

Haringey Service User and Carer Forum

Microsoft Teams

Monday 11th of April 2022, 2:00pm-3:30pm

Chairs:	A. Dipino (A.D) & C. Cox (C.C)
Present:	Suzanne A. Tarka (A.T) J. Buckingham (J.B) J. Douzenis (J.D) V. Lidchi (V.L) G. Dulskyte (G.D) M. McKenzie (M.M) C. Lam (C.L) M. Graham-Fadiora (M.G) A. Johal (A.J) S. McClean (S.M) A. Carr (A.C) F. Amasowomwan (F.A) G. Passaway (G.P) S. Kirkpatrick (S.K) Satish Mohammed N. Roswess-Bruce R. Sandler (R.S)
Minutes:	J.D
Abbreviations	DP Discussion point

	Meeting Summary	Action
1	Round of introductions	
2	Matters Arising & Actions	
3	Notices	
4	Agenda Items: <ul style="list-style-type: none"> Primary Care Network NHS 11 Service 	

1.	Introductions	Action
1.1	Introduction of meeting attendees	
2.	Matters Arising & Actions	
	July Forum Meeting in Person We are planning on holding the July Forum meeting in person. The presentation that is planned will benefit from being in person (covid allowing)	
	Extra Meeting- Community Transformation	

	We have decided to hold an extra meeting about the community transformation on the 25 th of April from 3 until 4 pm.	
3.	Notices	
3.1	New co-chair- Sally Kirkpatrick Sally has agreed to take on the role of co-chair from Ana-Maria. Today's was Ana-Maria's final Forum. We all wish her the best for the future and thank her for her contribution to the space!	
3.2	Forum Advertised on NextDoor App Ana-Maria helpfully advertised the Forum on the neighbourhood website/app called Next-door in an attempt to encourage more people to attend the forum	
3.3	Nature Walks A group run by St. Ann's Green Spaces (STAGS) organises nature guided walks around the site of St Ann's. At the end of each walk the group meets for tea, a chat and a chance to reflect on the "treasures" that were spotted and collected. You can share your finds on the Nature Table. The programme has been funded for another 8 weeks. The group meets on Thursday 2-4pm. The next meeting is on the 21 st of April. Meeting point: Peace Gardens on St Ann's site.	
3.4	Research from Manchester University MM has flagged up some research that is being carried out by researchers at Manchester University. This includes interviews and focus groups for carers of people who experience mental health difficulties. Please see the link below for more information and information on how you can join. https://caringmindblog.com/2022/04/09/supporting-informal-carers-of-people-with-mental-health-problems-during-hospital-discharge/	
3.5	M.M New Book M.M. is launching a new book which so far has been well received by NHS trusts across London. He is also planning and preparing for a new project and is looking for carers to contribute to it. If there are any carers who are interested in or write poetry and would like to contribute, please contact M.M.	
3.6	Open Dialogue Conference An Open dialogue conference is being held on the 4 th of May in central London. Please see more information attached with the minutes.	
3.7	Ana-Maria's Article for St Mungo's Ana-Maria has recently written an article. This will be circulated to the forum once the article is published.	
3.8	Social Football A new group has been established called "Social Football". The group is working with community services including MIND and Tottenham Talking. The group will soon be open to accepting self-referrals.	
3.9	Mental Health Week This year's mental health week starts on the 9 th of May. We are going to hold	

	various activities including an art exhibition in Tottenham Talking and are also planning a “open conversation” for 14/05/2022. Details to be confirmed.	
4	Agenda Items	
4.1	<p>Primary Care Network Angiolina and Shirley provided a presentation on the Primary Care Network and the work they do. They aim to work with clients/families/carers who “fall between the net”, who are between thresholds for primary and secondary care and who have likely been “bounced around”. They also aim to “reduce cliff edges” by offering clients support tailored to their current needs rather than based on diagnosis.</p> <p>DP: Do they take self-referrals? Currently it seems they are not able to take on self-referrals but both Shirley and Angiolina agreed to discuss this in their clinical team meeting.</p> <p>DP: How can formal complaints be made about GPs? JB let us know that a good place to start would be the CQC. Suzanne also informed us that in the past when she has spoken to the CQC they were very helpful. Formal complaints can also be made through PALS</p>	
4.1	<p>NHS 111 Service Robyn and Bhivani provided a brief presentation on the NHS 11 Service and the new development. They wanted to hear feedback from the forum about their experiences of calling 111.</p> <p>The slides from their presentation are attached in the minutes.</p> <p>DP: Mental health and 111? The 111 service does not currently employ any mental health specialist. Instead, they are focusing on building clear and easy pathways with other services including the crisis team.</p> <p>There is also a new part of the 111 service which is being developed. This will give clients who are seeking support for mental health to get in touch with someone from the service specifically about mental health (Star2). There are not many details that were shared at this point about this new developing service.</p>	
6.	Next Meeting	
	<p>Monday 9th of May 2022, 14:00-15:30- Theme:</p> <p>Click the link below to join our next meeting: <u>Join Microsoft Teams Meeting</u></p>	