

You said...We did

Merton Service User Suggestions & Feedback

Service User Suggestion ("You Said")	WDP Merton Response ("We Did")
The group room was too hot and had no air.	Air conditioning units have been provided.
There are no evening appointments	Evening sessions run on Tuesdays and Thursdays for keyworker, there are two evening groups, and the doctor and NMP added evening medical review appointments.
Waiting times for an assessment was too long	Waiting times to first assessment have been reduced.
The group room is dark and has poor light	The group room was re-painted white to make it brighter.
<i>Come up with a new name for the forum</i>	<i>This is ongoing – suggestions are invited.</i>
To generate ideas of how to improve the waiting room	The waiting room has been improved with more areas to display leaflets and information, thank you cards.
To have a resources pack of what services are available in Merton	Each keyworking room contains a pack of information about local services.
To provide information on the better points scheme	The Capital Card scheme has been launched in the service with information shared with all service users. All service users have been asked if they would like to join the scheme, providing consent if they do.
To provide dates for SMART, NOVA, GSB and peer mentoring	Dates were confirmed for these activities during 2019. SMART Recovery runs every Tuesday evening from the service.
To chase up facilities around the toilets	The toilets were upgraded and there have been no issues since.
To find out how long service users can attend the recovery college	Information has been provided about this – the courses vary in length.
To get the wall sticker approved and put up in the group room, look at art and quotes to put up	The 'moving forward' tree wall sticker was approved and is being used to leave messages as service users graduate from the group.
To report concerns around the assessment	Concerns were reported to the local management team and discussed centrally and Merton now use a shorter assessment form with a registration pack, which together capture all relevant sections of a comprehensive assessment.
To Provide information on discounted theatre and cinemas for outings	The Capital Card scheme includes access to the Taste Card which offers discounts on entertainment, and also last-minute theatre tickets, including West End shows.
To speak with the team around explaining the expectations of detox, and the difference between detox and rehab. More simplified discussions for those who are still drinking and struggle to retain the information.	The preparation for detox groups contain a regular curriculum, and literature, which explain the process of detox. Each service user who is working towards a detox is given a 'detox checklist' to follow with their keyworker. The induction group that all new SUs are invited to, includes basic information about detox process.

You said...We did

Merton Service User Suggestions & Feedback

Service User Suggestion (“You Said”)	WDP Merton Response (“We Did”)
To speak to Domestic Violence charities	WDP Merton have a weekly complex needs IDVA satellite within the service, every Wednesday afternoon.
To speak with the families and carers services around information leaflets.	Leaflets for the carers’ service are available.
More information about aftercare.	Aftercare literature has been developed, and can be used in 1-2-1 sessions, and forms part of the curriculum of the preparation for detox groups. Literature includes what aftercare is, why it is important, and what the choices are. Includes information about free and housing benefit funded rehabs, and the CCA process for funded rehabs. Rehab handbook available.
Mutual aid / 12-step fellowship meetings – more information, more at the service.	Reception contains timetables of local AA/NA/CA meetings, LGBT specific meetings, Polish AA meetings, has a CD of a spoken-word Tamil translation of the AA Big Book, and the resources packs contain information about Dual Recovery Anonymous, and the nearest Gamblers Anonymous meeting. SMART Recovery runs at WDP on Tuesday evenings. How to self-refer to the SUN Project (mutual self-help support for those with personality disorders) is also discussed with relevant SUs.
Improvements with communication to service users: - We would like a call as well as a letter informing us about possible discharge for non-engagement. - More information about the group criteria (e.g. for the prep for detox groups)	WDP’s reengagement SOP requires phone, SMS, email, and letter to be used where consented to re-engage and contact SUs about appointments and possible risk of discharge. WDP weekly discharge clinic reviews that these steps are being taken prior to discharge. All groups now have a leaflet that clearly explains who the group is suitable for, and what the group boundaries are.
<i>To have more information around disclosure and barring service for those with criminal records relating to ETE.</i>	<i>To be developed</i>
To have access to online support, and more information on online services.	Information is provided about online SMART meetings, and telephone/online Polish AA meetings. Crisis cards are available in every room and given out at assessment which include several 24/7 helpline numbers.
<i>A music group.</i>	<i>To be developed.</i>
Provide more skills-based groups	The NOVA and Giving Something Back courses have been launched and delivered, which provide skills-based learning. The Capital Card points can be used towards short and longer courses at City Lit.

You said...We did

Merton Service User Suggestions & Feedback

Service User Suggestion (“You Said”)	WDP Merton Response (“We Did”)
Would be nice to have more items for children in the capital card shop.	Colouring books and toys have been added to the shop inventory, including our Christmas shops.
Could the service user forum be a more social event like a lunch?	The 2020 SU forums will be coffee-mornings at the service, for a more informal relaxed feel. Monthly there is a Capital Card trip to Nandos that any SU can attend using their points to book a place.
To see more peer support elements.	The Thursday group is now run by a peer mentor/recovery volunteer. 4-5 peer mentors from WDP Kingston have been trained, to start contributing to elements of the service such as the capital card shop, SMART Recovery and other sessions.
The timing of the aftercare groups make them difficult to attend for those with children of school age/in childcare.	The Tuesday and Thursday sessions have been moved to 1-2pm to account for school-runs.
Would like to see the pathways between WDP and other services such as the Job Centre be more effective.	WDP Merton has a monthly Job Centre Plus satellite at the service, that keyworkers can book their service users into.

This page is intentionally left blank