Service User and Carer Advisory Group:

Supporting people who use Services for Mood, Anxiety & Personality Disorders, through collaborative work with Service Managers

The Service User and Carer Advisory Group is part of the Mood, Anxiety & Personality (MAP) Clinical Academic Group - an organisational structure which manages services for mood, anxiety & personality disorder across the South London & Maudsley NHS Foundation Trust (SLaM). Most advisory Group members have experience of using mental health services or of being a family member/carer of someone who does. Other members include senior managers. We meet every month and our aim is to keep the views of service users at the heart of all service developments and improvements. To make sure that people know what we are discussing in our meetings we have developed this short briefing sheet:

1) Five service user/carer consultants were present at the June meeting, plus the Public & Patient Involvement Lead and the Clinical Governance Project Officer. Apologies were received from 8 service user/carer consultants and one staff member.

2) We suggested some meetings where it would be useful for information about the proposed merger to be shared. We heard that our ideas for training for service user consultants had been proposed for inclusion in the CAG’s training plan by a group member who attends the Research & Education Committee.

3) We considered the Wellbeing Recovery Action Plan (WRAP) and how it could help staff better understand our preferences around maintaining our wellbeing in our involvement work. We agreed that all members of the advisory group should be invited to complete a WRAP.

4) A member described the personality disorder pathway development group that she has joined. The group aims to develop a consistent approach to the assessment, diagnosis and treatment of people with personality disorder. It was agreed that in order to make sure that there is a co-ordinated approach to involvement in this work, a sub group of the advisory group will advise on wider involvement and support each other to ensure that a clear message is given to the pathway development group.

5) We heard that the clinical governance project officer is examining how many people who have been discharged from community mental health teams are later re-referred to mental health services. This is part of the improvement work about the discharge process in Southwark initiated through the Southwark Users Council.

6) We heard that 2 members of the advisory group have visited a number of community mental health team reception areas. This work will culminate in a report with recommendations which should be ready in July.

7) Members of the advisory group have been involved in the work to develop quality indicators for the new Integrated Psychological Therapy Teams. They are currently seeking feedback from a wider group of people with experience of using the services. A draft leaflet has also been developed.

8) The group was very interested to hear about a pilot project from Southwark IAPT where psychological therapies were offered to people with ongoing physical health conditions. The advisory group decided to hold a meeting with a focus on the links between physical and mental health.

Views and comments from SLaM service users and carers on any of the above issues, as well as feedback on how you would like the ‘Mood, Anxiety & Personality Clinical Academic Group (MAP CAG) Advisory Group’ to develop its strategic work with SLaM, are welcome. Please contact Alice Glover, Patient & Public Involvement Lead on 0203 228 0959 or email alice.glover@slam.nhs.uk