

## **Service User Experience Guidance Development Group Meeting**

**Date and Time:** Day 1 - Tuesday 17 January 2011, 10.30am – 5pm  
Day 2 - Wednesday 18 January 2011, 9.30am – 4pm

**Minutes:** Confirmed

**Place:** The Royal College of Psychiatrists,  
Standon House,  
21 Mansell Street,  
London,  
E1 8AA

**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 – day 2 only

### **In attendance:**

**NCCMH Staff:** Craig Whittington (CW)  
Marie Halton (MH)  
Naomi Glover (NG)  
Katherine Leggett (KL)

**NICE staff** Rachel Ryle (RR)  
Craig Grime (CG)  
Sarah Chalmers (SC) - day 2 only  
Anne Louise Clayton (ALC) - day 2 only

**Observers:** Alan Quirk, Royal College of Psychiatrists  
Sarah Hamilton, Rethink

**Notes – Day 1**

1. Apologies were received from Beverley Costa, Laura Griffith, Anne Louise Clayton and Sarah Chalmers.
2. No new interests were declared.
3. The minutes from the previous were agreed as a true record of the meeting.
4. Service user and carer concerns were discussed.
5. The group split into two sub-groups to discuss the work on the drafted chapters.
6. CW presented the data from the interventions review.
7. Service user and carer concerns were discussed.

**Notes – Day 2**

1. Service user and carer concerns were discussed.
2. The group discussed the draft NICE guidance and revised the recommendations.
3. The GDG prioritised the recommendations for quality standards.
4. The GDG discussed research recommendations.
5. Service user and carer concerns were discussed.