

Patients' Council Newsletter

Issue 6

WELCOME

Bi-monthly News, Views &
Comment from inside and out
the Royal Edinburgh Hospital

Patients' Council Meeting

Monday, 28th September

2.00 – 3.30 pm

Temporary Board Room, Ward 8, Royal Edinburgh Hospital

John Armstong, Joint Programme Manager, will be coming along to talk about his role in joint projects that involve both the NHS and City of Edinburgh Council.

*All patients and former patients of the hospital are welcome to attend.
Refreshments will be provided. Agenda will be available on the day.*

This is what happened at the last Patients Council meeting on 1st June. 7 Members attended.

- Since the last meeting, we have decided to improve our website. We are in the process of recruiting a new host agency – interviews are taking place in late July and early August. We will delay recruiting a new part-time worker until the new agency is in place. The management committee has benefited from some really helpful governance training provided by the Volunteer Centre Edinburgh. We are in the process of drawing up a new code of conduct. Our smoking report has gone to the hospital and we hope to receive feedback at the Smoking Cessation Group in the near future.
- Several new issues were raised, including concerns expressed by particularly vulnerable patients about other patients on their ward and the way in which staff address these concerns; staff attitudes, especially when patients are boarded out; maintenance of the lifts in the Andrew Duncan Clinic, which have often been out of order recently; environmental issues such as inadequate cleaning, broken shower heads, windows, filthy curtains and upholstery and inadequate washing machines.
- We received a written report from Circles Advocacy Project.
- Corina Penrose and Mary Hattie from the Mental Welfare Commission for Scotland joined us at the meeting. They had recently made an official visit to acute and rehabilitation wards in the hospital and their findings were highly critical of the wards. They wanted to hear our views on the recent changes in the hospital. We discussed: safety and perceived safety on wards; de facto detention; environmental issues; dietetics; activities on wards and staffing; and psychology services.

The Craiglockhart Centre is now open at the Royal Edinburgh Hospital. It is located on the second floor of the Andrew Duncan Clinic, next to Balcarres Ward. The purpose of the Craiglockhart Centre is to provide extra therapeutic and recreational space for patients. The Centre has 12 rooms which can be booked for individual or group therapies and activities. There is an art room, a kitchen and an exercise room as well as large and small rooms which can be used in lots of different ways.

The Patients' Library has now moved to the Craiglockhart Centre, to a much bigger and brighter space with even more books, magazines and music. It is open:

Tues: 10.30- 12.30

Weds: 10.30- 12.30 and 2.00- 4.00

Thurs: 2.00- 4.00

Sat: 2.00- 4.00

The new Information Resource Room is also located in the Craiglockhart Centre. The Resource Room has 2 computers with internet access and a printer. It has a range of self-help books and relaxation materials. It also has leaflets and factsheets on things like health and wellbeing, recovery, activities, support and services. Patients can use the Resource Room at any time if they are accompanied by a member of staff.

On Wednesdays and Thursdays from 2-4pm there are drop-in sessions when the Resource Room is open to all patients, staff and visitors. At these times you can meet with a trained volunteer from 'Health in Mind' who can help you to find the information you want.

If you would like to know more about the Craiglockhart Centre and the Information Resource Room you can contact Emma Doyle, Patient Information Worker on 07887 594 051 or emma.doyle@nhslothian.scot.nhs.uk

Within the Hospital

Collective Advocacy on Rehab Wards

We met with the Rehab Executive team about using the same collective advocacy model on the rehab wards as we currently use on the Orchard Clinic. We joined Dr Clunie and Dr Mountain on ward rounds to promote the benefit of collective advocacy meetings and the need for key staff. We would like to thank all the staff involved for the support provided to organise the meetings. We look forward to running collective advocacy meetings in all the rehab wards.

Acute In-Patient Forum

We attended the Acute In-Patient Forum on Tuesday 11th August. Important feedback on Environment: Hermitage Ward – female toilets being upgraded, male toilets next. Painting carried out in some areas. Plan for completion beginning September 2009. Merchiston Ward – Toilets to be upgraded. Acute Wards – Estates and senior charge nurse identified work to be done. Craiglea Ward – Awaiting toilets being upgraded. Swanston Ward – Call the office for information. Balcarres Ward – Shower Room in bathroom in poor state. Soft furnishings and curtains need upgraded. Medication found under chair - to do with domestic cover. Washing machines frequently not working. Housekeeper posts for acute wards now recruited and due to start in September. Patient Storage – Roll-out of system of storing belongings before going on pass.

Partnership working with Estates

As part of a pilot, the Patients' Council will be working in partnership with Lesley Hunter from Estates to help identify areas around the hospital in need of repair.

Personality Disorder Project Goes Live and Online!

The CAPS Personality Disorder Project has been set up to consult with people who have experience of personality disorder. But some people won't want to speak about their experience face-to-face, so they have drawn up a written questionnaire as well.

The information will be used to develop a resource for workers written by service users and aims to improve understanding and support for people with a diagnosis of personality disorder.

If you would like to complete the survey go to http://www.surveymonkey.com/s.aspx?sm=makPKqYtEUctn01DFC8yA_3d_3d.

For a paper copy of the questionnaire, contact Naomi Salisbury, CAPS, 5 Cadzow Place, Edinburgh EH7 5SN, tel. 0131 538 7177, email naomi@capsadvocacy.org. Or check the CAPS website www.capsadvocacy.org.

Patients' Council Meetings 2009

**2 – 3.30pm : Monday 28
September**

**Annual General Meeting
1.30–4pm
Monday 30 November**

Would you like to become a member of the Patients' Council Management Committee?

The new Management Committee will be elected at our Annual General Meeting on 30th November. If you would like to be involved in governing the Patients' Council, please get in touch soon to arrange to come in and meet us and find out more. Members are expected to attend six management committee meetings every year but can also get involved in their choice of other activities, such as joining sub-groups, representing the Patients Council at meetings both inside and outside the hospital, and helping to provide a collective advocacy service on the wards.

**You have a voice,
let it be heard!**

Edinburgh Bipolar Fellowship

Edinburgh Bipolar Fellowship hold a Support Group at the Stafford Centre, 102 Broughton Street, from 6 – 8pm on the second and fourth Thursday of every month.

Drop-in, coffee, advice, chat.
Telephone 0131 623 0119 for more information.



**We are delighted to
announce that AdvoCard
will soon be taking over as
Host Agency for the Patients
Council and managing the
individual advocacy project
in the hospital. We look
forward to working with
them.**

Used the Edinburgh Crisis Centre?

Please tell Infusion about your experience

Infusion is an independent organisation asked to evaluate the Crisis Centre. They're really keen to hear about your experiences of using the Crisis Centre. Different ways you can give your views include: a telephone conversation with them; filling in a short survey form on their website; or you can get a paper copy of the survey and a freepost envelope from the leaflet holder outside the Patients Council office. Anything you tell them will be confidential. Your views and comments really matter.

If you'd like to have your say or get more information please contact:

Sally: 667 2497 or 07917 324615

Chris: 228 8590 or 07917283760

Email: info@infusioncoop.org.uk

Website: www.infusioncoop.org.uk

The Royal Edinburgh Hospital Patients' Council

The Royal Edinburgh Hospital Patients' Council is an independent collective advocacy organisation. Our members are people who are using or have used the services of the hospital. We provide a forum for common issues on mental health treatment and care and represent patients' interests in order to improve services. Everyone is welcome to come along to the bi-monthly general Patients' Council Meetings.

To receive the Newsletter direct, by post or e-mail, contact **Maggie McIvor**, Admin Worker.

To get involved with mental health issues from the service-user's viewpoint, contact **David Budd**, Collective Advocacy Manager.

Telephone: 0131 537 6462

Email: maggie.mcivor@patientscouncilreh.co.uk
david.budd@patientscouncilreh.co.uk

Write: The Patients' Council, Royal Edinburgh Hospital, Morningside Terrace, EH10 5HF

Our Management Committee:

Patricia Whalley (Chair); Elaine Dobbie (Convenor of Management Committee); Alison Robertson (Vice Chair); Tony Chan, Kate Cullen, Shirley Gowers, Marie Jenkins, Carol Manley, Charlotte Mitchell, Albert Nicolson. Co-opted members: Cathy Robertson, Leah Marchbank, Ross McPhail

Useful Contacts:

- **ADVOCARD**: an individual advocacy service for service users who live in the community TEL: 0131 554 5307 / 475 2340 www.advocard.org.uk
- **CIRCLES ADVOCACY**: an individual advocacy service for in-patients of the hospital Tel: 0131 537 6004
- **EDINBURGH CARERS COUNCIL**: Tel 0131 270 6087 www.edinburghcarerscouncil.co.uk
- **EDINBURGH USERS FORUM**: a collective advocacy group for people who use, or have used mental health services Tel: 0131 538 7177 www.edinburghusersforum.org
- **EDSPACE**: a mental health information website Tel: 031 243 0106 www.edspace.org.uk
- **LAW SOCIETY**: Tel 0131 226 7411 www.lawscot.org.uk "Find a solicitor"
- **LEGAL SERVICES AGENCY**: a solicitor for people who use mental health services Tel: 0131 228 9993
- **MENTAL WELFARE COMMISSION**
Advice Line: 0800 389 6809 or 0131 226 6111 www.mwscot.org.uk
- **REH CITIZENS ADVICE BUREAU**: free advice on benefits, employment, family, immigration, housing, money matters re patient/staff concerns Tel 0131 537 6399/6843 www.cas.org.uk
- **SCOTTISH RECOVERY NETWORK**: Tel 0131 240 7790 www.scottishrecovery.net
- **VOXSCOTLAND**: National service user network Tel: 0141 572 1663 www.voxscotland.org.uk

Ecumenical Service

A 30 minute service, with tea/coffee and biscuits, is held every Sunday in the Hive at 10.15 am. Relaxed and friendly. Open to everyone. Holy Communion on the first Sunday of every month. Please also ask for guidance in other denominations.

The Royal Edinburgh Hospital
Patients' Council



Supported by Circles Network



Funded by:



The Patients' Council is a registered charity, Scottish Charity No SC021800
Our offices are situated off the Link Corridor in the Andrew Duncan Clinic
Website: www.patientscouncilreh.co.uk