

Healthy Minds Forum Minutes 13th March 2017

Present: Aboo, Ali, Arasu, Danielle, Gail, Keith, Martin, Michelle, Sam, Septimus, Simon, Sue, Wayne, Wendy,

Apologies: LA, JF, SD

Introductions

1. The transformation of community mental health services, presentation-

Sue Sutcliffe (Community Mental Health Services Manager), Arasu Kuppaswamy (Consultant Adult Services) and Aboobaker Bhana (Equality/ Engagement Development Manager) had asked to attend the Healthy Mind Forum meeting in order to present and gather feedback on the new changes in the delivery of Adult Mental Health Services. The presentation was relevant to community mental health services in Calderdale. (Please see attached/ enclosed leaflet- 'The way we deliver community services is changing'.)

Sue told the forum that SWYFT had listened to the views of service users and these have influenced the reconfiguration. Some of these were;

- travelling a barrier to accessing services
- avoiding hospital admissions as much as possible
- receiving greater support at home
- access to community services near people's homes
- community services will be linked in/ accessible to a person's local GP or health centre

Sue spoke about the need for services to better promote and support recovery.

However, it was also acknowledged that people can end up with very stigmatising labels even if they feel that they have recovered from their period of mental distress.

It was also recognised that NHS was financially under pressure to spend more efficiently and without minimising the quality of provision.

There will now be one 24 hour Single Point of Access (SPA), which should enable people to be directed to the correct service. (Please note that non mental health crisis or urgent issues would go through Calderdale councils Gateway to care.)

There are targets enquiries through SPA are;

- Urgent- within 4 hours
- Non urgent- within 14 days

It also raised issues as to what might be seen as a crisis or urgent to an individual, might not be seen as such to the SPA.

Other changes will be

- The Crisis team will be available 24 hours, 7 days per week.
- Services wrapped around the individuals needs

- People will receive one thorough assessment and not have to experience multiple ones.
- Closer relationships between primary and secondary care – some community mental health staff based at GP practices
- Staff will work holistically with the person for up to 3 years
- People may return to services after discharge if required
- Flexible assertive outreach or intensive support delivered by staff with smaller caseloads

One point raised, was that a person can only be directed to services that are commissioned by Calderdale Clinical Commissioning Group (CCG). So this means that if someone has an additional diagnosis such as Eating Disorders, ADHD or Autism they will not be able to enable them to access these service supports. This was identified as a gap in provision. Information was shared that another area under the trust had lobbied for one of these services to be commissioned in their area and had been successful.

It was highlighted that people with dual diagnosis (substance misuse and mental health) also face reduced services against rising need. It was also suggested that the forum could support a lobby to improve access to mental health support for people with alcohol or substance misuse difficulties.

The new practices will go live on 1st April 2017. Sue and Arasu suggested coming back to the forum in about 6 months to see how and if the changes were having an effect of peoples experiences of using community mental health services.

Forum members wanted to know how people would know about the changes and how they might affect people currently receiving support in the community.

Sue said there may be some changes to an individual's care coordinator, but part of the initial consultation wanted the new transition of services to be as seamless and non-disruptive as possible.

Forum members also asked about how people would know about or understand the changes. They suggested that leaflets and posters were put in GP practices.

2. Matters Arising

GP online services- Someone fed back on their own GP practice online services. They can arrange triage appointments, order prescriptions and view their own records online. They also have the opportunity to call their surgery and arrange for the duty doctor to call them back that day.

A&E Feedback- Corinne McDonald, Project Manager – Service Improvement would like to attend a future meeting and hear people experiences and views.

Action- This will go on future agendas once the forum's future has been agreed.

Personal Independence payments (PIP)-There are proposed new changes to PIP, which will prevent people with mental health or cognitive impairment from accessing necessary support in this area. You can sign a petition which challenges this.<https://you.38degrees.org.uk/petitions/pip-justice-for-mental-health-sufferers-1>

Mental Health Awareness week 8th-14th May 2017- There will be stalls and information stands at Tesco's King Cross on 8th, 9th, 10th May 2017. Some people present would like to come along and support the Healthy Minds stall. People offered to bring some personal entertainment skills on the day, such as magic tricks and singing.

Action-Michelle is coordinating staff cover and activities and will contact people individually to see when they are available.

Cloverleaf Advocacy- volunteer roles – Chris Scheller, Manager of Cloverleaf Advocacy Service is working on developing some advocacy volunteer roles. Michelle will keep the forum involved.

3. Future meetings

Next meeting is Monday 10th April 5.30pm to 7.30pm at the Orange Box, Box, 1 Blackledge, Halifax HX1 1QA.

The theme of the meeting is 'The Future of the Forum'

Healthy Minds have some ideas of the future development and progression of the forum would really like to hear your views and feedback.

***Please note that we can reimburse reasonable travel or childcare costs (from a registered child-minder) expenses for Healthy Mind Forum attendees.**



Healthy Minds Forum Agenda

Monday 13th March 5.30pm to 7.30pm

1. Introductions
2. Matters arising
3. Guest speakers
4. Mental Health Awareness week 8th-14th May 2017
5. Any Other Business
6. Future of the forum
7. Next meeting