



Suffolk User Forum
The New Hollies, Unit 3,
Grange Business Centre,
Kesgrave, Ipswich, IP5 2BY
01473 907087
www.suffolkuserforum.co.uk
hello@suffolkuserforum.co.uk

28th August 2022

Dear SUF Community Member,

I am writing to give you my update from SUF's July 2022 board meeting which I hope you will find interesting.

Making Our Voice Count (MOVC) – People's experiences of discharge.

Our latest report on service users' experiences is about discharge from NSFT (Norfolk and Suffolk NHS Foundation Trust) care. You can download the report from our website through this link [Our Feedback Reports - Suffolk User Forum](#) I mentioned this edition of our MOVC report in my letter in May, but we decided to hold back publishing it for a short time. This was because, amongst all the publicity about the Care Quality Commission's inspection report, it was important that the insights from your feedback did not get lost.

The CQC inspection report did not highlight discharge in any detail, but we know from your feedback how difficult it can be when planning for discharge is disjointed. Too often people say that there was little or no communication about discharge arrangements which can be distressing for service users and difficult for family carers who may have little or no time to prepare. Where discharge has worked well for people, it is because service users and families have been fully involved in the process, because they have been provided with ongoing support that meets their personal needs, lives, and wishes, and because they have been an equal and valued partner in the discharge planning. We are calling on NSFT to put in place a co-produced quality improvement project, supported by staff training. The aim is to ensure that everyone leaving hospital or being discharged from community mental health services is fully involved in their discharge plans and that they get the support they need.

The MOVC report demonstrates how valuable your feedback is. Thank you for taking the trouble to contact SUF to tell us about your experiences (good and bad). We really can't do our work without your support.



Suffolk User Forum
Registered Company Number 06946785
Registered Charity Number 1133457

Our AGM – date for your diary

We're delighted that this year we should be able to return to holding our AGM in person again. We have all very much missed having the opportunity to meet SUF members in person. The meeting will be held on the morning of Tuesday, 15th November 2022 at Kesgrave Conference Centre. We hope to be able to provide a facility for people to watch the meeting online if they prefer and we will keep you updated on details (including the agenda and our guest speaker) over the coming weeks.

We don't have a board meeting in August so I will write again after our September meeting. In the meantime, I hope you have a very enjoyable summer.

Yours sincerely

Guenever

Guenever Pachent
Chair of Trustees

