

# WWAG



*Walton & Weybridge Advocacy Group*

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## **WWAG Client Forum Minutes – Tuesday 8<sup>th</sup> June 2010**

**WWAG's Mission:**

**To support people that have used or do use the mental health services their carers by identifying and creating a variety of opportunities and activities which encourage personal development and ultimately improve quality of life.**

**WWAG's "strap line":**

*A local Charity Improving Quality of Life & Supporting Recovery for People with Mental Health issues in the Community*

*Providing: Therapeutic Groups, Social Activity, Training & Employment initiatives, Advocacy, Information,*

*24 our crisis/befriending phone line, Support & understanding, Service User Involvement*

**1 Introductions:** Roger thanked everyone for coming and asked each person to introduce themselves:- Abdur, Patrick, Paul G, Paul C, Becky, Dean, Jose, Ray – Carer, Jane Napier House, Sarah Support Worker Volunteer Bureau, Esher, Cathy, Pam, Carole and Roger.

Roger then asked if the ball could be thrown to each person saying their name as they caught it. Then to say their name followed by a positive word:- Pam - Precious, Cathy - Sunny, Roger - Gorgeous, Sarah - Happy, Jane - Brilliant, Becky - Magical, Ray - Understanding, Jose -Tolerant, Paul C - Holiday, Paul G - Patient, Pat - Harmony, Dean - Happy, Abdur - Happy, Carole - Colourful

**Apologies:** Anne, Evelyn

### **2. Minutes agreed & Matters Arising:**

Ray said that were a couple of new buildings that were empty which perhaps WWAG could be able to use. Roger to investigate and raise at the next management meeting.

**From previous minutes:** Previous minutes agreed.

### **3. Activity Updates: Updated all activities undertaken since the last meeting:**

**All**

**Free Tea/coffee morning:** These are always well attended.

**Walking Group:** Dean suggested that we could go to St. Ann's Hill, Lyne for one of the walks.

**Art at JPC:** Write up in newsletter

**Computer Training:** Ray said he would recommend it to anyone. Julie said that Jennifer was very patient.

**Badminton:** This is normally on Fridays 4.00pm to 5.00pm. Paul C suggested that it might be an idea to have a beginners group to encourage new people. After the game the group go to the pub to socialise – just for one drink (mostly non- alcoholic). Clients can choose to just go the pub if they prefer. Roger suggested that WWAG challenged the people Napier House to a match and suggested Jane pass this on.

**Day Trip to Brighton:** Nearly a full coach. It was a good day out and the weather was good as well. See newsletter for all client comments.

**CAB at WWAG:** Will be temporarily 4 weekly due to CAB staff shortages. WWAG Advocacy clinic will be able to pick up and help any over flow from CAB.

**Day Trip to Margate:** The beach was lovely and the weather also but not a place that WWAG will go to again!

**WWAG Positivity Course:** Roger is running another 10 week course at the JPC now on week five. Becky said that it was already possible to see people changing after such a few weeks. There will be another course starting sometime in September. See Becky's paragraph in the Newsletter.

**Discovery Day:** It was a very successful day. The evaluation forms results were excellent. Jane said she thoroughly enjoyed it. More results from the evaluation forms in newsletter.

**Community Get together:** The last one was held at Silvermere Golf Club and was well attended. It was a beautiful afternoon by the lake and is one of the most popular places we have been too. See Newsletter

**4. Support Worker for Volunteers:** Sarah from Voluntary Action Elmbridge supports people with mental health issues to find suitable voluntary work and it covers the whole of Elmbridge. The number of hours volunteering can be anything from 2hrs a month to regularly on a weekly basis. There is a directory listing a massive selection of volunteering opportunities. A copy is now available in the **WWAG** office. People can try out jobs before you start. Some will pay out of pocket expenses and these do not affect benefits. This is an ideal way to regain your confidence and changes lives. See poster with telephone number on page 6 of Newsletter.

**5. WWAG: Service User Advocacy Clinic:** Katy has now moved on to volunteer for the NHS. **WWAG** thanks her for all her good work for **WWAG** and wish her well. Katy and Louisa will be taking part in the walk for **WWAG**. Louisa and Evelyn are still volunteering for **WWAG's Advocacy Clinic** between 1pm & 4pm on Thursdays to help with a wide variety of your problems.

#### **6. Future Activities:**

**Computer Training:** - Next course will probably start in September  
**Free Tea/Coffee Morning:** - Tuesday 22<sup>nd</sup> June  
**Next Community Get together:** - At the Fairmile Tuesday 29<sup>th</sup> June  
**CAB at WWAG:** - Now temporarily 4 weekly.  
**Next Day Trips:** - Portsmouth 15<sup>th</sup> June  
- Bournemouth 13<sup>th</sup> July

**Creative Writing:** - Rebecca (Louisa's sister) who is qualified, will be starting on Monday 28<sup>th</sup> June between 3pm & 4pm in the **WWAG** lounge.  
Two places left - Those taking part will be informed

**"Walk for WWAG" date:** - Sunday 25<sup>th</sup> July  
Annual fundraiser – All clients welcome - involve a friend  
Please contact office for Sponsorship Forms

**WWAG Summer Party:** - Saturday 7<sup>th</sup> August at JPC. Ticket only as always,  
Please book early to avoid disappointment

**7. Any Other Business:** Jane wanted to know if clients were still having problems with appointments sent by Napier House. The Psychiatrist, Mr Maleszak, has raised the question at a recent meeting and hopes the situation will continue to improve.

Dean bought up the subject of being able to get tickets for TV programs etc – blocks of 10 people, also a tour around the BBC, anyone interested please let the office know. Roger suggested he books something with 2 weeks notice and then the staff will publicise it to clients.

Paul G asked on behalf of another client if it would be possible to have a member of staff in the lounge at all times. Roger said that would not be practical but if anyone was offended or concerned by anything happening in the lounge they should immediately tell a member of staff who would then deal with the situation.

Ray said that he had written to the local MP concerning the lack of out of hours service for the over 65's, this is a subject that is brought to our notice by a number of clients and Ray continues to write letters to the powers that be to instigate a positive change to this situation. Bowling stopped due to lack of interest but **WWAG** will look into starting it up again if enough clients are interested.

Surrey PCT and SCC are doing a quality review of the out of hours crisis line and there will be a workshop to finalise an appropriate questionnaire held at Corner House, Woking on Thursday 1<sup>st</sup> July 11.30am to 1.00pm. Dean also mentioned the possibility of larger premises. Roger said that although everyone agreed in the principle, **WWAG** would find it difficult to generate the funds for commercial rates for rent for a suitable property. This will again be raised at the next Management meeting.

**Next WWAG Client's Forum - Tuesday 3<sup>rd</sup> August 2010 WWAG lounge 2.00pm to 3.30pm**

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