**Minutes from the North Kent Patient Consultative Committee held on Thursday, 23 January 2020 from 11am to 1pm in Meeting/ Group room B, Arndale House, Dartford**

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| **Members:** |

Nick Dent (ND) Patient Experience Team Manager (Chair)

Mary Mumvuri (MM) Executive Director of Nursing and Quality

Prosper Mafu (PM) Head of Service, Community West and North

David Hough (DH) Swale User Representation Forum (SURF)

Louis Coelho (LC) Carer / Carers First / ADSS / Carers UK

Brian Clark (BC) Carer

Jeanne Clark (JC) Carer

Steve Armitstead (SA) Engagement Worker, User Voice, MEGAN CIC

Nicola Begley (NG) iMAGO Community

Ray Weston (RW) iMAGO Community

Kathy Noble (KN) Wellbeing Services Manager, North Kent Mind

Emma Jarnell (EJ) Employment Services Manager, North Kent Mind

Alison Sweeney (AS) KMPT Carers Champion

Kamila Lobuzinska (KL) Patient Engagement Coordinator (notes)

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| **Apologies:** |

Bobbie Taiano Team Lead (Medway), Carers First

Lesley Taylor Commissioning Project Manager, NHS Swale and NHS Dartford

Sarah Hodge Locality Manager, Medway Community Mental Health Service

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| **Reference:                   Agenda item:** |

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| **NKPCC 19/20-50 Welcome, Introductions and apologies** |

50.1 ND welcomed members of the meeting; apologies for absence were received and noted as above

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| **NKPCC 19/20-51 Minutes of the previous meeting** |

51.1     The minutes of the previous meeting were approved

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| **NKPCC 19/20-52 Matters Arising and Outstanding Actions from the Last Meeting** |

* 1. Outstanding actions from the previous meeting:
* NKPCC 18/19-35 ND to speak to Amanda Lailey about Suicide Prevention Training; the dates of training were shared with the group – **completed**
* NKPCC 18/19-44 Steve Armitstead people are complaining about waiting list;
* MM asked if people have any experience of that; PM advised people on waiting list would be regularly contacted by KMPT staff with updates (a face to face contact in every 3 months)
* SA people are disappointed with what is on offer, we need to manage their expectations
* KMPT is trying to do work with GPs; there are remits of primary and secondary care
* NB from iMAGO advised they have plenty referrals around mental health; KN from North Kent Mind talked about funding, they are funded to provide support for people with a low or a moderate mental health (depression and anxiety)
* NKPCC 18/19-47 The Trust work to respond to changes in Friends and Family Test, new questions shared for comments, no comments received – **completed**
* NKPCC 18/19-48 The updated Terms of Reference shared for comments, no comments received – **completed**
* NKPCC 18/19-49 Physical health leaflet, Recording Demographic info leaflet shared for comments, no comments received – **completed**

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| **NKPCC 19/20-53 Executive Team update** |

53.1 Update was given by Mary Mumvuri, Executive Director of Nursing & Quality:

* Our Patient Reportable Experience Measure (PREM) increased from 150 responses three years ago to 800 now; the trust have better real time feedback from people; the Trust consistently receive very positive feedback overall
* The Trust work to respond to changes in Friends and Family Test; we are changing the question: “How likely would you recommend our services to friends and family members in need of similar support” to: ”Overall how satisfied you are with the quality of your care”
* Friends and Family Test responses are always above the national average
* Triangle of Care work is recognising our commitment to further work with carers; the Trust set up a Quality account priority to complete Triangle of Care assessment standard; we have progressed to the second star of Triangle of Care and it shows Trust’s commitment
* 15 steps challenge discussed; the ethos of this is to sense the first impressions of the service from a service user/carer perspective; report from 15 steps goes to the Trust Wide Patient & Carer Experience Group; the group was encouraged to take part in this initiative
* National Patient Survey is an annual survey reported by the Quality Care Commission (CQC), an action plan has been developed in order to address the areas of concern following the results of the last survey; 2018 was tricky as the CQC was concerned with our Community Mental Health Teams (when we were inspected in November 2018 the CQC said that the Trust made some improvements); there was also a transition between KMPT and KCC; the Trust decided to focus on two main areas: involvement in care of family and carers and care planning

53.2 Discussion

* BC mentioned changes to social care, some service users have had great difficulties dealing with that change; DH commented that if people’s recovery journey go well they would move with the change
* RW commented that people haven’t been previously involved in care plans and focussing on that will give them a choice and voice; MM added that people don’t recognise that a letter from an appointment is their care plan, we need to be clear about that (this letter is sent to individuals and GPs)
* NB asked if KMPT work with carers and do they advise any care organisations about it; ND highlighted that signposting people is a principle of Triangle of Care
* SA talked about work which the Engaging Kent is doing around getting people back to the meetings, engaging service users and carers; he attended some meetings with iMAGO and Mind and felt very welcomed

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| **NKPCC 19/20-54 Members reports** |

54.1 DH advised he will be taking KMPT Engagement Opportunities booklet to his GP and feels that Primary care mnetal health workers could be good at raising awareness regarding engagement

54.2 BC attended the Crisis Team workshop and found it interesting; this workshop was under the Clinical Care Pathway; MM added that some mapping was done during that workshop and people could say what would make difference

54.3 LC mentioned the appointment of a new Medical Director, Dr Afifa Qazi

54.4 NB – iMAGO –pleased to be here and would like to come regularly; ND advised that east Kent carers had a question about advocacy for carers, do iMAGO provide that? It’s not provided but they can come along to meetings with carers, they used to refer people to Kent Advocacy

54.5 RW – he works in the community through iMAGO – mentioned that people haven’t been involved in care packages; they work with KCC to have a tiered system; he had a Commissioner shadow him to learn what their work looks like

54.6 KN - North Kent Mind – mentioned a gap in the provision; they run open sessions and they have people walking there with no risk assessment sent by KMPT staff; the need to provide the risk assessment should be uniformed across KMPT;

* PM emphasises that KN highlighted some operational issues; KL to pass on KN’s details to PM **action**

54.7 EJ – West Kent Mind – talked about people in real crisis, suicidal, coming to their service, she has some experience of ringing the Crisis team and learning that they could provide an appointment to that person in few weeks. PM informed that all KMPT’s referral go through Single Point of Access, they would identified the Community Mental Health Team’s urgent slot; the process is there; Single Point of Access have an access to RiO and they would do a risk assessment; KN advised that their staff do a risk assessment too;

**Action** PM and North Kent Mind to speak about this outside of this meeting

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| **NKPCC 19/20-55 Relocation of the Community Mental Health Team** |

55.1 The update was given by Prosper Mafu, Head of Service –Community West and North

* Services from Canada House and Elizabeth House will be moving to a hub in Gillingham High street the week beginning 20 April 2020
* Teams which are moving to the hub are as follows:
* Mother and Infant Mental Health Service
* Medway and Swale Crisis Resolution & Home Treatment
* Mental Health of Learning disability
* Early Intervention in Psychosis Service
* Medway Community Mental Health Service for Older People
* Medway Secondary Care Psychological Therapy Services
* Primary Care Mental Health Nurses
* Medway Community Mental Health Team
* The reason for the move is that a few years ago the Trust look at hub for the Community Mental Health Team in Medway; Canada House which was an old maternity built wasn’t purpose build; this hub was offered by Medway Council
* Plans were presented, staff were involved in the planning process; there are good transport links for people
* This is a positive move; people would be referred to one building; a joint assessment by different teams could be booked
* They have a discussion with Social Care about their visibility in the building; they would like to offer some desk space for their team
* BC talked about his daughter’s experience with the Crisis Team; it would be good to invite someone from the Crisis team to this meeting to explain the scope of Crisis Team
* PM advised the group about the consultations for service users and carers about the move in February; date will be shared with the group

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| **NKPCC 19/20-56 Statutory reports** |

None

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| **NKPCC 19/20-57 AOB** |

57.1 ND, the next Co-production network meeting will be held on Monday, 9 March in Canada House; Patient Experience is holding the Time to Talk day on 6 February – three venues in Kent and Medway will be linked with the video conference link

57.2 BC asked about the Frank Lloyd Unit which will be closed in few weeks; ND to find out about the consultations and let BCknow **action**

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| **NKPCC 19/20-58 Date of the next meeting** |

58.1 Wednesday, 4 March from 11am to 1pm in Meeting Room 01, St Michaels House, Sittingbourne