

## Haringey Service User and Carer Forum

### Microsoft Teams

Monday 13<sup>th</sup> of December 2021, 2:00pm-3:30pm

<b>Chairs:</b>	A. Dipino (A.D) & C. Cox (C.C)
<b>Present:</b>	F. Amasowomwan Cheyenne G. Dulskyte (G.D) P. Fraser (P.F) H. Chamberlain (H.C) A. Gowshall J. Goodchild (J.G) A. Tarka (A.T) J. Douzenis (J.D) Dilip S. Boojhowon (S.B) V. Lichi (V.L) F. Rahmna (F.R) K. Wickremasinghe (K.W) M. Cardella (M.C) Pinar M. McKenzie (M.M) A. Raff (A.R) O. Sewell (O.S) Cyrus Joseph Abigail Jennifer Sinmons (J.S) Kat Lawrence Suzanne E. Webber (E.W) O. Samuel (O.S) C. Groves (C.G) C. Lam (C.L)_
<b>Minutes:</b>	J.D
<b>Abbreviations</b>	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"> <li>• Stories of Change and Recovery (Kiara &amp; Monica)</li> </ul>	

<b>1.</b>	<b>Introductions</b>	<b>Action</b>
1.1	Introduction of meeting attendees	
<b>2.</b>	<b>Matters Arising &amp; Actions</b>	
	None reported	
<b>3.</b>	<b>Notices</b>	
3.1	<p><b>Inclusion Barnet Logo Competition</b> Inclusion Barnet are launching a new recovery strategy. As a result, they are holding a competition to design the new logo of the strategy and asking service users “What does recovery mean to you?”. The competition closes for submission on the 4<sup>th</sup> of January.</p>	
3.2	<p><b>M.M New Book</b> 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.</p>	
3.3	<p><b>Barnet and Enfield Service User and Carer Forum</b> A new Service User and Carer Forum is beginning in Barnet. They are to be held every 3<sup>rd</sup> Thursday of each month. The next one will be on the 16<sup>th</sup> of December 2021. Similarly, Enfield have also started a service user and carer forum. They are to be conducted on the 2<sup>nd</sup> Wednesday of each month. Their most recent meeting was held on Wednesday the 8<sup>th</sup> of December 2021. Both forums have been running for approx. 3 months</p>	
3.4	<p><b>Tottenham Talking Referrals</b> Tottenham talking has received many referrals from clinicians and is soon to open for self-referrals as well. Self-referrals will be accepted from January 2022 onwards. So far, Tottenham talking has received positive feedback from its participants.</p>	
3.5	<p><b>Food Banks</b> New/updated information to be sent out with the minutes.</p>	
3.6	<p><b>Crisis Telephone Line</b> The feedback from previous forums was shared with the manager of the Crisis telephone line who is taking into consideration and working on improving the service. Their team is also working on the Quality Improvement project on the best way to start getting regular feedback from it’s callers. They plan to present this to the forum once completed. Suzanne offered to feedback some of her experiences and be a secret shopper as a way of getting feedback to the telephone crisis team and agreed for her contact details to be shared with them.</p>	
<b>4</b>	<b>Agenda Items</b>	
4.1	<p><b>Stories of Change and Recovery (Kiara &amp; Monica)</b> <b>-Kiara</b> Kiara spoke about her experiences and the importance of having support around you to help in recovery. She spoke fondly about her care coordinator and how they worked together to develop her interest in music, get back into studying, “move forward” with her life and not let her experiences of mental health define her and her future. Kiara is currently a researcher on the Open Dialogue trial and is completing her PhD.</p>	

	<p><b>-Monica</b>  Monica spoke about her experience of mental health and what she found important in her recovery. She spoke of support from peers and the friendships she created that were very meaningful to her. She also spoke about how mental health does not always “end nicely” and emphasised the importance of also acknowledging this in the presentation. She spoke about how she copes with the idea of a possible relapse in the future and feels that this time she will know the warning signs and hopefully be better able to cope with it. Monic also touched on the impact of stigma and cultural differences in how mental health is perceived and accepted and how difficult it is to sometimes talk about mental health with loved ones.</p> <p>There was good discussion following the two talks, and thanks was given to the two speakers for sharing their personal narratives.</p> <p><b>Feedback for the forum</b>  Would hope that there would be more service users in attendance</p>	
<b>6.</b>	<b>Next Meeting</b>	
	<p>Monday 10<sup>th</sup> of January 2022,14:00-15:30- Theme: Open Dialogue</p> <p>Click the link below to join our next meeting:  <a href="#"><u>Join Microsoft Teams Meeting</u></a></p>	