

Lambeth Adult Mental Health Services

Service user & carer advisory meeting: 28/11/2019

11 people attended the meeting – 4 service users, 2 carers, 1 public governor, the Quality Improvement Peer worker, the Lambeth HR Business Partner, the Trust Deputy Head of Social Inclusion and Peer worker development and the Patient & Public Involvement Lead.

Follow up and actions from previous meetings

The group would like the data about the reduction in violence & aggression to be circulated. They would also like to review the same data after a year, to see if the downward trend continues.

Updates from the group

- 1) The Alliance work-streams are being reviewed now that a number of the services have started. Advisory group members will continue to participate in a working group about improving experience on the inpatient wards.

The advisory group would like to understand more about the budget for and outcome of the work of “We Co-produce” who were commissioned to help develop the inpatient pathway.

The group would also like reassurance that there is good information happening to keep service users, carers and the public informed about the changes.

- 2) Service user consultants are working with staff to find out how people are experiencing the new Single Point of Access. A short telephone survey is planned. Members of the group are interested in attending the Collaborative Breakfast and would like details of the dates/ times. <https://www.lambethcollaborative.org.uk/lwn-alliance>
- 3) 13 people came to the recent Lambeth Carers forum, where Helen Hayes (Labour Candidate) attended and Healthwatch facilitated a discussion about the proposed move of services from the Lambeth Hospital site. Carers expressed concern about the loss of the Lambeth Hospital site.
- 4) Members continue to be involved in general discussions about the proposal to move inpatient services to the Maudsley Hospital site. They have given feedback about the draft Equalities Impact Assessment and have taken part in another Joint Advisory Group with the Southwark Advisory Group. Members have also joined managers at the London Clinical Senate which was interested to hear about this proposal and will give feedback. The Clinical Senate is concerned to make sure that changes will offer clinical benefits.
- 5) A quality improvement project will be started on the inpatient wards about people’s pathway through the services. Involvement register members will be invited to get involved.
- 6) Service user consultants are finding out about people’s understanding about the activities and therapy programmes that are on offer on the ward.

