

Service User Experience Guidance Development Group Meeting

Date and Time: Day 1 - Thursday 27 January 2011, 10.30am – 5pm
Day 2 - Friday 28 January 2011, 9.30am – 4pm

Minutes: Confirmed

Place: The Society of Chemical Industry,
15 Belgrave Square,
London,
SW1X 8PS

Present: **GDG members**
Mike Crawford (Chair) (MC)
Diana Rose (Chair) (DR)
Tim Kendall (Facilitator) (TK)
Janice Allister (JA)
Siobhan Armstrong (SA)
Adam Black (AB)
Beverley Costa (BC) – day 2 only
Jane Cronin-Davis (JC-D)
Jan Cubison (JC)
Victoria Green (VG)
Mary Nettle (MN)
Leroy Simpson (LS)
Clive Travis (CT)
Peter Woodhams (PW)

Experts

Joanna Goodrich (JG), Kings Fund
Glenn Roberts (GR), Department of Health
Laura Griffith (LG), Healthtalkonline

In attendance:

NCCMH Staff: Craig Whittington (CW)
Sarah Stockton (SS)
Katherine Leggett (KL)

NICE staff: Rachel Ryle (RR)
Sarah Chalmers(SC) Day 1
Victoria Thomas (VT) Day 2

Observers: None

Notes – Day 1

1. Apologies were received from Beverley Costa.
2. All GDG members declared their interests.
3. TK presented the work of the National Collaborating Centre of Mental Health and discussed the aims of the two day meeting.
4. SC gave a presentation regarding the NICE patient and public involvement programme.
5. CW gave a presentation introducing the review process and GRADE.
6. JG presented the work of the Point of Care programme.
7. CW presented the review protocols.
8. Service user and carer concerns were discussed.

Notes – Day 2

1. GR presented his work on 'what matters to people with depression'.
2. CW presented, and the group discussed potential frameworks.
3. CW gave a presentation regarding setting standards.
4. CW gave a presentation regarding the review process for interventions.
5. CW gave a presentation introducing the review process and GRADE.
6. LG presented the work done by Healthtalkonline about service users' experiences of schizophrenia.
7. Service user and carer concerns were discussed.