

**LPB INVOLVEMENT GROUP (LPBIG)**  
Minutes of meeting (part 1) held on Thursday, 26<sup>th</sup> March 2009

**Present:**

Waheda Ahmed	BME Carer Representative – Lancashire
Ian Clift	Carer Representative – North Lancashire
Brian Gumbley	Service User Representative – Central Lancashire
Rod Hacking	Service User Representative – North Lancashire
Maureen Hindle	Service User Representative – East Lancashire
Paul Hopley	LPB Partnership Team
Philip McGladdery	Service User Representative – Fylde Coast
Valerie Minns	Carer Representative – East Lancashire
Angela Radcliffe	Carer Representative – Fylde Coast
Pat Rolph	LPB Partnership Team

**Apologies:**

Marjorie Twist	Carer Representative – Central and West Lancashire
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**In part attendance:**

Grainne Cuerden	LTSConsortium/Rethink
Rose Trustam	LTSConsortium/Together
Katharine Wykes	LTSConsortium

**Minutes of previous meeting**

The minutes of the previous meeting held on 29<sup>th</sup> January 2009 were approved as an accurate record.

**Item 1 – Matters Arising**

It was agreed that all matters arising from the last meeting could be deferred to the next available meeting following the completion of the Partnership Board review.

**Item 2 – Approval of Feedback – Issue 9 – April 2009**

Draft copies of issue 9 of the group's 'Feedback' newsletter were tabled to members for their approval.

The newsletter was approved by all members, subject to one amendment to the summary wellbeing report article as requested by Paul.

**ACTION: Pat** (amended 30/03/09)

Valerie advised members that in relation to 'family and friends' highlighted in the wellbeing report, that Lancashire Care NHS Foundation Trust (LCfT) were adopting East Lancashire's carers strategy. Patrick Sullivan was currently working on an implementation plan for this. Paul advised that work on the service user involvement charter' has been postponed for twelve months pending the implementation of the carers strategy.

Paul advised that he has agreed to continue on a piece of work around the Lancashire Mental Health Helpline. Questionnaires would be circulated to service users and carers during April and May on the use of the service. A poster advertising the Helpline service will be circulated with a future copy of 'Feedback' once received from helpline staff. Service users and carers were involved with manning the helpline and sponsored walks have been organised.

It is hoped that a scheme will be piloted in either Blackburn or Lancaster and Paul had discussed ideas for the new service with the current helpline manager who had recently returned from maternity leave. A discussion continued, the points of which are detailed as follows:

- Two 'testing sessions' (small group meetings) with service users and carers will be arranged during June 2009 to discuss issues highlighted from questionnaires received back.
- A final report will be presented to commissioners in July.
- Closing time for the helpline is currently 11pm, but this may look to be extended all night. The 11pm cut off time is for receiving new incoming calls.
- A suggestion was made for the new crisis services to be linked with the helpline.
- No alternative language services are provided, this may be suggested from questionnaires received.

### **Item 3 – Items for consideration in Feedback – Issue 10**

- **Direct Payments** – work on the new LPB direct payments information leaflet will continue and hope to be produced in time to go out with the next newsletter.
- **Feedback questionnaire update**
- **Launch of new LPB website**

### **Item 3 – LPB the way forward**

A discussion took place in respect of Janice and Paul's departure from the team and need for additional support to be in place, with the suggestion of a new independent role being created involving the third sector who may be able to provide unbiased representation for the group.

Paul explained that information taken from workshop discussions during part two of the meeting would be taken away by Christina to be collated into a report. A draft would be circulated to members for further comments and a final version of the report would need to be agreed at the group's next meeting in May, before submission to LPB chairs in time for the next Partnership Board meeting in June.

Details of the transitional move for remaining members of the Partnership Team to Blackburn with Darwen, under the new management of Rebecca Davis are still to be finalised.

Paul welcomed Grainne, Rose and Katharine to the meeting.

Grainne advised members that the Lancashire Mental Health Third Sector Consortium had been under development for the last four years as a new idea for organisations to work together in partnership, and explained the structure of the fifteen members and the aspirations of the Consortium. A two way discussion continued between Consortium and LPB Involvement Group members, a summary of which is detailed as follows:-

- LTSC support worker role.

- How to engage with service users and carers in the future.
- To support representation for other people.
- Maintain member's independence, not employed Board members.
- Needs to be service user and carer representative's agenda.
- Carry out research.
- Support for gathering information in local area.
- Members don't want to manage meetings.
- To develop a new system supported by a new worker.
- The concept of representatives working with the third sector brings tremendous value.

It was agreed that an engagement away day event would be arranged for Consortium members to meet with LPB Involvement Group members to discuss possible future support.

**ACTION: LTSC and the LPB Team**  
(Arranged for Monday, 6<sup>th</sup> May 2009)

Paul thanked Grainne, Rose and Katharine for their assistance and at this point Grainne and Rose left the meeting.

The second part of the meeting continued with small workshop group sessions, facilitated by the LPB Team and Katharine, the notes of which are recorded in the LPBIG Review Report (available on request).

Date and time of next meeting:

**Thursday, 28<sup>th</sup> May 2009 – 11am-2pm** to be held in Syndicate Room 2, Harris Park Conference Centre, Preston.