the Trust as part of the Section 75 Agreement. Janice Clark wanted to ensure that carers are not seen as volunteers – the difference is established in law - don't muddle the rights of carers to volunteers.</p>

Matters arising

There were no matters arising.

### **3. Local Issues – Good news, Compliments and Issues**

#### Good News/Compliments

Tony Hall updated that he will be meeting with care executives and a new Engagement Manager has been appointed to the CCGs.

Fiona Edwards, CEO SABP, is the Chief Officer for the Frimley Health Integrated Care System and there is a greater acknowledgement to work across the boundaries.

#### Local issues

Good news that the car park is changing hands at Aldershot Centre for Health and going forward payment will be on exit. There are also rumours that payment will be card only which will impact patients and staff. Janice Clark suggested FoCUS write to Rushmoor BC as a group that meets at Aldershot Centre for Health to let them know how this will impact the meeting. Rushmore Borough Council are also looking to reduce the number of disabled parking spaces from 16 to 8 - Ian Penfold will send the link through.

Members brought a Social Prescribing leaflet, produced in Surrey Heath Borough, to the attention of FoCUS and wanted further information about this. It appeared that the leaflet had been produced by Surrey Heath Borough Council and community partners.

Social Prescribing can be used in primary or secondary care to refer patients/carers to non-statutory sources of health and wellbeing services such as sports activities, stress busting etc. The Carers Prescription (the on line Carers referral form to direct carers to carers support services) is another example of social prescribing used across all providers of NHS services such as the acute hospitals and community NHS services, and including Surrey and Borders Trust services. Social Prescribing can also be used in Borough and District Council areas – each area having its own version of community support schemes that support the health and wellbeing of residents.

As a response to early intervention for people who have mental ill health and their families / carers, SABP will be trialling services in a number of primary care locations in Frimley Health and Surrey Heartlands areas. These emerging primary mental health services at primary health centres will also need to offer social prescribing. Could members have more

details of this exciting new way of offering early mental health/carers support in a primary care setting?

Members asked what social prescribing is currently being used in the Trust? Can FoCUS members be made aware of how carers and people who use services be told about this? It must also be made aware to those with a learning disability through accessible language.

Janice Clark had a presentation at their dementia group from a Dementia Navigator who expressed concern at the number of councils changing the eligibility rules for those getting reductions in their council tax. These decisions have been unlawful and new guidance has been published on 9<sup>th</sup> April 2019 by the Ministry of Housing, Communities and Local Government, on council exemptions. Janice will forward this to the support team for circulation.

#### **4. PALS Update**

Dotty Cridland was pleased to attend the FoCUS meetings and gave an overview of the PALS and Complaints service explaining the differences between a PALS contact and a formal complaint.

When the service is contacted initially with a concern, PALS have to acknowledge this within three working days and aim to respond to calls within 24 hours. They will discuss the issues and concerns with people and will try to resolve issues locally with the service contacting the person directly; whilst some feel that this is not appropriate route, they try to reassure people that their concern is not taken any less seriously because it's looked at locally, it just means that it can be responded to and resolved more quickly. This approach is in line with what the PHSO (Parliamentary Health Service Ombudsman) encourage - complaints resolved at the lowest level as quickly as possible.

Dotty recognised and apologised that the team have not been timely with their responses over the last few months and this has been due to depleted staffing levels whereby a team of two staff has been dealing with a workload of four staff. It was recognised that this has not helped people who may be distressed, worried or concerned. Dotty has recruited two new staff members and their team is at full complement and are actively working on how they can do things better; the Trust's focus must always be on the complainant and the people the complaint affects.

If the person remains dissatisfied after their query has been addressed locally they have every right to have it reviewed through the complaints process. The process will have a formal investigator and if any failings are identified they will make recommendations. They are also trying to improve ensuring any recommendations are implemented and the staff in the teams are compliant with this. PALS will then seek evidence of this implementation as it is a more robust approach and can account that this has been done. Dotty will also carry out spot checks on cases to ensure learning is embedded.

Historically PALS have a relatively low number of complaints going through the complaint process, however when the number of complaints are combined with the number of PALS contacts, and taken as an overview, there is a larger number. This is also an opportunity to capture learning.

In the short term the target is to improve timeliness and in the longer term Dotty wants to make the service more accessible and is considering holding PALS surgeries in locations such as the CMHRS.

In terms of the new team Dotty explained that Nikki will deal with past queries and Kathy will deal with all new complaints whilst Zee works through the backlog of complaints so issues are being dealt with simultaneously.

Ian Penfold asked about the system described by Dotty to resolve concerns; if complaint is being addressed by the service complained about it seems that PALS is left out of the loop and not managing the progress. Dotty explained that they are a Patient Advice Liaison Service, whilst ultimately the service will address the concerns (which may be clinical) the PALS team will contact the person to have an understanding of what is important to them. After the service has made contact and addressed the issue the PALS team will ask if the person is satisfied or whether there are outstanding issues that should be addressed. It is always the persons decision as to whether they feel a concern has been addressed properly or not – and if they feel it has not been addressed properly it will go through the formal complaints process. PALS may not provide the actual answer but are very much involved throughout.

Ian is also concerned that people using services and carers often don't know whether it will be a concern or a complaint. Dotty said we count it as complaint whether or not it has been resolved by the service and we do not downgrade these – we need to work hard to reassure people, that

just because we are asking for their concern to be resolved locally, we don't attach less gravity to the importance of it. Capturing learning will come from dealing with these informal complaints.

Ian spoke about the deadline for formal complaints and Dotty explained that every query asked to be resolved is put in the calendar to chase up to ensure it is being dealt with.

FoCUS members felt that it is not clear to people how they are able to complain about the PALS service - where do people go? Dotty agreed this is not clear in the Complaints Policy; theoretically Dotty does not deal with case work and in the first instance if a concern has been raised around whether a case has been dealt with Dotty would look at this first, beyond this it will be escalated to Jo Lynch, Associate Director.

With regard to complaint/PALS queries outcomes the service will contact the person directly and report back to PALS whether the person contacted is satisfied or not with the outcome and this will be included on the case tracker.

Janice is pleased that they will now follow up the missing elements and that there will be evidence that services have made changes, plus sampling of cases to identify trends. In terms of the Policy, Janice appreciates they need to have an internal conversation with services as to how to manage this better, but once sorted people using services and carers can help in how this is explained to the general public and also those that may have a learning disability etc. A template could be useful for people to be able to write to PALS and Dotty is currently speaking to the communications team about this and to put it on the website. It can be daunting for a person to approach services and often people don't want to complain as they are worried this will affect their care, however Dotty assured Members that this would not be the case as complaints are an opportunity to improve.

Chris Hall spoke about the reporting of formal complaints asking whether they do this internally with informal complaints and Dotty confirmed that they do report on the number of the PALS queries dealt with. The CQC recognised the Trust are doing a lot of work around complaints but it does not come across as only the formal complaints have been reported on until now.

There are no timescales for informal complaint resolution but often it is done under the 25 day rule; formal complaints are often more complex and multi-stranded.

Janice Clark suggested that it is important to have an evidence base and look at trends and in reading the old style reporting, FoCUS didn't get an understanding of any trends that were emerging. It's good to know when issues are under the spotlight, this tells people they are not alone in feeling dissatisfied with an aspect of a service, if these problems are shared by others. When asked about complaints about care plans and care planning Dotty said that currently they would not be able to report back on these types of issues or if a person asked about complaints dealing with falls. They had been unable to provide this information in the past as they had reported broadly on a subject i.e. clinical treatment. Dotty has learnt that it may be possible to devise a way of searching that can bring up these more detailed queries and will look at this further.

They have now started to record whether a complaint was made by a carer or relative or both and they are also thinking about how best to capture information about whether a carer is registered. Janice suggested including age range also, in addition, looking at the Triangle of Care standards as there are certain expectations that need to be met.

Dotty was asked how they know they provide a good service and Dotty explained this will be gained as part of the feedback received and also people are called to ensure they are satisfied with the outcome. When asked how this would be evidenced as often people are tired of complaining to the Trust Dotty agreed they need to develop a robust system. Previously a questionnaire was sent to all whose complaint had been dealt with to get feedback but Dotty is not sure how often this was done.

Tony thanked Dotty for being open and honest and suggested he is able to introduce Dotty to system analysts across Surrey who have a form that can be completed – there is lots of lived experience that needs to be captured.

Janice expressed her concern about the tablets used by the Trust for feedback as she does not feel it is very meaningful for various reasons. Every person using services and every carer should be able to feedback during and at the end of their care journey and it was agreed that this needs to be a more personalised view of satisfaction.

Jane Ahmed fed back about graphs that are printed suggesting that patterns are used instead of colour; the writing is also very small. Dotty agreed and said this is already a matter for consideration.

The group thanked Dotty for her time and look forward to working with her and the team in the future.

## 5. CMHRS Update

No CMHRS Managers were present at the meeting to provide an update.

## 6. Date of next meeting:

The next meeting will take place on Thursday 13<sup>th</sup> June 2019, 1pm – 3pm at High Cross Church, Knoll Road, Camberley, GU15 3SY.

## Issues to be taken to the FoCUS Representatives/ Committee Meeting:

### Next FoCUS Committee meeting 14<sup>th</sup> May 2019:

1	FoCUS members queried whether the Terms of Reference for FoCUS need to be updated to reflect that Farnham patients are now under the NE Hants CMHRS? This will be taken to FoCUS Committee for discussion.
2	West FoCUS recently asked the Trust about inpatient services for those with an eating disorder and following the response would like to ask if there is collaboration between the Trust's eating disorder service and acute inpatient services, particularly for those who may be very physically ill?
3	Question 9 from previous questions.
4	The West group have discussed medicine management and included some thoughts in the response to the Carers Strategy. FoCUS could like the Trust to consider ways of making collections more user/carer/family friendly? Extract from minutes for information: <ul style="list-style-type: none"><li>• <i>Carers and medicines management needs dedicated work for those prescribing medications. Various medications are only prescribed on a weekly basis and therefore if a pill is lost or dropped or it is a bank holiday it can throw the person out of sync and can be difficult to get an emergency prescription. Pharmacists operate differently and also carers have noticed that the more flexible carer friendly approach has ended as prescribing rules</i></li></ul>

	<p><i>seem to have been tightened up. The carers requested that the Trust must give greater thought to how medicines are prescribed by perhaps prescribing a 2 or 4 week supply that the pharmacist holds on to and dispenses on a weekly basis as needed by the person. FoCUS recognise that the Trust have done lots of work around people being responsible for their own medicines but often people can be too ill to do so and then this is left to the carer. Bank Holidays also are a concern for running out of medication.</i></p> <ul style="list-style-type: none"> <li>• <i>Medicines management and young carers: it is not acceptable for a person under 16 to be collecting medicine.</i></li> </ul>
5	<p>What social prescribing is delivered by the Trust? How are people who use services and carers told about this? Is the information accessible to people with a learning disability?</p> <p>Can FoCUS hear more about the new trials for Primary Care Mental Health services?</p>

### **Actions – General**

1	FoCUS would like to ask about the other 10 people who were not identified as people using services or carers – are they members of the public?	Nikki Green
2	There are also rumours that payment will be card only in the new parking arrangements at the Aldershot Centre for Health where the NE Hants and Farnham CMHRS is located. It is feared this will impact on patients and staff. Janice Clark suggested FoCUS write to Rushmoor BC as a group that meets at Aldershot Centre for Health to let them know how this will impact on them.	Janice Clark Support team
3	FoCUS would like to ask the Trust who is responsible or represents Learning Disabilities on the Carers Action Group? (ongoing from March)	

### **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](tel:07780933053)

Email: [clare.burgess@surreycoalition.org.uk](mailto:clare.burgess@surreycoalition.org.uk)  
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For Meeting support please contact LF Solutions:  
lucy@lf-solutions.co.uk Tel/Text 07727 273242

### **Glossary of Abbreviations:**

ACU	Abraham Cowley Unit
AMP	Approved Medical Practitioner
AMHP	Approved Mental Health Practitioner
CAG	Carers Action Group
CBT	Cognitive Behavioural Therapist
CCG	Clinical Commissioning Group
CMHRS	Community Mental Health Recovery Service
CMHT OP	Community Mental Health Team Older People
CPA	Care Planning & Assessment
CPN	Community Psychiatric Nurse
CQC	Care Quality Commission
CTO	Community Treatment Order
EPP	Expert Patient Programme
ESA	Employment & Support Allowance
FRH	Farnham Road Hospital
HTT	Home Treatment Team
IAPT	Improving Access to Psychological Therapies
IMCA	Independent Mental Capacity Advocate
IMHA	Independent Mental Health Advocate
MAC	Medical Advisory Committee
NICE	National Institute for Clinical Excellence
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

SMS	Short Message Service i.e. text message
STP	Sustainability and Transformation Plans