

## Ashford Mental Health Action Group

Meeting on Thursday 5<sup>th</sup> July, 2018, 11.30 to 1pm  
At the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

ATTENDEE NAME	ORGANISATION & ROLE
Amanda Godley, Chair	SpeakUp CIC & Co-Chair Ashford MHAG
David Garrick, Minutes	West Kent Mind
Jenny Solomon	Insight Healthcare, Business Development Manager
Scott Joiner	Shaw Trust, Network Manager
Annie Jeffrey	Co-Chair Ashford MHAG
Lindsey Kennett	Carers Support, MH Coordinator
Anon	
Carol Boorman	Ashford CCG

APOLOGIES	ORGANISATION
Xenia West	Maidstone & Mid Kent Mind

### 1. Welcome, Introductions, Apologies & GDPR Update

The Chair welcomed the group, apologies were noted as above and a GDPR update was read out.

### 3. Minutes of last meeting – Approved without amendment

### 4. Action Points

#### a) From Ashford MHAG:

1. *Healthwatch to share CQC report from KMPT inspection in January.* Awaiting response. Carry forward.

b) **Response to question taken to County MHAG:** (See County minutes for further discussions <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>)

None taken forward.

### 5. Service User and Carer Questions/Feedback

#### a) Raised at today's meeting:

1. Question raised anonymously.

#### Action 1: David to ask for a KMPT representative to attend each MHAG meeting.

- The importance of knowing and communicating available services in Ashford was discussed.
- Scott described a new system of 'GP care navigation' that started on 1<sup>st</sup> June in West Kent, to be followed by North Kent. When patients phone to book a GP appointment, receptionists gather further info and signpost to relevant organisations (Live Well Kent [LWK], Community Pharmacy, One You Kent, Thinkaction, etc.) Important for receptionists to use a common-sense approach and ask questions in an appropriate way. It aims to support individuals who are waiting for a GP appointment, to give alternatives to a GP appointment (thus reducing demand on GPs and reducing waiting times) and to inform people about alternative services. This system has already been successfully implemented in Wakefield, Yorkshire. Referral rates to LWK have increased, will see if waiting times for GP appointments decrease. Scott to forward GP care navigation presentation to Caroline.

**Question:** Could this system be implemented where Porchlight deliver the LWK service?

**Response:** Porchlight have a different delivery model, but this service could still work.

- Scott answered questions about continuity of care, the capacity of LWK and whether questions from receptionists will be well received.

### Question for County MHAG about GP care navigation system.

- Jenny advised that similar, MH awareness training will be delivered to GP receptionists in DGS and Swale.
2. Question raised anonymously, with responses given.

### b) Going forward to County MHAG:

1. A new GP Care Navigation System, in which GP receptionists signpost to relevant organisations, recently started in West Kent. Are there any plans to roll this system out to other areas of Kent?

Concerns were raised about St Martin's Hospital, Canterbury, closing:

2. We have heard that services for 18-65 year olds at St Martin's Hospital, Canterbury, are due to close. Could we have clarity on when this will happen and what will be put in its place?

## 6. Information Sharing:

1. **County MHAG Update:** Please see the County MHAG minutes for full details, which were circulated before the meeting. The minutes and local questions are all available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>

- Amanda shared a poster about Headstart/Young people's services, from the County MHAG.

### Action 2: Circulate Headstart/ Young Peoples Services poster.

- Scott gave further details of the service directory that Shaw Trust are building for the LWK website. See County MHAG minutes for further details. Cost is an issue for hard copy leaflets.
- Carol advised that, as part of the Task and Finish Group, they are developing hard copy leaflets containing a directory of MH services in Ashford. This will be distributed to GP surgeries, libraries, etc, Will also be on CCG website. Jenny to contact Carol about Insight Healthcare's inclusion. Scott is happy for this to feed into the LWK directory.

### Action 3: Circulate service directory leaflet.

2. **Commissioners' Reports:** These have been circulated and are also available on the West Kent Mind website: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

a) Ashford CCG Commissioners' Report, Carol Boorman – See circulated report.

b) Live Well Kent (LWK), Scott Joiner. Scott highlighted that:

- A new art therapy course, delivered by Amanda (SpeakUp CIC), begins tomorrow. There is also an art group at the Activity Box, Herne Bay, which is a good step down from this.
- The bereavement and loss service has been extended until 31<sup>st</sup> March 2019.
- The new 1-1 money management service has started – looks at bills, benefits, borrowing, etc.
- New natural environment courses have been commissioned with Marchwood CIC.
- The innovation grant looks to bring more carers with MH problems into LWK. Looking at providing an activity for the person that is cared for. The carer can then do something themselves. Have used a similar format with family projects.
- There is also a forest project run by West Kent Mind, with another in Maidstone.

### 3. Update from Engaging Kent about the current MHAG/ Service User Forum review:

*Thank-you to all who attended the workshop on the 18th June in Lenham. We had a fantastic day with representatives from many service user groups, service users themselves, carers, KCC, CCG, KMPT, housing, voluntary services, mental health charities and more. We will be spending the next few weeks getting round the county to visit as many service user groups as possible to make sure that their voices are heard, especially those that were unable to attend the event. We will then be producing a report to help us together to take the next steps in shaping future services.*

Email Eve with any feedback or questions: [eve@engagingkent.co.uk](mailto:eve@engagingkent.co.uk)

### 3. Provider Service Update/New Members:

**Amanda, SpeakUp CIC:** (As mentioned) the art group project starts tomorrow at the LIW centre. People will create a journal of their journey over 8 weeks in pictures. It gives people another means of expressing themselves. Will make friends and build confidence. It is tailored to the individual. Can take this journal away and carry on after the course has finished, like a diary. The optimum number per group is 8.

- Scott advised that the current trend is that people are asking less for anxiety/depression courses and more for peer-led/ physical/ outdoors projects. LWK (Shaw Trust) have cut such courses by 50% and expect to cut them by another 25% in Year 4. People want to be out of the classroom.

**Jenny, Insight Healthcare:** We are now providing IAPT services at St Stephen's Health Centre for clients with long-term conditions, such as diabetes, chronic pain, asthma and cardiovascular disease.

### 7. Task & Finish Group

As discussed above, the group are continuing to work on developing hard copy leaflets containing a directory of local services, for distribution to GP surgeries, libraries, etc.

### 8. Date of next meeting

13<sup>th</sup> September 2018 from 11.30am to 1pm, with a pre-meeting at 11am, at One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

Meeting finished at 12.54pm

### ACTION TABLE

Action	Action Point	Responsibility	Status
May.18-1	Healthwatch to share CQC report	Sue Alder	
July.18-1	Ask for a KMPT representative to attend each MHAG meeting.	David	
July.18-2	Circulate Headstart/ Young Peoples Services poster.	David	
July.18-3	Circulate service directory leaflet.	Carol/David	

#### Administration :

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Minutes posted on: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>