What happens during the meeting?

Everyone arrives and gets a copy of the minutes of the last meeting.

It is a paid role , with a job description. We currently pay Service User Representatives £7.20 per hour.

The service user reps take turns in chairing the meeting:

- making sure that any actions have been done
- Keeping us all to the time given for the meeting
- Making sure we all listen to each other
- Making sure everyone has a turn to speak and share views

We have someone from the staff team who keeps a written record of what is discussed and any actions. Another member of staff will support the chair .



For example: Food in Hatherton.

Problem : Patients said that the food was better, but there wasn't enough, so we asked the catering manager to come to a meeting.

Solution: now can have more than one portion of vegetables and the lack of food has been reported to the catering manager for monitoring.

NHS
Midlands Partnership
NHS Foundation Trust
A Keele University Teaching Trust

Forensic

Service User Involvement Meeting

Hatherton & Clee





When?

The meetings are on Tuesdays between 12.30 and 2.00.

They are on Sandon, every two weeks.

Clee hold meetings on the last Tuesday of each month



Who goes?

Each ward has a representative who chooses to go to the meetings. He has to be supported by his ward team and the other patients.

Ward staff and senior managers attend too.

Why attend service user involvement?

So service users and staff can work together more closely than they have in the past.

Service users and staff can talk about problems and try to solve them together.

Service users and staff can share new ideas and ways to make the service better.

Staff will give feedback to the mental health managers and you will share it with the other patients on the ward in the community meetings.

