Commission for Patient and Public Involvement in Health

PATIENT AND PUBLIC INVOLVEMENT FORUM ANNUAL REPORT 1 April 2006 - 31 March 2007, WORKPLAN 2007.

Forum Name   **Cheshire & Wirral Partnership PPI Forum**

Forum Support Organisation   **Cheshire & Wirral Inhouse Team**

CPPIH Regional Centre   **North West (Warrington)**

Current Forum members:

> **Lilian Baker**
>
> **Francis Cook**
>
> **Glynne Grey**
>
> **Michael Heale – Vice-Chair**
>
> **Gill Holmes**
>
> **Murdo Kennedy - Chair**
>
> **Ralph Little**
>
> **Keith Wilberforce**

Our thanks to former Members who took part in the work of the Forum over the last year.

Meetings

Meetings held in	12
Type of meeting Informal	Number held 2
Public Meetings	

Forum work

ACHIEVEMENTS OF THE FORUM – "We are proud of …."

Achievements	Please categorise each impact
Impact 1 1 Access to after hours mental health crisis care : a) **What we found** was that after hours calls were not being passed on to the on-call members of the Crisis Resolution Home Treatment (CRHT) teams in Cheshire ; b) **What we did** was to clarify concerns and needs with CWPNT and share them with the Mental Health Joint Scrutiny Committee (MH JSC) ; c) **What we achieved** was that CWPNT agreed that for people who met CRHT criteria (i.e. enhanced CPA), the after hours CRHT service would provide • single phone call 24/7 access to CRHT (via Emergency Duty Team (EDT) in Cheshire, via on-call GP in Wirral)	Mental health
Impact 2 • brief "rapid talk down" phone contact to try to prevent a crisis escalating Bed blocking in Eastway Learning Disability Unit in Chester • dedicated mental health assessment room in A&E for safe assessments by CRHT after hours. a) **What we found** was that this 10 bed purpose designed assessment and treatment unit had been unable to function as designed for nearly a year because it was having to act as accommodation of last resort	Learning disabilities

when more expensive specialist out-of-area placements had failed. b) **What we did** was to clarify issues and concerns with CWPNT and to alert the MH JSC to perverse incentives for the joint PCT /Social Services Placement Panel which had not been providing placements ; c) **What we achieved** was that move-on placements started to be made again and surplus capacity in Bowmere is being reviewed to see how it could be used to replace out-of-area placements with more effective, more convenient and more economic care.	
Impact 3 Review of Lime Walk House in Macclesfield. Lime Walk House recently changed it's role from an 18 bed, long-stay provision to a facility which is now principally concerned with assessment, treatment and rehabilitation. This change in role necessitated a major review of this service. a) **What we found** was a great deal of concern, confusion and conflicting accounts of what would be happening to current residents ; b) **What we did** was to clarify the key issues and concerns with both carers and CWPNT ; c) **What we achieved** was to obtain clarity and consistency from CWPNT on the processes and	**Mental health**

responsibility for assessments by CWPNT professionals, followed by decisions by the joint PCT/Social Services Placement Panel after discussions with service users and their carers.

Activity Name (egs in Appendix B)	Description	Patient & Public Involvement	Result
Monitoring / review of NHS Services.	Regular visits to in-patient and community based facilities throughout the Trust footprint. Members have developed the practice of taking lunch with patients in order to develop relationships and obtain the views and concerns of patients and staff in an informal, stress free setting.		See above.
Other work relating to NHS services.	Regular attendance at Forum Meetings by Trust senior officers. See also "Achievements of the Forum" above Regular attendance at Trust PPI Meetings. Contact with PALS & PPI Leads. Regular Chair to Chair contacts and discussions.		Ongoing dialogue develops The relationship develops

Activity Name (egs in Appendix B)	Description	Patient & Public Involvement	Result
Working in partnership with non- NHS services.	Membership/Involvement in Health Scrutiny Committee Joint Mental Health Sub-Group. Involvement in discussions on developing LINks at local and national level. Active membership of the CPPIH North West Mental Health Network.		Developing networking and sharing knowledge & best practice.
Involving the public/ community.	Active cross membership of local and regional carer and service user groups.		Gaining an understanding of issues of current concern.
Developing the Forum – training, promotion and recruitment.	Members attend relevant training organised by CPPIH and the FSO. Forum Members attended the National Mental Health PPI Forum event in March and the Chair led a workshop on LINks.		Knowledge & skills developed.

Cheshire & Wirral Partnership Trust PPI Forum

Underpinning Principles of the Work Plan;

- Maintain a simple, clear strategic overview in order to identify major gaps in service and encourage "levelling up" across the Trust in line with the Commission for Health Audit & Inspection (CHAI) Action Plan for the Cheshire and Wirral Partnership NHS Trust ;
- Pay particular attention to the Trust's interfaces and overlaps with PCTs in-line with the CHAI emphasis on a "whole systems approach";
- A patient-centred approach in-line with the NSF for Mental Health
- Monitor but not duplicate existing Governance, Audit and Patient & Public Involvement arrangements.

Check List for the Three Trust Divisions:
(Adult & Older People's Mental Health Services, Learning Disability & CAMH Services, Interface Services)

Primary Mental Health Team initial (PMHT) and develop specialist GP-based treatments as	After-hours Work Plan that will Resolution all Service effective CPA;	Trust-wide "disclose the Force" policy for its services and health services "umbrella" for
Entry Barriers	**Internal Barriers;**	**Exit Barriers;**
Full complement of Graduate and Gateway Workers in PMHTs	health checks for Patients ("MOT")	and support benefits guidelines agreed with DWP for service users

Work Plan - Development Programme

- Links with the three Trust Divisions.
- Two-way feedback links with Service Users & Carers Groups, other PCT PPI Forums, Local Care Forums
- Flexible response for urgent new issues – the Work Plan will continue to change and evolve to reflect current issues and concerns.

- Work with the Partnership Trust to improve the clarity and effectiveness of feedback through the Patient Experience Group (PEG).

Further comments/ significant issues

> The transition from PPI Forums to LINks has, and will continue to have, an effect on the Forum and its relationships with other key stakeholders. This Forum has taken a very active part in the developing discussions on the form and role of the LINks.

DECLARATION

On behalf of the Cheshire & Wirral Partnership PPI Forum, I confirm that the above is an accurate record of our recent activity and future work plans.

Signed:

Name:

Forum Chair

Date: