

Mental Health User Voice

Local Mental Health Network (LMHN) meetings

Terms of reference

Mental Health User Voice is a county wide collaboration, involving a wide range of stakeholders with the shared aim of creating and maintaining strong and sustainable mechanisms to ensure mental health user voice is gathered effectively and contributes meaningfully to ongoing development across the mental health system.

Objectives

The objectives of Mental Health User Voice are;

A Clear system wide approach

- To empower people to share their experiences, addressing fear of 'kick back' and reducing 'issues' going everywhere at the same time and make sure that feedback doesn't get lost
- To have a mechanism to reach GP's, who are frequently the first point of contact for people

Influence and impact

- To ensure that service user voice is heard by providers and commissioners at the right time, in the right way, to the right place to have the best impact.
- To use user voice evidence and experiences to inform policy, debate and service delivery.
- To bring a strong focus on co-designing, delivering and evaluating service provision with service users and their carers.

Promoting User Voice as a valued asset

- To support providers and commissioners to understand the lived, life experience of people using mental health services and the impact that services have on them, and their carers.
- To actively promote and encourage engagement and participation of service users in strategic decision making, service monitoring and planning meetings, at a local, and county level.

Engaging with people using mental health service and their carers

- To support the development of innovative methods of engagement and participation that overcome any barriers to participation, go beyond the current established methods and give opportunities for vulnerable and marginalised people to share their experiences.

Evidencing User Voice

- To work within a centralised system for recording and theming service user experience and levels of service user / carer engagement;

A key part of how the model is facilitating local discussion and problem solving. This is the primary rationale for the Local Mental Health Network meetings.

1 Tell your story



You share your story with a nominated person working in your area. We have engagement workers in every part of Kent.

You can also share your feedback with Healthwatch Kent or Healthwatch Medway.



2 Is it a formal complaint?

If you want to make a formal complaint, you will be guided to the best place to send your complaint. We don't handle formal complaints ourselves.

4 Themes & trends

We will review your comments alongside all the other feedback that we hear from people across Kent. We'll identify themes in the feedback and make sure it goes to the right person in the right organisation so that they can hear your voice directly. We'll be sharing your feedback every month with organisations so you won't have to wait too long for your voice to be heard.



3 Local Resolution

If your issue is local to your area, we will try and resolve it locally.

The role of Local Mental Health Network meetings

Local meetings are a facilitated platform for service users, carers and stakeholders to participate in discussion and co-produced problem solving around locally evidenced issues.

Local meetings will provide latest local feedback from people using and caring for those using mental health services. These identified trends and issues will create topics for discussion with a view to finding local resolution where possible.

The local meetings will in turn inform a county wide understanding of how people are experiencing mental health services and support positive change and improvement of services.

How Local Mental Health Network meetings work

Meetings are facilitated by nominated leads. Each Local Mental Health Network will have two nominated leads, allowing for sharing of the role. These leads are nominated and elected from regular attendees to the network meetings and will be supported by the administration and management support of the Mental Health User Voice Model. It is expected that leads will undertake the role for a minimum of 12 months.

Features of a local meeting are:

- Quarterly meetings with a county wide standard format/ Agenda
- Local evidenced experiences of mental health services, in context of county wide perspective of how people are experiencing services.
- Notes of discussions and actions agreed at meetings, shared in a timely manner and publicly accessible on promoted websites
- Opportunities for professional networking across mental health service providers in primary, secondary and community services in all aspects of health and social care needs.

Who attends Local Mental Health Network meetings

Local meetings are based on positive, constructive relationships with local people, organisations, commissioners and service providers. They believe that good relationships are key to quality collaboration and being able to resolve actions locally and quickly.

They are open to anyone using, caring for, or working with people who are living with mental health problems.

Linking the local with a county wide perspective

There are regular meetings of all Local Mental Health Network leads to share discussions and determine possible projects / research priorities across the county to further explore and evidence experiences of using mental health services to effect service improvement and change.

Local Mental Health Network meeting leads attend the county Mental Health Action Group (MHAG).

Values underpinning the MH User Voice model and Local Mental Health Network meetings

- A culture in which service user and carers voice is used positively and without fear of negative consequence
- That local meetings allow local co-production of solutions and are a safe space to share and learn
- That the voices of service users and carers should be independently raised but combined to ensure both perspectives
- User and Carer voice engagement is independent and User and Carer voice is respected, and treated with integrity and neutrality
- That a variety of engagement methods are used to engage with all communities across Kent
- That people who have lived experience of mental health are encouraged to take on roles within the model