

## Healthwatch Representatives Feedback Form

<h3>Representative name</h3>	<p>Sarah Cook Martin Haddon Alana Rhoden</p>
<h3>Meeting</h3>	<p>Liaison Meeting with South West London St George's Mental Health Trust (SWLStG's)</p>
<h3>Date &amp; Time</h3>	<p>27 April 2018 10.00a.m - 11.30a.m</p>
<h3>Who attended</h3>	<p>Michael Hever, Head of Nursing and Quality, and Simon Wylie, Deputy Head of Service Delivery, Community and Cognition/Ageing Service Lines</p> <p>Beverley Baldwin, Head of Nursing and Quality, Urgent and Acute Care Service Line</p>
<h3>Key issues</h3>	<p>This was the third in a new series of liaison meetings under the Trust's Service Line organisation. Main points discussed were:</p> <p>Bed management: the Trust has introduced a new system incorporating the national Operational Pressure Escalation Levels (OPEL) framework. This makes clear at any time the overall level of pressure, triggering appropriate responses throughout the organisation. It is hoped that this will reduce the average length of stay but should not affect decisions on individual admissions or discharges.</p> <p>The pathway for women requiring acute admission, including the balance between</p>

	<p>single sex and mixed wards, is being reviewed with findings to be submitted to the Board in due course.</p> <p>The Trust is collaborating with St George's on an exchange programme between A&amp;E nurses and Registered Mental Nurses from the Trust's Place of Safety (S.136) suite.</p> <p>There are plans to review the crisis cafes and the Lotus Assessment Suite, introduced last year, with service users and carers - but arrangements have not yet been made.</p> <p>Michael explained the various components of work relating to the Community Mental Health teams (CMHT's) under this year's Quality Priorities. This covers points from the CMHT liaison meeting 27.4.18, the rollout of the Trust's new 10 Care Planning Standards (of which we were given a poster), risk assessment ("zoning"), auditing of case notes, caseload weighting and continuity of care co-ordination.</p> <p>Healthwatch were invited to meetings being held in June on working across the community in Wandsworth and on a pilot scheme to embed police officers in to Community Mental Health Teams (CMHT's) in Kingston and Richmond.</p> <p>We asked about two new services relating to older people and were promised information in writing on these.</p> <p>Next meeting to be arranged for July.</p>
<p><b>Healthwatch Actions and What to Watch</b></p>	<p>We will be following these issues in further discussions. We will ask to be involved in the review of crisis cafes and the Lotus suite.</p>

The Meeting in one sentence (for blog, FB, Tweeter, newsletter)

Continuing informative liaison with the Mental Health Trust