

Focus on ■■

Summer 2020  
Issue 25



Forum of Carers and people  
who Use our Services

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**What is FoCUS?** The forum and voice for carers and people who use mental health, learning disability, older people, and drug and alcohol services in Surrey and North East Hampshire, provided by Surrey & Borders Partnership NHS Foundation Trust. Public meetings where NHS Managers learn from people who have experienced these services, what works well and what could be improved. FoCUS members are carers and people who use services, or have used services in the last five years.

## THANK YOU for adapting to virtual meetings during lockdown

FoCUS has continued to meet during lockdown. A big thank you to our members for learning the new skill of joining meetings via the video conferencing app zoom. The photo shows Clare Burgess Surrey Coalition Chief Executive at an area group meeting on zoom.

Members who do not have access to the internet, a smartphone or tablet or computer can join using a telephone. You can call a free-phone number (just before 1pm on the day of the area group meeting) and you will be asked to enter the meeting ID number and password (also a number) both of which can be found on the agenda. When joining by phone you will be able to hear everyone speak, and speak yourself. Details of the zoom and telephone joining instructions are sent out with the FoCUS agendas and are posted on the Trust's website <https://www.sabp.nhs.uk/aboutus/involvement/focus/local-groups>.

We all need a bit of help with technology at times - if you need support to join the FoCUS meetings either by zoom or by phone please contact Jane Ahmed whose details are over the page.



## Our next FoCUS area group meetings are in September all from 1pm - 2.30pm on:

<b>Wednesday 2nd September</b> South West Surrey	<b>Zoom Meeting ID: 879 8546 6342</b> (Free-phone 0800 260 5801) <b>Password: 615563</b>
<b>Monday 7th September</b> East & Mid Surrey	<b>Zoom Meeting ID: 857 7399 5354</b> (Free-phone 0800 260 5801) <b>Password: 629843</b>
<b>Thursday 10th September</b> West Surrey & North East Hants	<b>Zoom Meeting ID: 859 8823 9510</b> (Free-phone 0800 260 5801) <b>Password: 381269</b>
<b>Monday 14th September</b> North West Surrey	<b>Zoom Meeting ID: 830 5069 4366</b> (Free-phone 0800 260 5801) <b>Password: 805378</b>

**HAVE YOU MOVED OR CHANGED CONTACT DETAILS? PLEASE LET US KNOW**

## **When will FoCUS hold in person meetings again?**

*Sadly, we are not able to answer this question right now and we will let you know ahead of each round of meetings if we are meeting in person or via zoom.*

### **Welcome to our new members who have joined us during lockdown—**

If you need support to join meetings by zoom or help with travel when they resume in person please contact your FoCUS Involvement Facilitator Jane Ahmed, her details are at the bottom of this page. Do you know that when we meet in person again FoCUS can pay your travel costs or arrange transport for you?

All FoCUS members who are carers can also attend the **Carers Action Group**. Please contact the Trust's Participation and People's Experience Team for more information  
[PPETeam@sabp.nhs.uk](mailto:PPETeam@sabp.nhs.uk)

### **Why does the meeting length keep changing?**

Virtual meetings can be tiring therefore the usual meeting time was reduced from two hours to one hour in April. Due to pressures on Trust staff presentations on services were paused allowing time for members to put forward their local issues. Community Mental Health Recovery Service and other Trust Managers continued to attend FoCUS area group meetings virtually during lockdown to update members on how they have continued to support people. This reassurance was greatly appreciated by FoCUS members in these difficult times. **FoCUS would like to say a big THANK YOU to the Trust's staff for all the work they have done during the pandemic.** In September meetings will change again to one and a half hours with a ten-minute break part way through to allow members to hear more about Trust services and plans.

If you would like to meet the Trust's Directors to voice the issues raised at your local area group meeting please consider standing for the role of FoCUS Rep at the **FoCUS Rep Elections** this autumn. There are four FoCUS Reps for each area and all posts are up for election. Please contact Jane Ahmed –details below—if you are interested in this role.

### **If you are unable to attend meetings you can still be involved**

We can send regular updates by post or email and you can also give us your views. If you would like us to raise an issue for you at a FoCUS area group meeting please contact Jane Ahmed—details below. We often have members contact the FoCUS Support Team asking us to raise issues on their behalf at area group meetings. Examples of this include:

- Questions about something they have read in the minutes
- Feedback about the health care they have received from the Trust
- Questions for Service Managers about staff vacancies or which therapy groups are running
- Feedback about participation opportunities at the Trust

### **For more information about FoCUS please contact**

FoCUS Involvement Facilitator, Jane Ahmed who works for Surrey Coalition of Disabled People. Jane can be contacted by **Email** ✉ [Jane.Ahmed@surreycoalition.org.uk](mailto:Jane.Ahmed@surreycoalition.org.uk)  
**Telephone** ☎ 01483 456558, **Mobile/SMS Text** 07426 022279, **Post** ✉ Surrey Coalition of Disabled People, Room GF41, Astolat, Coniers Way, Burpham, Guildford, GU4 7HL, **Website** 🌐 [www.surreycoalition.org.uk/special-interest-groups/focus/](http://www.surreycoalition.org.uk/special-interest-groups/focus/)

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