

NOTES FROM PAN ISLINGTON PATIENT PARTICIPATION GROUP (PPG) MEETING OF 18TH JUNE 2015.

1. Richard Harley (VAI volunteer and Islington patient) is chair. Introduces Rebecca Muncey (rebecca.muncey@nhs.net) as the person from the Islington Clinical Commissioning Group who is taking over from Lizzie Stimson as lead on PPG meetings.
2. Rebecca Muncey outlines most recent opportunities for patient involvement and outreach projects. These are summarised on the attached document 'Engagement Opportunities June 15'.
3. Sarah Burnard from St Joseph's Hospice in Hackney gives a presentation on **Voices for Change**, a support group that works with the NHS in Islington. It helps to raise the profile of patients and carer views; views will help to inform, improve and develop current and future services for people with long term life limiting conditions, as well as those who provide for people at the end of their lives. These services include Macmillan nurses, personal care, dementia care, Marie Curie nurses, care homes, hospices, district nurses, bereavement services etc.

This is a drop in group (see flyer ATTACHED; two locations at FinSpace and Bingfield Street practice) and there is also a virtual group for those who cannot attend in person. Meetings are to find out what people want services to be.

There is a new bereavement service for Islington that is starting in July/August 2015 run by paid staff who use specially trained volunteers. It is run by St Joseph's hospice and is based on one that has been phenomenally successful in Newham. If anyone is interested in being a volunteer befriender please call 020 3317 5774 or email islingtonbereavement@stjh.org.uk. To make a self-referral or one on someone's behalf, call 0300 303 0400 (SEE flyer ATTACHED)

Queries and comments from the floor:

Why didn't Voices for Change ask people who use the services? For example using feedback forms or questionnaires?

A. Findings are recorded and approved and sent to CCG and last years of life steering group. Having a questionnaire as well would be something to look at. Questionnaire could be stage 1 and conversation could be stage 2.

A concern was raised that there are no hospices actually located in Islington – so patients are referred to hospices in nearby boroughs. It was highlighted, however, staff at these hospices provide great care.

Another comment was that that carers struggle to find support and help in Islington. Often carers don't know where to go and find support hard to access. This can mean they feel very isolated.

A. The Islington Carers hub www.islingtoncarershub.org 020 7561 5517 represent and support carers and work with commissioners to commission correct services.

Comment was made that suggestions slips at the meeting could be used for people to add their own experiences. This has now been actioned so people can find these on the table and can also email Naomi with suggestions at any time.

It was highlighted that people would like to find out some of the positive changes taking place in Islington because of community feedback:

- Website being updated and will have a page on this (will be shown at PPG meetings).
- Can add a section at the end of the engagement opportunities brief
- Will be a topic at one of the forthcoming meetings.

4. Presentation on **mental health services** commissioning in Islington by Natalie Arthur, Commissioning manager from Islington Council; Ksenija Kadic and Iris Dearne from the Recovery College; Dr Lucy Wilson-Shaw and Dr Alastair Bailey, iCope.

For information on IBUG – Islington Borough user group for mental health service user engagement please see www.islingtonbug.org.uk. All past and present service users are invited to become members.

For information on The Recovery College please see www.candi.nhs.uk/recoverycollege or contact by email recovery.college@cahni.nhs.uk or call 020 3317 6904.

iCope referrals can be made either through health practitioners or self refer by email referrals@cahni.nhs.uk or by phone 030 3123 1000 or via website www.icope.nhs.uk

Queries and comments from the floor:

There are problems with access to crisis beds and problems with using police stations as places of safety. This was reported as not being a good service.

Action: to provide an update on the work within mental health services.

What is the waiting time for services?

We try to see people as quickly as possible. The first appointment for initial assessment is 2-4 weeks after contact and then the aim is to start within 4 weeks to start therapy. It does depend a lot on how flexible people can be with regards dates and times.

5. AOB

The chair invited anyone interested in being a patient chair (for locality meetings perhaps in the first instance if that is preferred) to let Naomi Peck at VAI know. Training and support is offered by Voluntary Action Islington and the aim is to get a pool of interested people so that the commitment can be flexible. Please call 020 7832 5836 or email: patients@vai.org.uk if you would like to find out more.