

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 190 2015

**Request:**

**Response:**

Thank you for your recent request under the Freedom of Information Act 2000.

Enclosed are copies of meeting minutes as requested.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk)

**ImROC Steering Group - MEETING COMMENCES**

**12.30PM**

**ACTION PLAN from 4<sup>th</sup> February 2015**

<p><b>WELCOME TO ATTENDEES, INTRODUCTIONS AND APOLOGIES:</b></p>		
<p><b><u>Present:</u></b> Sarah Mitchell, Kevin James (Chair), Tonia Russell (Notes) Jackie David Iain Mowat Beryl Hughes Paul Rao Cassie Bettcher, Bryan Walker, Mary Rose Roe Todd Gilbey Bryan Walker Gafro Harrison Sarah Plummer Jo Smith</p>	<p><b><u>Apologies:</u></b> Amanda Graham-Leigh Amy Hawkes Sara Freeman Caren Maidment Pete King Amy Eagle Simone Davies</p>	
<p><b>ACTION ITEM</b></p>	<p><b>PLAN</b></p>	<p><b>PERSON(S) RESPONSIBLE Current Status/Date</b></p>
<p><b>Recovery Story</b></p>	<p>Anyone wishing to tell their story to advise Kevin James or Sarah Mitchell in good time before next meeting.</p>	<p>Ongoing - ALL</p>
<p><b>Proposed Course:</b>  <b>Safer Discharge/Life beyond Illness/ Moving on Subgroup</b> Jo Smith &amp; Ceinwen Fidler</p>	<p>Co-production of Recovery College course  Decide content of course</p>	<p>Jo Smith advised little progress made due to workload. Kevin James asked Jo to provide brief info. to state problem so it can be addressed.</p>

<p><b>Invitation/flyer</b></p> <p>Subgroup: Simone Davies - Lead Jackie McLoughlin, Jo Smith, Paul Rao, Robert Cannell, Sarah Mitchell</p>	<p>Design and Distribution of Flyer and Leaflet</p> <p>Communications Dept. to be consulted re logo</p>	<p>Simone has planned meeting for 17th Feb Update of progress for March 4<sup>th</sup> meeting.</p> <p>Kevin to Invite Fraser McKay and Lisa Mungham-Gray from Comms. Dept. for March 4<sup>th</sup> meeting</p>
<p><b>'Café' Project</b></p> <p>Subgroup: Paul Rao – Lead Cassie Bettcher Lysander Hardy Sarah Mitchell Todd Gilbey Sarah Plummer</p>	<p>To meet as sub-group and decide how to move forward</p>	<p>To give general update on progress at March 4<sup>th</sup> meeting</p>
<p><b>Promoting ImROC</b></p>	<p>Obtain rental costings for stall on Gentleman's Walk &amp; Norfolk Show – stand</p> <p>World Mental Health Day 10<sup>th</sup> October 2015</p> <p>Recovery College Roadshows</p>	<p>Kevin to obtain costs for stall in Gentleman's Walk &amp; Norfolk Show</p> <p>Book Main Hall for event.</p>
<p><b>Recovery Steering Groups in other areas</b></p>	<p>Contact other groups to find out how they have developed with a view to learning what they have found has gone well and not so well. Obtain notes &amp; Newsletters from:</p> <ul style="list-style-type: none"> <li>• Yarmouth &amp; Waveney – Sari Kelsey</li> <li>• West Norfolk – Maggie Harrison</li> <li>• Suffolk – Chris Hedges</li> </ul>	<p>Kevin James &amp; Sarah Mitchell to obtain for – March 4<sup>th</sup> meeting</p>

**AGENDA FOR 4<sup>TH</sup> MARCH 2015**

1. Action Plan – Update.
2. Recovery Story (if available)

<b>UNCONFIRMED</b>		
Notes of:	<b>City &amp; South Service User and Carer Forum</b>	
Held on:	<b>Wednesday 1<sup>st</sup> April 2015 - 3.00 – 5.30pm</b>	
Venue:	<b>OPEN Conference, 20 Bank Plain, Norwich</b>	
<b>Present:</b>	Sheila Preston – Co-Chair – Norfolk Governor	Kevin James (KJ) – Co-Chair – SU Governor
	Sarah Mitchell	Malcolm Court - Carer
	Todd Gilbey – Peer Tutor	Nathan Shreeve-Smith (SNCCG)
	Bryan Walker	Stephen Fletcher
	Beryl Hughes	Matt Harvey
	Sue Ferguson – (Dep. Service Manager)	Justin Barnard
	Helen Blee	Dennis Bartram
	Wayne McCarthy (Ergo)	Mary Rose Roe (Carer)
	Lysander Hardy (Ergo)	
	Sandra Flanagan (MIND)	
<b>Apologies:</b>	Jill Curtis	Sophie Kennish
<b>In attendance:</b>	Tonia Russell – Notes	
<b><u>GUEST SPEAKER(S):</u></b>	Allen Kharbteng - Lorenzo Helen Blee – Lorenzo Sandra Flanagan - MIND	

<b>1.</b>	<b>Welcome, Introductions and Apologies</b>
	Kevin welcomed all to the meeting. Apologies recorded and introductions given for new attendees.
<b>2a.</b>	<b>Approve Notes from Previous Meeting</b>
	a) Notes approved as accurate account.

<b>2b.</b>	<b>Review Actions</b>
	<p>➤ <b>Kevin James - FUTURE SPEAKERS – Ongoing - see list below</b></p> <p>Gary Hazelden to attend May meeting (re Clusters 5-17)  Representative from City and County Hall (Housing Dept) – pending arrangement  Steve Bazire – Pharmacist – pending arrangement  Ruth Nobbs – pending arrangement  Wendy Hicks – pending arrangement</p> <p>➤ <b>Del Mitchell - Come and Have your Say – YOU SAID WE DID - Feedback Event - Ongoing.</b></p> <p>Remains pending – common themes to be available for next month with a formal presentation to follow. Date, time &amp; venue to be advised.</p> <p>➤ <b>Kevin James – EVENING &amp; WEEKEND MEETINGS (QUARTERLY) – Ongoing</b></p> <p>Item remains pending</p> <p>➤ <b>Kevin James – FOOD PARCELS FOR IN-PATIENTS ON DISCHARGE – Ongoing</b></p> <p>Item remains pending re identification of who currently arranges this provision within NSFT.</p>
<b>3.</b>	<b>Guest Speakers (i) Lorenzo Care Plan</b>
	<p>Dr Allen Kharbteng &amp; Helen Blee joined the meeting.</p> <p>Views sought on 'Care Plans' within the new Lorenzo system which is to commence on May 18<sup>th</sup>. Document will be sent out for comments.</p>
<b>3.</b>	<b>Guest Speaker – (ii) Sandra Flanagan - MIND – update on new support line pilot</b>
	<p>Sandra gave a further update on the current pilot. Firstly advising that they are unable to meet demand, for which she apologised, this being due to the limited funding available. Use of 'Drop-In' sessions have not been attended as was expected – this may relate to the location, therefore a venue is being looked into in the city centre. The pilot ends in June, and feedback would be appreciated. The relationship between Mind and NSFT has been good. Improved means of communication were suggested. i.e. Freephone No. or low tariff No. texting, email, phone credit cards for those without landline or mobiles etc.</p> <p>Deputy Service Manager, Sue Ferguson, advised that four member of the response team had joined the Mental Health Community Teams with Honorary Contracts.</p>

	<p>A Primary Care phone line will effective from September available 06.00 to midnight, inclusive of weekends.          Statistics have shown reduction in call to Crisis Resolution Home Treatment</p>
4.	<p><b>World Mental Health Day – 10<sup>th</sup> October 2015</b>  <b>Sub-group lead Bryan Walker</b></p>
	<p>The Main Hall at Hellesdon Hospital has been booked for this event.</p> <p>Those present split into smaller groups to discuss possible ideas for World Mental Health Day event.</p> <p>Ideas consisted of:</p> <ul style="list-style-type: none"> <li>Car Boot Sale</li> <li>Help the Heroes</li> <li>Community Development Worker – Ammta Kulkani</li> <li>Human Library</li> <li>Salvation Army</li> <li>Arts and Crafts</li> <li>Face Painting</li> <li>Presentations</li> <li>Lonliness groups</li> <li>Advocacy groups</li> <li>Time for Change</li> <li>? Anybody else doing anything within the Trust</li> <li>Acrobats</li> <li>Food</li> <li>Tables by diagnosis</li> <li>Charitable funds</li> <li>Mental Health Prov. Forum</li> <li>ASDA – charity token fund raiser</li> <li>Guest speakers</li> <li>Auction</li> <li>CALM – through BBC</li> </ul> <p>Expressions of interest were sought to be involved with the event (listed as follows):</p> <p><b><u>Sub-Group members</u></b></p> <ul style="list-style-type: none"> <li>Bryan Walker - Lead</li> <li>Sheila Preston</li> <li>Lysander Hardy</li> <li>Matt Harvey</li> <li>Ron French</li> <li>Beryl Hughes</li> </ul>

5.	<b>Compiling the Agenda for this meeting</b>
	Not discussed
6.	<b>Any Other Business</b>
	<p><b><u>Interview Training.</u></b></p> <p>List compiled of those interested in this training – details to follow shortly.</p> <p><b>ACTION: Kevin</b></p> <p><b><u>Next Meeting – BRING SOMEBODY</u></b></p> <p>Suggestion made to bring somebody with you to the next meeting e.g. carer.</p> <p><b>Action: ALL</b></p> <p><b><u>Attendance by Non- Executive Director</u></b></p> <p>Invitation to be extended to attend meeting.</p> <p><b>ACTION: Kevin</b></p>
	<p><b>NEXT MEETING: WEDNESDAY 6<sup>th</sup> May 2015 – 3.00pm to 5.00pm</b></p> <p><b>OPEN Conference Centre, Sovereign Room, 20 Bank Plain, Norwich</b></p>

# ACTION ITEMS from 1/4/15

	<b>Person Responsible</b>	<b>Action Item</b>	<b>Date/Action Update/or Complete</b>
1.	Kevin James	Future Speakers – suggestions welcomed - Current proposed list: <ul style="list-style-type: none"> <li>• Gary Hazelden to attend May meeting</li> <li>• Reps from City &amp; County Hall (Housing Dept) – pending arrangement</li> <li>• Steve Bazire – Pharmacist – pending arrangement</li> <li>• Ruth Nobbs – pending arrangement</li> <li>• Wendy Hicks – pending arrangement</li> </ul>	Ongoing
2.	Del Mitchell/Sue Ferguson	You Said, We Did – Feedback event  Remains pending – common themes to be available for next month with a formal presentation to follow. Date, time & venue to be advised.	Update required for May meeting
3.	Kevin James	Evening & Weekend Meetings (Quarterly) Requires further discussion	Remains pending
4.	Kevin James	Food parcels for In-patients on discharge  Item remains pending - identification to be ascertained of who currently arranges this provision within NSFT.	Pending arrangement /invite of staff member from relevant area.
5.	Kevin James	Interview Training	Pending advice from Kevin re dates etc.
6.	ALL	Bring somebody with you to our next meeting – e.g. a Carer	May Meeting
7.	Kevin James	Invitation - Attendance at one of these meetings by Non-Executive Director	Pending arrangement of invite



