

STW Staff Engagement Workstream Meeting March 25th 2022

Edel Rafferty

Present:

Barbara Anne Richardson

David Walter (chair)

Catherine Moore

Bronagh O'Neill

Lisa Hannah

Jenny Johnston

Margret Devlin

Welcome

David welcomed those in attendance.

Apologies:

Stephanie Wethers

Leah-Ann Shanks

Alanna Gas

David shared agenda:

- Review the minutes of previous meeting
- Key Updates
- Staff feedback

1. Review Minutes

Minutes and actions were reviewed.

Actions:

Share Point – Training attended by Debbie Proctor and Teresa (admin) and now available.

Leaflets – Finalised version to be added to the Share Point.

2. Key Updates

- The staff survey is now closed and Zoe Gray is collating it currently and will present it here and in the newsletter.

- Service user feedback from the initial groups has been positive. David shared samples of the elements that clients reported on the most helpful/unhelpful about the group experience.
- Case discussion cover arrangements in DP's absence have been sent out to the team ahead of next week.
- For ad-hoc clinical queries staff are to go to their case discussion facilitator in the first instance.
- Barbara-Anne presented data from the waiting list. 546 on the WL with the longest waiting at 35 weeks. 90 clients from the PCMH waiting list are left to be offered a MHTA with view to be completed by end of April.

3. Staff Feedback

- Lisa Hannah – Reported that procedural processes feel unsafe. Areas of concern raised regarding suitability of cases being referred into the service including request for consultant/medication review, complex trauma and safeguarding issues not clarified prior to signposting to STW. Other areas of concern raised by Lisa included the InterTeam Transfer Policy, Newry admin issues, excessive documentation and duplication of paperwork. Staff working evenings and weekends to catch up on paperwork otherwise discharges are delayed. No back arrow on Paris and one staff member lost their assessment notes as it didn't save.
- Barbara-Anne – Clarified the purpose of the case discussion form is not a cut and paste exercise but instead to discuss and rationale for treatment plan following MHTA.
- Edel Rafferty – Updated that she doing a joint assessment with STW.
- Bronagh O'Neill - Raised if any training has been done for the admin STW staff – it was answered that this had taken place. She also raised what disorder specific training opportunities will be provided to which Catherine Moore replied that in the first instance this would get discussed in clinical supervision.
- Jenny Johnston – Raised concerns that some staff members are looking to be redeployed. Staff reported issues with the transition of complex cases. Staff feeling cut off and want to move over to another team. Jenny is due to meet with Barbara-Anne to discuss next steps.
- Margaret Devlin – Reported that there are admin themed issues within the clinical area and gave experience of multiple assessments within the medical setting.
- Catherine Moore – Case discussion form could be reviewed to help reduce duplication of admin for staff.
- David Walter – Reassured staff we are listening to the feedback and that it would be further discussed with action taken beyond the staff engagement meeting.