

## Patient and Carer Experience Forum Minutes

| Date:     | Wednesday 30 November 2022 | Time: | 12:00 – 12:45 |
|-----------|----------------------------|-------|---------------|
| Location: | MS Teams                   |       |               |

## Present via MS Teams: Apologies:

| Minutes |  |
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| No.      | Agenda Item   | Next Steps  |
|----------|---|---|
| 1.       | Welcome/Introductions/Apologies welcomed everyone to the meeting, introductions were made and the reason for the meeting was explained.   | -   |
| 2.       | NHS Community Mental Health Survey Benchmark Report – presentation of results  presented the Trust results and there was a discussion about the results and the next steps. Attendees agreed it would be useful for mental health directorates to review the results of the report and present a summary of what the results mean for their services and whether any improvements are needed. | Mental health directorates are asked to review the NHS Community Mental Health Survey Benchmark Report and share a summary of the next steps with the forum.  will contact each directorate to provide support. |
| 3.<br>4. | Patient experience in Newham Community Health Services - presentation presented a theme from their service user feedback and showed what the directorate has decided to work on and improve based on the feedback.  Date of Next Meeting  |   |
|          | 11 January 2023 16:00 – 16:45   |   |