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12<sup>th</sup> July 2021

Dear SUF community member,

Here is my regular report to you from the June 2021 board meeting to keep you up to date with our work.

### *Making our voices count*

You may have seen in the news recently that there has been a lot of controversy about a type of service model sometimes called JET (Joint Engagement Team) or SIM (Serenity Integrated Mentoring). We have collated all the feedback that we have received about JET in our most recent Making Our Voice Count publication [which you can read HERE](#).

Based on what you told us we concluded that, *“Overall service users have stated that they have no confidence in the SIM model...The Clinical Commissioning Group and Norfolk and Suffolk NHS Foundation Trust have now given assurances that all service users currently under the JET service, will have their care clinically reviewed, to provide assurance about the quality of the service being provided and that all service users have a clear safety plan.”*

We are pleased that the Clinical Commissioning Groups and Norfolk and Suffolk NHS Foundation Trust (NSFT) have decided to pause this service in the light of service user feedback. You can [read what NSFT said here](#).

The way that the service was designed, without proper co-production, shows what goes wrong when institutional thinking of ‘we know best’ prevails. Thank you so much to everyone who has taken the trouble to give us feedback about services, including JET. This episode shows why coproduction is essential for services to be effective and it reinforces again the importance of service users having a strong, independent voice.

### *Healthy Together update*

Our project to support people with more severe mental health problems with access to physical healthcare is progressing well.

Our target was to support 10% of the people that the NSFT Suffolk Physical Health Team support and we have already reached that point. We're also working more closely with a group of GPs to see how our support might extend to service users in primary care. One point which has really become clear is the difficulty that we all have in accessing NHS dental care and you may have seen some coverage of this problem in local media.

### *Changes at SUF*

This month sadly we said goodbye to Tina Pointon as she has moved on to a new job. Many of you will have known Tina as she has been an important member of our engagement team and has supported numerous people over the years but particularly during the covid lockdowns. We will miss Tina and I am sure you will join me in wishing her every success in her new role.

One of our trustees, Charley Maher, has had to stand down from the board because of her other commitments but we hope that she will be back with us again in the not-too-distant future.

### *Update on our charitable objectives and looking ahead to our AGM*

Back in February, we invited further involvement for our revised charitable objectives ahead of submitting them to the Charity Commission. We've now agreed the objectives with the Charity Commission and so the next step will be bringing them to you, our members, for a vote at our AGM.

We've also taken the opportunity to look at other ways of bringing our Articles of Association (our constitution) up to date and will be asking members to vote on these changes too.

Please do make a note in your diary of our AGM date as we would love to see you – hopefully in person this year. It will be held on Tuesday 16<sup>th</sup> November 2021 and we will confirm the details closer to the time.

That's it for this month. I hope you have been able to enjoy something of our unpredictable summer weather and that, when I write next month, we will have had the remaining covid restrictions lifted. Thank you for your continued support for SUF.

Best wishes,

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Chair of SUF board of trustees