

Psychology Service User Involvement Group (PSUIG) Newsletter

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Welcome to the first Psychology Service User Involvement Group (PSUIG) Newsletter. PSUIG aims to promote high quality, recovery focused user involvement in psychology services throughout the Trust. This newsletter has been developed to keep you up-to-date on interesting involvement activities and projects taking place within the Trust. In each edition we will showcase an involvement project that represents a good example of service user involvement. If you would like to contribute, please email either Jeffy Wong (wongjeffy@gmail.com) or Joe Oliver (joseph.oliver@slam.nhs.uk)

PSUIG Award

In 2010, the inaugural Psychology Service User Involvement Group (PSUIG) Award was presented at the annual Trust Psychology conference. The award was introduced to recognise best practice in service user involvement within psychology services, with the ultimate aim of inspiring others. It consists of a £200 cash prize and a framed certificate.

Last year's winners were Daniel Michelson and Crispin Day (pictured) for their innovative Child and Adolescent Service Experience (ChASE) measure. The ChASE is a brief, psychometrically robust tool for evaluating the experience of mental health care for children and



young people. It was developed from a series of focus groups and extensive piloting with young service users, which helped to ensure that the measure's format was acceptable and easy to use, while its contents reflected the key service priorities of children and adolescents.

Qualitative research with practitioners has also shown that the ChASE provides clinically meaningful feedback for use as a therapeutic process measure.

Following its successful development, ChASE is now being used routinely in the Trust for quality performance monitoring in CAMHS and as a measure of individual user experience. Moreover, an increasing number of other organisations in the UK and internationally are piloting its use. Thus, ChASE has the potential to significantly influence the quality of child-centred services and clinical practice in SLaM and beyond.

Nominations for this year's PSUIG award are now open. If you know about a service user involvement project that you think deserves recognition, please fill out a nomination form. We are also pleased to accept self-nominations. Applications can be downloaded from:

[http://sites.intranet.slam.nhs.uk/psychology/sui/Group members/PSUIG Award Nomination Form 2011.doc](http://sites.intranet.slam.nhs.uk/psychology/sui/Group_members/PSUIG_Award_Nomination_Form_2011.doc)

Or you can request a copy by emailing Joe Oliver (joseph.oliver@slam.nhs.uk). Nominations close on the 1st of November. The winner will be announced at this year's Trust Psychology Conference on the 28th of November.

North West Assessment & Brief Treatment's (NW ABT) Service User Group



By Carmine De Rosa, PSUIG member.

I recently met with Ani Zavody and D Rosier, (pictured) who were involved in setting up a Service User Group (SUG) together last year in a Southwark CMHT.

Ani is a psychologist and D a service user consultant and they told me how the plan arose after several different heads began thinking in the same direction at the same time! Ani had attended a half day workshop on Service User Involvement run by PSUIG whilst Anne Kirby (Psychosis CAG PPI lead) was having discussions with the ABT team manager Ann Dennis and team leader Patrick Mercer about increasing service user involvement in the team and the outcome was a positive approach to taking this forward.

First of all, it was decided that a workshop would be run for staff about service user involvement; this would be run by service user consultants D, Hannah and Garry, with input from Anne Kirby also. The views of staff would then be evaluated by Ani's trainee psychologist, Maina Amin, before and after the workshop.

The training workshop focused on the benefits of user involvement for service users and services, the pre workshop questionnaire identified a number of barriers. Staff perceived user involvement as potentially stressful and time consuming (if done well).

The post workshop questionnaires identified new positive attitudes to user involvement, e.g. an increased confidence that service users knew what they were doing and were confident and had the same goals as staff. The perceived fears diminished and staff began to see the potential benefits of user involvement in fostering partnership and improving the way we run services. An important outcome of this work has been the setting up of a regular monthly service user meeting at the team.

The SUG has led to a number of positive outcomes including an audit of staff lateness, changes to consultant letters (more friendly and personal) and introducing off-site meditation sessions for clients. D described an additional benefit being the development of a template for the development of service user groups generally which can help other services considering introducing a group into their service.

A monthly SUG can be run at a cost of around £100 a month.

On arrival at Southwark NW CMHT I noticed a real difference in the reception area from my previous visit before the SUG. D and Ani were happy to describe how one of the successes of the service user forum was to improve the reception area and make it more warm and inviting.

The work Ani and D have produced is an excellent example of the positive benefits of user involvement. During my conversation with D and Ani I came away with a simple but very important message. Involving service users in the provision of services can foster an attitude of partnership and open up new avenues for inclusion and empowerment of both staff and service users.