

**EXECUTIVE SUMMARY OF PATIENT AND PUBLIC INVOLVEMENT
ACTIVITIES July 2007- September 2007**

1. STRATEGIC SERVICE UNIT FEEDBACK

Service Users and Carers have continued to be involved in varying degrees in day to day, operational and strategic planning meetings across all Strategic Service Units. See full report for details.

2. CAMHS SURVEY

534 questionnaires were sent to randomly selected open cases across the 5 specialist Camhs Teams in order to find out what Service Users and Carers think about coming to CAMHS and about the care they have received in order to inform service improvement. 102 questionnaires were returned representing a 19% return.

54% of the comments in relation to Professional Communication were positive 64% were positive in relation to the experience of attending the service and 41% were positive in relation to service responsiveness.

3. SPEAKOUT

Visiting speakers to Speakout in this quarter have included Bren McInerney from Barton and Tredworth Community Trust, Wendy Gerard Social Care Specialist and Olivia Green from Penderells the Direct Payments Support Scheme. In August members met with Shaun Clee Chief Executive .

4. DISCHARGE QUESTIONNAIRES

10 questionnaires were returned in this period .100% of respondents found ward staff welcoming and 70% found their one to one sessions helpful. 50% of respondents felt they had enough to do during the day and 70% found group activities helpful. 70% felt they had been treated with dignity and 70% felt they had been involved in making decisions about their care. 80% of respondents felt their views were listened to, valued and respected .90% felt safe in the environment and 80% felt they were offered appropriate after care 80% of respondents rated their overall stay as "good" or "excellent "

5. PATIENT AND PUBLIC INVOLVEMENT FORUM

The Forum held an open meeting in July attended by 6 members of the public and a closed meeting in September at which there was a presentation on Star Wards and a consultation on the relocation of substance misuse inpatient services. The Forum Chair is part of the Health Overview Scrutiny Committee /Partnership Trust Task Group formed to implement the changes to Mental Health Services for Older People.

6. SERVICE USER AND CARER INVOLVEMENT IN TRAINING

Mental Health trainers at Collingwood House have involved Service Users and Carers in developing and delivering a new training programme for clinical staff. The new Foundations for Practice course is for staff taking on the role of Care Coordinator and was held at Collingwood House on Fridays for eight weeks during September and October 07.

7. CARERS MEETING – EARLY INTERVENTION SERVICES

Kathy Holmes Carer Participation Worker attended a meeting of an independent Carers Support Group for people caring for someone receiving services from Gloucestershire Recovery in Psychosis (GRIP) Team and people with lived experience of mental illness. The aim of the meeting was to explain the role of the Carer Participation Worker in the Trust, how people can 'get involved' and to listen to people's views on the mental health services they or the person they care has received in order to inform future service delivery.

8. SERVICE USER AND CARER INVOLVEMENT IN RECRUITMENT

Service User and Carer representatives from Working Age Adults , Older Age Adults and Substance Misuse Services were involved in the recruitment process for the Director of Operations post in August.

9 ABBEY WARD PILOT

A Carer Involvement Pilot started on 1 July on Abbey Ward at Wotton Lawn. Staff are working towards nine standards in relation to carer involvement on inpatient wards. Staff have participated in carer training and are documenting how the standards are being met. The pilot ends on 1 January 08 when it is planned to roll this out to all the wards at Wotton Lawn.

10. SERVICE USER AND CARER RESEARCH GROUP – 16 JULY 07

The Steering Group continues to meet on a quarterly basis to support the involvement of service users and carers in research. A new leaflet has been agreed to help to encourage more service users and carers to get involved. A sub group of the steering group also met on 3 September 2007 to explore ways of developing Recovery and User Led Research.

11. CARER TRAINING

Denise Hall, Mental Health Trainer has delivered a session to a group of 17 carers on Wellness Recovery Action Planning (WRAP) and coping with and managing difficult behaviour.

Older People Services in Cirencester and Gloucester have run education courses for carers of people with dementia.

12. CATCH UP AND HAVE YOUR SAY SESSIONS

These sessions have been arranged as a follow up to the Carers Education Courses for carers of people with dementia. A one off session is arranged to follow eight weeks after the end of the course to provide an opportunity for carers to explore any issues or concerns they might have but also to provide an opportunity for the Carer Participation Worker to talk to them about 'Getting Involved' in the planning and development of services.

13. MENTAL HEALTH CARERS SUPPORT WORKERS

Kathy Holmes and Mary Dignan (PALS) meet quarterly with carers support workers at Carers Gloucestershire .Support workers have reported an increase in referral to the service and said they are receiving referrals much earlier for carers new to a caring role. In a recent survey of carers receiving services from the Mental Health Carers Support Workers 94% felt that the contact helped the carer with their caring role.

14. FREEDOM OF INFORMATION

13 requests were received in total for the period of April – Sept 2007, compared with 23 during the same period in 2006 and 15 in the same period in 2005. No exemptions were applied during this period .The Trust has recorded a total number of 88 requests since 1st January 2005 .

During this period there were a total of 5,552 hits to the FOI section of the website. The number of hits records the times that a particular page has been looked at or down loaded. The number of unique visitors to the FOI sections on the Trust website for this period was 2,635 .