



April 2011

Had Your Say? ... What Next?

The consultation on the draft strategy, 'A Sense of Belonging' for mental health (2011-2016) has now finished.

There have been a lot of consultation events and the NHS Lothian team involved in writing the strategy have visited many stakeholder groups, from service user groups to GP forums. Over 150 people attended the Lothian-wide event. Many people commented on the importance of making sure that services are delivered according to what service users say they want and need.

In total, the NHS team have met with over 600 people during the consultation. People have also filled in questionnaires on their thoughts about the priorities and aims of the strategy. People have also made suggestions on how services should be delivered.

Since the consultation ended at the beginning of March, the team has been analyzing the responses and updating the strategy according to people's comments and ideas.

They will then produce an edition of the NHS "Briefing" newsletter (a newsletter about mental health in Lothian) and make a summary of the consultation responses and what they have done with them. This

will be available on the NHS Lothian website at www.nhslothian.scot.nhs.uk in the News and Publications section. It will also be circulated widely.

They will then produce a summary of the strategy for the NHS Lothian Board to get it approved. Once this is done, a final strategy document will be produced.

We will keep you updated on how your views have changed the initial draft strategy. More information will also be available on the NHS Lothian website.

For more information, please contact Donna at CAPS on 0131 538 7177 or email donna@capsadvocacy.org.

Our Next Meeting:

Saturday 2 April 2011

1.30pm - doors open

2.00 - 4.00pm - meeting

McDonald Road Library,
Edinburgh

For more information contact
CAPS on 0131 538 7177.

Hot Topics

Manifesto for Independent Advocacy

A lot is changing for independent advocacy organisations at the moment. For example, in Edinburgh, the Council has decided to put all the independent advocacy contracts out to tender. This could mean that services will no longer be provided by organisations rooted in the community they work in.



The Scottish Independent Advocacy Alliance (SIAA) is Scotland's only national advocacy organisation. The SIAA promotes, supports and defends independent advocacy (collective and individual) in Scotland. It aims to ensure that independent advocacy is available to any person who needs it in Scotland.

The SIAA have launched a Manifesto for Independent Advocacy and a campaign on behalf of Scotland's Advocacy Movement asking current MSPs and prospective MSPs to ensure that independent advocacy is available for all who need it.

The Scottish Parliamentary elections will happen soon and it is important to make sure MSPs and prospective MSPs understand the importance of Independent Advocacy and write it into their Manifesto promises for the elections.

Independent Advocacy is a way to help individuals and groups have a stronger voice and to have as much control as possible over their own lives. It can safeguard people who are vulnerable and discriminated against or whom services find difficult to reach.

Independent advocacy is about challenging injustice and empowering people and it is important that our politicians recognise and support this.



There are Independent Advocacy organisations all over Scotland, empowering people who need a stronger voice by enabling them to express their needs and make their own decisions. They help people engage with and become a part of their communities. Over many years collective advocacy groups have played a vital role in shaping services.

The right to access Independent Advocacy, free from conflicts of interest, is written into the Mental Health (Care & Treatment) (Scotland) Act 2003. You can get a copy of the manifesto by sending an email to enquiry@siaa.org.uk, or go to www.siaa.org.uk/images/books/siaa%20manifesto.pdf. You can also phone 0131 260 5380.

Patients Rights Bill

The Patients Rights Bill was out for consultation last year. It is a package of measures designed to improve patients' experience of the NHS.

A final version has now been passed and includes legal measures to improve the rights of all patients whatever NHS service they use.

A legal treatment time guarantee and a legal right to complain are among the package of measures passed by the Scottish Parliament. The main measures in the bill include:

- **A 12-week treatment time guarantee**

The Treatment Time Guarantee will ensure that eligible patients start treatment within 12 weeks of the treatment being agreed. This will cover planned and elective care that is carried out on an inpatient or day case basis.

- **A legal right to complain and a patient advice and support service**

It is important for people to know that if they have concerns about care or services, they can legally raise a complaint and can access independent support and advice to assist them in their dealings with the NHS.

The Patient Advice and Support Service (PASS) will help and support patients to make complaints, provide information about health services and direct patients to other types of support such as advocacy.

Nicola Sturgeon, Health Secretary said that it is good that the Parliament has seen the need to improve patients' experience of using health services and ensuring that healthcare is patient-focused.

The bill also places a duty on NHS bodies to encourage patients to give feedback or comments, or raise complaints on the care they have received.

You can read the whole bill on the following website www.scottish.parliament.uk/s3/bills/42-PatientRights/index.htm. For a paper copy, please contact CAPS on 0131 538 7177.

The Future of Development Groups

The role of a development group is to allow staff and service users to get together and find ways of improving the services delivered by the Community Mental Health Teams (CMHT) in Edinburgh. It is a chance for service users to have a say and influence how the services are run.

At the moment there are five CMHTs across the City. Only some of them have development groups. NHS Lothian want to find a way to ensure that all areas of Edinburgh are able to have meaningful service user involvement.

One suggestion is to have a city-wide development group. NHS Lothian and CAPS are organising an event for people across Edinburgh to talk about the future of these groups.

- Where should they meet?
- What kind of work could they do?
- Should it be city-wide?
- How can we make sure people who don't want to come to meetings can still have a say?

The meeting will take place on **27 April 2011, between 12pm and 2pm** at Cambridge Street House, 5 Cambridge Street, Edinburgh. If you would like to come along or if you want more information, please contact Donna at CAPS on 0131 538 7177 or email donna@capsadvocacy.org.

Crisis Centre Shared Learning Event

The Crisis Centre is accessible 24 hours a day 365 days of the year and provides community based emotional and practical support to people over sixteen. The Centre provides a free telephone helpline as well as face-to-face support (which must be arranged via the phone helpline). Staff have access to a wide range of information and can help people develop a crisis plan.

The Crisis Centre is holding an event to launch the final report of the three year evaluation of its services done by Infusion. The event will share the lessons learnt throughout the process of setting up a crisis centre in Edinburgh. EUF campaigned for many years to have a crisis centre and now some EUF representatives sit on the Crisis Centre Partnership Group which oversees how it is run.

People from all over Scotland have been invited. Other areas of Scotland might decide to set up crisis centres for themselves and get inspired by the success of the Edinburgh Crisis Centre. People who have been involved in the campaign for a Crisis Centre will be speaking at the event.

It is an all day event and it will take place on 10 June 2011, at Waverley Gate, 2 Waterloo Place, Edinburgh. To attend, please contact Donna at CAPS on 0131 538 7177.

Smoke Free Services

On 1 January 2011, smoking was banned on most wards at the Royal Edinburgh Hospital and smoking rooms were closed down.

Although the Royal Edinburgh Hospital was one of the last places where smoking was still allowed indoors in designated areas, the ban was initially due to start in March after all staff had gone through a smoking cessation training.

The date of the ban was brought forward and some staff had not yet been trained. There was also a lot of confusion amongst staff and patients about the policies and rules on escorting people outside to have a cigarette.

Guidance for going smoke-free in mental health services in Scotland has now been published to assist NHS Boards. The Guide explains the smoke-free policies in mental health services. The Scottish Government asked NHS Health Scotland to lead on the development of the guidance in consultation with stakeholders and service users.

The document gives guidance on how to implement smoke free services, protect and support staff and service users, staff training on smoking cessation and support for people once they are discharged from a service.

The guide is available online at www.healthscotland.com/documents/5041.aspx or contact Laëtitia at CAPS on 0131 538 7177 or email laetitia@capsadvocacy.org for a copy or to give your views.

At our last meeting...

Using a Disabled Person's Bus Pass

A EUF member has been in contact with CAPS about the attitude of Lothian bus drivers in relation to using a disabled bus pass.

The member said that some bus drivers have been 'inappropriate, aggressive, and hostile'. They said that this had happened on the number 3 and 31 routes.

We decided to put an article in the newsletter to find out if anyone else had similar experiences. We could then pass the information on to national organisations to raise awareness about such an issue.

If you have something you would like to say about this or if you would like to share your experiences of using a disabled pass on Edinburgh buses, please contact Donna at CAPS on 0131 538 7177 or email donna@capsadvocacy.org.

EUF Annual General Meeting

It is getting close to that time of year again! Our Annual General Meeting (AGM) will take place on 27 May 2011.

Last year the event was held at Café Camino and we looked at all the campaigns and activities EUF was involved in throughout the year.

We need to decide on a venue for 2011

and also a theme. If you have ideas or would like to help organise this, contact Donna at CAPS on 0131 538 7177 or email donna@capsadvocacy.org.

Change of Psychiatrists in the Community

In December and January, NHS Lothian held Rapid Improvement events to look at care in the hospital and the community. The aim of these events was to look at how to do things better and how services should be adapted.

One change that has come out of these events is that psychiatrists will now work only in either the hospital or the community. This means that some people have had a letter saying that their psychiatrist has been changed and they have now been assigned a new one.

Some people did not know this was going to happen until they got a letter sent out a few weeks ago. Some people have told us that they do not mind having a new psychiatrist, but others have told us that they are not happy about having to change psychiatrist.

Do you have any views about the change of psychiatrists? Do you feel you were given enough information about the changes and do you know who to talk to if you have concerns?

If you want to let us know your views contact Naomi at CAPS on 0131 538 7177 or email naomi@capsadvocacy.org

Community Happenings

Entries for Scottish Mental Health Arts & Film Festival

Over the last few years, the Scottish Mental Health Arts and Film Festival has grown to become one of Scotland's most valued cultural events.

The Festival takes place in theatres, cinemas, libraries and community halls throughout October each year to help challenge attitudes towards mental health through the arts.

The Festival team and co-ordinators across the country are now planning for the fifth Festival. Arts organisations, venues, film makers, artists and community groups are encouraged to contact the team to share and discuss ideas, events and help the festival grow in challenging times.

For example, last year the Orchard Centre Services in Bonnyrigg held an exhibition called Inspirations with creative arts and crafts and workshops developed to promote inclusion and recovery and tackle stigma.

The submission for films is now open. It is an opportunity for film makers to share their work and ideas from our relationships to how we respond to the world around us.

They are looking for films which show that mental health is something we all have, and something we all need to prioritise from time to time. Closing date for entries is Friday 6 May.

For more information on the film entry or other arts entries, please email smhaff@gmail.com, phone 0141 572 1662 or visit www.mhfestival.com.

See me Speakers Bureau

The mental health draft strategy for 2011 to 2016 (A Sense of Belonging) talks about building a society which is free from stigma and discrimination and creates an equality of opportunity for individuals and communities.

One of the most effective ways to challenge stigma and change public attitudes is hearing 'first-hand' from someone who has experienced mental ill-health. See me is doing this through The Speakers' Bureau.

This programme is designed to give people with lived experience the chance to share their stories in a positive and supported way.

The volunteer speakers provide talks in a range of settings - including schools, community groups and businesses - about their own experiences of mental ill-health. These talks have two specific focuses: the stigma and discrimination that people with mental ill-health face, and how positive support and recovery has helped them.

All speakers are given public speaking training and have the opportunity to practise this skill with a wide range of audiences. By being involved with The Speakers' Bureau people attend a variety of events and meet lots of new people.

For more information or to express your interest in the programme please contact Becky Duff by email at becky.duff@seemscotland.org or phone 0131 554 0218.

SEASONS Drop-in Event

SEASONS is a mental health charity that offers services, including drop-ins, where you can develop skills, have new experiences, take part in activities, meet new people and get support.

They are based in the Lochend area of the city but are open to anyone over 18 living in Edinburgh with lived experience of mental health issues.

They provide a social forum for individuals who have experienced mental health issues. They also run a number of activities chosen by service users such as cooking, art, relaxation and games. The programme of activities is drawn up month by month to reflect people's choices.

There is a drop-in with activities on Wednesday evenings, a session on Sunday afternoons and visits to places of interest on Friday afternoons.

On Sunday 3 April 2011, between 4pm and 7pm, there will be a relaxation session, the chance to make a spring salad, share stories and make stories, and cook vegetable pasta bake.

For more information call Jane on 07831 091412, or 0131 661 8720, or email jane.mather@edinburgh.gov.uk.

Before it's a crisis...

Here is a list of numbers you can phone for support when most services are closed. It is a good idea to keep these numbers where you can find them when you need support or help. Services such as Breathing Space and the Samaritans offer a listening service. Social Work and the NHS are more appropriate if you need more than this.

Breathing Space

0800 83 85 87 (6.00pm-2.00am)

Samaritans

08457 90 90 90 (24 hours)

NHS 24

08454 24 24 24 (24 hours)

Emergency Social Work Service

0800 731 6969 (out of hours only)

Crisis Centre

Free phone 0808 801 0414 (24 hours)

Text phone 0808 801 0415 (24 hours)

If you get support at home, you may have an 'on-call' number to contact staff. If you have contact with a Community Mental Health Team, they may also have a number for you to contact staff.

If you require individual advocacy you may contact:

Advocard 0131 554 5307

(Monday to Friday 9-5pm)

Royal Edinburgh Hospital Advocacy Service

0131 537 6004

About Edinburgh Users Forum

The Edinburgh Users Forum (EUF) is an independent collective advocacy group. Our members are people who use, or have used mental health services. We were set up to give people who use mental health services a say in the services that are provided, and how services are run.

We have monthly meetings where we discuss issues and invite speakers along. We campaign on issues like services, benefits, housing, advocacy, crisis services and transport. If you would like any more information about EUF please contact us.

Contact us

Write to:

Edinburgh Users Forum
c/o CAPS
5 Cadzow Place, Edinburgh
EH7 5SN

Phone: 0131 538 7177
Fax: 0131 538 7215

Email:

info@edinburghusersforum.org
Or visit our website:
www.edinburghusersforum.org

EUF Meetings 2011

Saturday 2 April

Saturday 7 May

Saturday 4 June

Saturday 2 July

Saturday 6 August

Monthly meetings

On the first Saturday of each month we meet at the McDonald Road Library, Edinburgh (on the corner of McDonald Road and Leith Walk). Come along from

1.30pm for a cuppa and a chat.

Meeting starts at **2.00pm**.