

WOKING MENTAL HEALTH FORUM

Wednesday 18th October 2006

DRAFT MINUTES

Present:	Stuart Craig	-	Acting Chair
	Mark Girvan	-	Community Services Manager, Woking Community Mental Health Team
	George Welsh	-	Carer
	Jeannette Bayne	-	
	Maureen Andrews	-	
	Margaret Gower	-	
	John Christie	-	
	Bill Jennings	-	Vice Chair
	R. Edwards	-	
	Elizabeth Swain	-	
	Richard Catterick	-	
	Robert Moore	-	
	Rosemary Moore	-	Allsorts & RuMHAS
	Mary Byng	-	Rethink Carers Support
	Jenny Vince	-	Manager, Woking MIND
	Maggie Sinclair	-	
	Joanne Chapman	-	Patient Advice & Liaison, Manager
	Michael Mallinson	-	CornerHouse
	David Cook	-	
	Ken Pearce	-	
Des Quinn	-	Alpha Hospitals	
Paul Field	-	Manager, CornerHouse	
Kimberley Prior	-		
Martin	-		
Alison	-		
Lola Watts	-		
Lynn Pether	-	Minutes	
Apologies:	Karen Shepherd	-	Community Psychiatric Nurse, Woking Community Mental Health Team
	Patricia Hodgkinson	-	Alpha Hospitals
	Sam Udall	-	Priory Hospital, Woking
	Rosemary Davis	-	Woking Citizens Advice Bureau
	Tim Benson	-	Home-Start, Woking
	Claire Gill	-	
	David Rye	-	Chairman, MIND
	Tracey Hayes	-	Service User

1. WELCOME / APOLOGIES

Stuart Craig introduced himself to the Forum and thanked everyone for attending today's meeting. Apologies were noted. Stuart Craig introduced Joanne Chapman to the Forum. Joanne is the new Patient Advice and Liaison Service (PALS) Manager, she is based at Frimley Road Hospital, but does also visit other sites. Joanne stated she would be happy to be contacted by anyone with issues they wished to discuss.

2. ELECTION OF CHAIR / VICE CHAIR

Two nominations were received for the position of Chair / Vice Chair and nomination statements were circulated with the Agenda prior to today's meeting. Following a brief discussion, it was agreed that the election would be by secret ballot, and the two nominees were duly elected into positions of:-

CHAIRMAN - **STUART CRAIG**
VICE CHAIRMAN - **BILL JENNINGS**

3. DISCUSSION ON ISSUES ARISING

24 Help Line - Stuart Craig reported that Peter Kinsey had spoken about this at the last Mental Health Forum and the issue was discussed at LIT. Things are now moving on and the East already have a 24 hour service in operation. There was lengthy discussion around the need for a 24 hour help line, and the request that any calls be answered by a person. It was reported that the 24 hour help line in the East was indeed answered by a person, but there was only one available line and if that was engaged, there was a facility to leave a message. It was further stated that the 24 hour help line was based in a 6 bedded crisis house, so was not a dedicated help line. It should be noted that A&E Liaison provide a 24 hour service. The issue of funding was also discussed and the fact that resources may have to be moved from something else to facilitate the help line. The PCT were invited to fund a 24 hour help line when reconfiguration took place, however the PCT were clear that they would not be willing to provide further funding. It is thought to be up to the Trust if they wish to pursue this issue with the PCT. If there was access to better resources during the day, there would not be such a need for out of hour services. When the crisis line was operational previously, there were several clients who had admitted they were persistent callers and abused the service being offered. It was pointed out that the National Service Framework states that appropriate care should be accessible 24 hours per day, it was also stated at the PPI meeting that a 24 hour help line is a legal requirement. It was suggested that this matter could be further taken up with the PCT at their first Board Meeting, which is taking place at the HG Wells Centre on 30th October 2006 at 2.00pm.

Outcome of discussion was that the Chairman of the Forum would take this issue to the new Surrey PCT Board. A letter in response to

this question has subsequently been received by the Chairman and is attached herewith.

4. TERMS OF REFERENCE / MODUS OPERANDI

The Terms of Reference and Modus Operandi had been circulated with the Agenda for today's meeting. It was hoped that everyone had had a chance to look at them.

There was discussion around the need for more service users and carers to attend the Forum and have the opportunity to raise any issues that they wanted discussed. However, there did need to be a mix of service users, carers and professionals for the Forum to properly work. **It was agreed that the 1st point in the Terms of Reference:-**

- “To provide a focal point for multi-agency debate with users and carers on primary and secondary mental health services with a view to improving communications, sharing information, evaluation, identifying best practice and action planning and to engage with local networks.”

should be moved to point 5, therefore the 1st point would now read:-

- “To offer local people the opportunity to identify questions, issues and concerns about local mental health services, which will be addressed and followed through.”

Publicity for the Forum meetings was thought to be inadequate. It was also stated that more service users were likely to attend Forum meetings when refreshments (ie. lunch) were provided, as had been offered previously until funding was withdrawn. £500.00 funding had now been provided by the PCT to cover the cost of Forum administration and venue. **The Chairman would ask the PCT if funding could be provided for refreshments, in order to encourage more service users to attend meetings.**

It was asked what the term “local” actually meant. The response to this was that when the Forum was originally set up, it was for Woking and neighbouring areas, ie. the area covered by statutory services that cover Woking. The intention is not to exclude anyone. It was stated that the Woking Forum has been successful largely due to support offered from the Woking Community Mental Health Team Manager, and the provision of administrative support.

5. COMMITTEE TO ADVISE CHAIR / VICE CHAIR

There was discussion around whether a committee was needed to advise the Chair and Vice Chair. A committee could provide support and aid the Chair and Vice Chair should issues arise between meetings. It was stated

that the Forum is not in itself an organisation that makes decisions, rather a mechanism for communication, discussing issues, moving them on and reporting back. Following lengthy discussion, it was agreed that if there were any important/urgent issues that needed resolving, the Chair / Vice Chair could call an emergency meeting, or have the freedom to call upon Forum members if they needed further consultation.

6. REPORTS

- **Local Implementation Team** - last meeting held on 11th September. Sylvia Panter talked about PCT configuration and there was discussion about the helpline. Senior representation at future LIT meetings was requested.
- **CornerHouse - Mental Health Fair** is due to take place on **Wednesday 15th November 2006** from **11.00am to 4.00pm**. Paul requested everyone to encourage people to turn up and support the event which will have over 40 stands, including a display of photographs and artefacts depicting the history of Brookwood Hospital courtesy of The Lightbox. It was hoped to attract people from further afield to this year's Fair.
- **Rethink Carers Support** - Woking Community Mental Health Team are starting training courses for carers, which will start in January, and draft copies of the training programme have been given out to carers. Mark Girvan will continue working with this project. This training will be open to all carers in North West Surrey. Mary Byng reported that she has recently done a "quality of service" audit. One of the questions asked was if a Carer's assessment had been carried out. Approx 1/3 of carers stated they had an assessment in the last year, approx 1/2 stated they had never had an assessment. This issue is to be taken up with the CMHT. Mary said that most of the people who responded to her audit were very satisfied with the service they had received.
- **MIND** - Jenny Vince, the new Manager of MIND reported that CornerHouse continued to be a successful drop in centre and that a variety of activities continue to be available. The MIND holiday to Swansea had been enjoyed by all, and the healthy living course with Woking Football Club had proved very successful. Jenny reported that Emma Hughes, Approved Social Worker based at Bridgewell House was now holding a surgery at the MIND group on a Monday morning, which had been of great benefit to many. There was a brief discussion on what activities were available for younger people – Jenny said she was happy to consider any suggestions. It was mentioned that Bridgewell House had recently run a climbing group which was hugely enjoyable and possibly something along these lines could be considered by MIND. The issue of transport was also briefly discussed. Jenny said there was a possibility this could be arranged.

7. MINUTES OF MEETING OF 10TH JULY 2006

The minutes of the meeting from 10th July 2006 were agreed.

8. MATTERS ARISING FROM MINUTES OF MEETING OF 10TH JULY 2006

Item 2 - Discussion on issues raised by service users, carers and professionals, and how these issues should then be raised with statutory bodies - Peter Kinsey, Director of Operations has now left the Trust and it was asked who would be dealing with the discussion points raised under Item 2 . Christine Carter is the interim replacement for Peter Kinsey and it was suggested that she should be contacted for more information.

9. ANY OTHER BUSINESS

John Christie stated that he wanted to communicate with as many service users and carers as possible to obtain a wide range of views. Following discussion, it was suggested that a note be sent out with these minutes asking if people were willing to receive information from the Trust requesting their views.

Rosemary Moore stated that Cliff Bush OBE would be the speaker at the next AllSorts meeting held at CornerHouse 2nd November. Cliff Bush is the Chair of the North West Surrey Association of Disabled People (NWSADP) based in Woking, the Lead of the Surrey Heath and Woking part of the new Surrey PCT Patient and Public Involvement Forum (PPIF) and the Chair of the Surrey User Network (SUN).

Rosemary Moore also reported that she has accepted an invitation to be a member of the West London Mental Health Patient and Public Involvement Forum (PPIF), as she has an interest in this Forum because it covers Broadmoor Hospital.

10. DATE OF NEXT MEETING

The next meeting has been set for

Wednesday 17th January 2007
Venue – CornerHouse
2.00pm

SC/lp
20.11.06