

TO: 2gether NHS Foundation Trust Board

FROM: Simon Thompson, Director of Operations
Pam Smith, Community Involvement Team Manager

DATE: 24th November 2008

SUBJECT: Service Experience Report

PURPOSE

To provide an update and overview of patient and public engagement within the Trust for June to October 2008.

SUMMARY OF KEY POINTS

- This report provides evidence of involvement activity within the Trust.
- The report includes a summary of service user and carer experience which has been expressed through service user and carer groups / forums, GUIDe and PALS, voluntary organisations, and complaints.
- The report demonstrates how involvement supports service developments and improvement.

RECOMMENDATIONS

- For the Community Involvement Team to review the database relating to service users and carers, ensuring that the Trust has appropriate information to enable service users and carers to become more involved in the work of the organisation.
- To ensure that the post of Service Users Participation Worker and Carer Participation Worker are recruited as soon as possible.
- To develop a network to ensure partnership working is continued and expanded with other statutory and voluntary organisations
- To promote awareness of the work of the Community Involvement Team to service users, carers, Foundation Trust members, LINKs voluntary organisations and 2gether staff, as a way of ensuring service users and carers have a voice in how all health and social care services in the county are run.

These recommendations will ensure a fully co-ordinated approach to service user and carer involvement. In conjunction with Carolyn Elwes a mapping exercise is currently being undertaken to ensure the Trust is involving hard to reach groups across the county.

WHICH TRUST KEY STRATEGIC OBJECTIVES DOES THIS PAPER PROGRESS OR CHALLENGE?			
Supporting clinical care		Skilled workforce	
Getting the basics right	x	Using better information	x
Social inclusion	x	Financial efficiency	
Seeking involvement	x	Legislation	x

WHICH TRUST VALUES DOES THIS PAPER PROGRESS OR CHALLENGE?			
Seeing from a service perspective	x		
Excelling and improving	x	Inclusive open and honest	x
Responsive	x	Can do	x
Valuing and respectful	xx	Efficient	

REVIEWED BY: Simon Thompson

1. COMMUNITY INVOLVEMENT TEAM

In September 2008 Kathy Holmes, Carer Participation Worker, moved on to work in Older People's Services. Prior to that the Trust Service User representative and Pam Smith, Voluntary Services Manager, had been covering some of this work.

Pam Smith has taken on the Interim Community Involvement Team Manager post, managing the Community Involvement Department which will cover Voluntary Services, the Service User Participation Worker and Carer Participation Worker. This department will also take the lead on Patient and Public engagement.

2. AUDIT/REVIEW

The involvement of Service Users and Carers is a central element of health and social care activity. The NHS has a duty to consult and involve service users and carers under Section 11 of the Health and Social Care Act 2001 (updated to Section 242 of the National Health Service Act 2006).

3. BACKGROUND

The Service Experience Report provides an overview of Patient and Public involvement activities from June 2008 to October 2008. This report comprises nine sections -

Initial Report

Appendix A PALS in Prison Report on the pilot

Appendix B PALS in Prison Report 1.4.08 – 30.6.08

Appendix C PALS in Prison Report 1.7.08 – 30.9.08

Appendix D Health Facilitation Team Summary Report

Appendix E Carers Gloucestershire – Mental Health Carers Support

Appendix F Guide and Pals Quarterly Report

Appendix G Complaints Report

Appendix H Speakout Report

4. SERVICE USER AND CARER INVOLVEMENT PARTICIPATION SUMMARY

4.1 Patient meetings at Wotton Lawn wards are held and Minuted on a regular basis. Issues raised have included:

Food, i.e. more variety
Activities i.e. more variety
Environment, i.e. wardrobe door broken, radiators not hot enough

4.2 Training – The service user / carer issues presented at the staff Induction Course are now run by a service user / carer. Service users and carers have attended the Training for Trainer courses.

4.3 Social inclusion – Service users and carers are continuing with the planning for the Social Inclusion Conference.

4.4 Day Care Review –Service users and carers are involved in the work of the Day Care Review.

4.5 Service User and Carer Research Steering group – Carers and service users are key members of this ongoing piece of work, which has a deadline date of March 2009.

4.6 Service Users and Carers Newsletter - This is currently on hold until the appointment of the two new members of staff.

4.7 Policy review – The reimbursement policy for service users and carers has been completed.

4.8 Speakout – A report on the work of Speakout is attached under Appendix H. Pam Smith will be attending future Speakout meetings, representing the Trust.

5. SUMMARY OF INVOLVEMENT BY STRATEGIC SERVICE UNITS

5.1 ADULTS OF WORKING AGE

- Patient meetings take place regularly on wards at Wotton Lawn
- Service user runs recovery group at Laurel House
- Honeybourne – ex service users becoming volunteers to support other service users

5.2 CAMHS

- Ongoing work to develop service user / carer participation in conjunction with the Community Involvement Team.

5.3 SUBSTANCE MISUSE

- Service users and carers regularly attend Clinical Board meetings

- Carers group continues to meet at 44 London Road

5.4 OLDER PEOPLE

- Carer education groups continue to run across the county for carers of people with dementia
- Continued work in Cirencester to support the development of self help / Alzheimer's Society Group for people with dementia and their carers.

5.5 LEARNING DISABILITY

Please see Simon Shorricks report attached Appendix D

6. FUTURE REPORTS

Prior to producing reports for future meetings Pam Smith will meet with relevant staff and outside agencies to ensure greater detail. Should members want information on groups currently not included, please raise with Pam (email pam.smith@glos.nhs.uk or telephone Gloucester 891200). Pam is based at 136 Stroud Road, Gloucester.

Pam Smith
Community Involvement Team Manager
12th November 2008