

## Waiting Well

Wednesday 14 August 2019

Involvement Centre, DMH

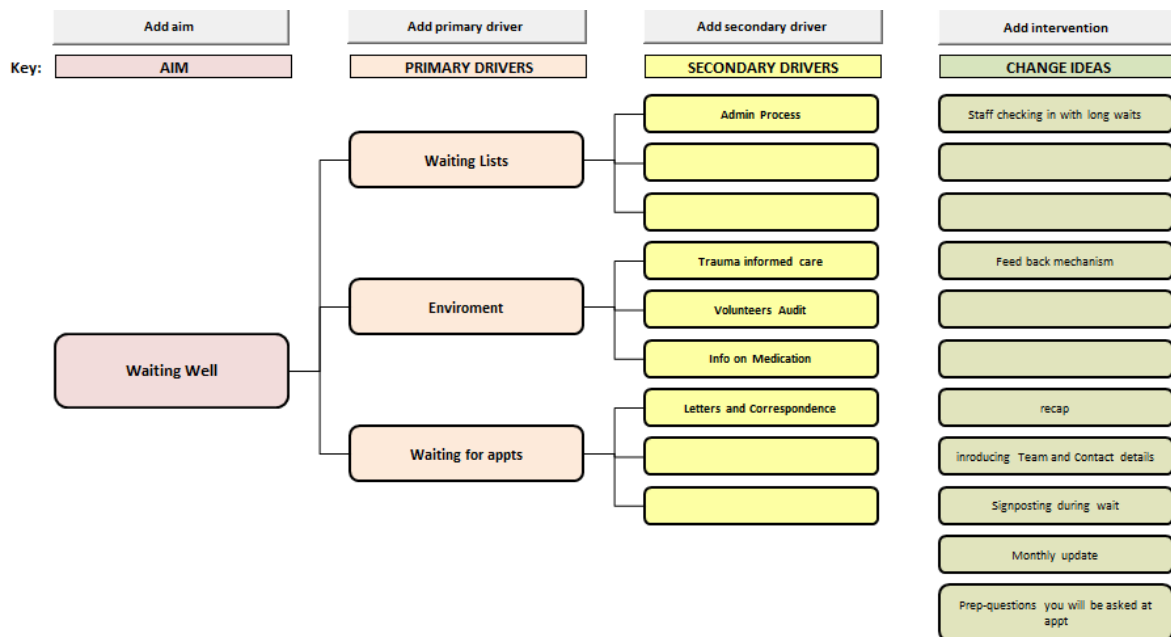
Present: Jonathan Wright, Lyndsy Jones, Richard Danks, Liz Gethings

Apologies: Gordon

### Previously

This is the third meeting of the group.

The last meeting Richard chaired. Liz attended and considered putting the spider diagram (which came from the mapping exercise at the first meeting of what we might look at doing, thinking about) and putting this into a QI Driver Diagram



There was also some work looking at the wording of an appointment letter to be used for 1<sup>st</sup> appointments that the PIG Group had developed with Sarah Toone.

### Plan

Whilst some pieces of work that contributed to the waiting well agenda had already been taking place, the group felt we needed a few clear actions.

### Engagement (Service users/carers), Audits and Process

**Views – Jonathan** is to run some focus groups for service users in community services, inviting them in to talk about what it feels like waiting and would be good to have during that time. Feedback data

that we already have also needs pulling together (this action was identified at the first of these meetings)

**Audit – Lyndsy** had already completed an audit tool that had been developed by service user/carers in order to audit waiting environments. **Richard** needs to give Lyndsy a list of all the physical waiting areas in AMH Community in order for volunteers to go along and audit them against this criteria

Before volunteer audits taking place **Lyndsy** to share tool with Jonathan who will cross reference this against the Trauma Informed Care document (still in draft) in order that this can also feed into the auditing.

#### **AUDIT DEADLINE – END NOV 19**

##### **Engagement**

**Jonathan** will also be gathering information from admin staff on the experience of the service that service users and carers receive, this will include a conversation about waiting areas/environments – this event is pencilled in for 24 October.

#### **ENGAGEMENT DEADLINE – END NOV 19**

**Process – Liz** to do some process mapping exercises with LMHTs in order wot understand the administrative processes of each team – initially this is just to understand the issues but it is thought good practice to be shared and made standard.

**Richard** is to send and introductory email to Team Leads/Service Managers for Liz to be able to arrange to meet teams

#### **PROCESS DEADLINE – END NOV 19**

##### **Completed**

We already have some views collected from service users and carers on what would be a positive waiting experience

1<sup>st</sup> Appointment letter written by service users and carers (PIG Group) to be used by all Community AMH

Template letter on RIO for first appointments have been changed to include how long an appointment will last for – this is across MH LP services, but was brought about by feedback cycle in AMH Community services

##### **Next meeting**

**Wed 11 Sept**

**2pm-4pm**