

Ward Rounds and CPA Meetings

You will be invited to regular meetings with the people involved in your mental health care. The purpose of these meetings is to discuss your needs, progress and concerns and to plan for your future.

These meetings are called Ward Rounds or Care Programme Approach (CPA) meetings. The two kinds of meeting are slightly different but their purpose is the same.

Central and North West London Mental Health NHS Trust have agreed to carry out these meetings in a way which is as careful and respectful as possible. They will do this is by following "A Code of Good Practice for Meetings with Service Users."

The idea for this first came from service users in Westminster. Since then the Westminster code has been updated by service users and staff from across the Trust including Brent, Harrow, and Kensington and Chelsea.

This is what you can expect according to the Code:

Your Attendance is Voluntary

You may wish to be present in these meetings, but it is not a requirement. You may prefer instead to raise your issues or concerns with a member of staff outside the meeting. If this is your choice, you should be supported in it.

Preparation

You should be told about each meeting in good time, so that you can prepare for it. You may wish to plan what you want to ask or talk about with your key nurse or your care co-ordinator.

Numbers in Attendance

There should be as few professional people as possible at the meeting. Four or five is a reasonable number. They should all introduce themselves to you and tell you why they are there. Sometimes students want to attend. If so, you should be asked beforehand whether this is all right. You have a right to say no.

Support in the Meetings

You can bring a friend or a relative with you to the meeting to support you. You can also bring someone who works as an Advocate, whose job is to support people in meetings like this. If you don't know an Advocate, hospital staff should help you to find one.

Appointment Times

You should be told what time your meeting will be held. Your friend or Advocate should be normally told as well. There should be a staff member who can tell you anything you need to know about the meeting.

Punctuality

The meeting should start on time and you should not be kept waiting. If there is a delay, you should be told the reason for it and should be given an apology. You should also be told how long you will have to wait.

Personal Information

You should not be asked questions that are very personal or painful for you to answer, unless it is absolutely necessary. Someone should explain to you that whatever you say in the meeting will not be told to anyone else without your permission unless there are concerns for one's safety.

Lay-out of the Room

People should make you feel comfortable and let you choose where to sit.

Refreshments

If staff are having refreshments, you should be offered some too.

Courtesy and Respect

In all your meetings with staff from Central and North West London Mental Health NHS Trust, you should be treated with courtesy and respect.

If you were at a meeting and you were not treated in the ways that this leaflet has described, please talk to your key nurse, care co-ordinator or your doctor. If you are still dissatisfied you can take your concerns to the local Patient Advice and Liaison Service (PALS) worker or send a complaint to the local complaints officer. You can ask an Advocacy Worker to help you with this. Details of these services should be available to you on a notice board. If not, please ask a member of staff for the information.

Meetings with Staff

(Ward Rounds, CPAs and other
Meetings)

What You Can Expect