

**Canterbury & Coastal Mental Health Action Group**  
Meeting held on 11<sup>th</sup> January, 2018, 2.00pm

At Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE

ATTENDEE NAME	ORGANISATION & ROLE
Ellie Williams, Chair	Take Off/Co-Chair Canterbury & Coastal MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG co-ordinator
Chanice Meurin	Canterbury Christchurch University, OT Student
Hannah Costin	Canterbury Umbrella Centre, Day Service Manager
John Watts	Canterbury Umbrella Centre/Carer
Jean Arnold	Carer, Herne Bay Umbrella Centre
Teresa Norton	Carers Support Canterbury, Dover & Thanet, Service Co-ordinator
Claire Harvey	DWP Jobcentre Plus, Disability Employment Adviser
Clive Wanstall	East Kent Carers Committee, Chair
Michael Vince	Herne Bay Network
Jenny Solomon	Insight Healthcare
Richard Bates	KCC, Kent Enablement & Recovery Team (KERS), Senior
Leonie Down	KMPT Acute Service Line, Occupational Therapy Lead
Georgie Childs	mcch Personal Assistant
Victoria Burchett	mcch Personal Assistant
WB	mcch Service User
SW	Service User
JD	Service User
BC	Service User
TM	Service user
Scott Joiner	Shaw Trust Live Well Kent, Network Development Manager

APOLOGIES	ORGANISATION
Carol Boorman	Canterbury & Coastal CCG
Anna Bate	ThinkAction

### 1. Welcome, Introductions & Apologies

The Chair welcomed the group and apologies were noted as above.

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

### 4. Action Points

#### a) Local Actions: From September 2017:

7. *Karen Dorey Rees to provide stats for street triage service.* We are unable to get a response from Karen on this.
10. *Emma Hanson to confirm how service users are being consulted about the new service offer.* Please see Emma's update under 'County Update' below.

#### From November 2017:

1. *Sharon to ask CMHT who are looking at unallocated cases if it is possible to contact people to update them.* Sharon has been off sick and her current replacement is Hayley Johnson. Carry forward.

2. *Invite the Local Operational Group (LOG) chair, Dr Simon Lundy to attend the Canterbury & Coastal MHAG.* Completed – no response received, however Ellie Williams will be attending the next LOG meeting.
  3. *Ask Shaw Trust about taxi reimbursement.* Scott confirmed that this is available in exceptional circumstances. A claimant would need to contact LWK directly [LiveWellKent@shaw-trust.org.uk](mailto:LiveWellKent@shaw-trust.org.uk) ahead of the meeting to have the payment authorised and then complete the travel expenses claim form for reimbursement. The form is available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>
  4. *Ask Scott Joiner if there is a way to make the referral process easier for the Art Therapy Group.* Completed – see Live Well Kent update below.
  5. *Circulate leaflets and poster about the Canterbury & Coastal MHAG.* The leaflets are still being updated but the poster is available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>
  6. *Sharon to follow up with service user on concerns raised.* These have not been addressed. Carry forward
  7. *Richard to send details of the KERS service for Carol to add to the CCG RST (referral support tool).* Completed.
- a) **Questions raised at County MHAG** (full details are available in the County MHAG minutes which have been circulated to the group and are available, once approved, at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>)
- 1) There are long waiting lists for KMPT psychological therapies with no other options available. If treatment for a physical health problem cannot be provided through the NHS then funding is available for private treatment. Is there parity of care for access to private therapy or counselling?  
*Response from Andy Oldfield, East Kent Clinical Commissioning Group: Firstly the principle is the same for both physical and mental health treatments, that is if there is no local provision then funding is available for private treatment, and this can be seen by the numbers of people who are sent for specialist MH treatment where no local service exists. The problem with psychological therapies as described here is that there is locally commissioned provision (albeit with long waiting lists) therefore no extra funding exists to provide this privately.*
- The following points were also discussed at the County MHAG:*
- *Could Personal Health Budgets pay for psychological therapies? These can be applied for online, but a co-chair had been told that these were not available in Thanet.*
  - *A co-chair reported a specific case of a long waiting time for therapy.*
- Action 6: Ellie and Catherine to look at the process of applying for Personal Health Budgets and feedback to the group.**
- *The East Kent Commissioning Team will be conducting research regarding psychological therapies. Louise will circulate details when this starts, so that people can get involved.*
  - *There is no waiting list target for KMPT Psychological Therapy. For physical health conditions, there are national targets for waiting times and data feeds into national statistics.*
  - *There is currently a consultation about the waiting lists for young people's mental health, Eating Disorders and Young People's Psychosis services.*
  - *Individuals may get triaged within the window, but will not necessarily receive treatment.*

Ellie asked for feedback on any applications that have been made. The group requested more information on how to apply for the Personal Health Benefits and were concerned that the help of a care co-ordinator would be needed and the service is already stretched.

**ACTION 1:** Ask Andy Oldfield what is being done to address the current waiting lists and confirm whether there is a target for secondary care psychological services (18 weeks?)

**ACTION 2:** Follow up on the process for application for Personal Health Budgets and what help is given to apply.

**ACTION 3:** Provide an update of the current staffing of the CMHT.

- 2) How are local CMHTs being funded or supported to take into account additional strains caused by local universities across the county, ie Canterbury Christchurch and Kent Universities?

Response from Andy Oldfield, East Kent Clinical Commissioning Group: *“With regard to universities there is no extra funding provided centrally to support these institutions however Canterbury/Coastal CCG do commission Eating Disorder and Liaison Psychiatry services which work specifically with Kent University, and this is being extended to cover Christ Church University as well.”*

*The County MHAG also discussed:*

- *The Canterbury Umbrella Centre, in-house University services and IAPT services on The University of Kent campus all offer support for students.*
- *Waiting lists may mean that students go to The CMHT.*
- *Louise will be attending a meeting at Canterbury Christchurch about this subject.*
- *A service for 18-24 year olds will be introduced within 2 years.*

**ACTION 4:** Invite Louise/Andy to the next Canterbury & Coastal MHAG to give an update on how the mental health needs of students are being met.

- 3) *How are universities being worked with to address the needs of students?*

(See above).

- Kent University offers student wellbeing services and has 2 hour crisis support drop in sessions daily in Canterbury: <https://www.kent.ac.uk/studentsupport/wellbeing/>
- Canterbury Christchurch University's website states that University Medical Centre Psychological Therapies is available to all students who are registered with a GP Surgery within East Kent who would like help with a psychological problem.

An initial assessment will be offered within 3 days of making contact and dependent upon the treatment you require your first appointment will be within 6 weeks or sooner.

<https://www.canterbury.ac.uk/students/support-services/support-advice-and-wellbeing/mental-health.aspx>

- TM met with the Vice Chancellor of Canterbury Christchurch who said that their support for students had improved greatly, however she is concerned that the counselling drop in offered is only for 1 hour for up to 4 people and is not sufficient. More counsellors are needed.
- Sharon mentioned at November MHAG that occupational therapists (OTs) have been employed by different teams to work within the Christchurch and Kent Universities.

**ACTION 5:** Leonie to provide some information about OTs working in Canterbury Universities

Further advice from the group was for the Student Union to go to the board of governors or address the Chancellor (the Archbishop of Canterbury?)

The universities hold Fresher Fairs which the Canterbury Umbrella Centre attended and noted was a lack of other mental health organisations.

**ACTION 6:** Hannah to contact Canterbury Christchurch about including more mental health organisations at Freshers Fairs.

a) Questions raised at the pre-meeting:

Ellie reiterated the importance of being respectful of one another both personally and organizationally and being constructive and working together to find solutions.

**ACTION 7: Circulate the MHAG Terms of Reference**

1. Alternative meeting venues outside of Canterbury, such as Riverside Church or Swalecliffe Community Centre were suggested to reach more service users and carers in the community. The 'Coastal' venue could alternate with the Thanington Resource Centre.

**ACTION 8: Look into alternative meeting venues.**

2. Clive had a meeting with Hayley Johnson, Community Mental Health Team (CMHT), currently standing in for Sharon Hussain and found her very helpful. However, he is concerned that there has been no improvement since the last update was given in November and there are now 13 vacancies, up from 12 which means that half the team is missing.
3. There are different computer systems between the primary care and secondary care and GPs cannot access secondary care client history from RIO. Discharge summary forms should be given to GPs and medication uploaded but there have been examples of clients being put back on medication that had previously not worked even though it was in their notes. This does not seem to be a problem across all GP surgeries so there is a question around consistency.

*Subsequent to the meeting, Carol Boorman, CCG responded as follows:*

*"The hospital sends the patient discharge letter/report electronically to a secure and specific EDN email address direct to the practice, which automatically loads onto the patient notes. A GP practice administrator will log the letters/reports and then workflow to the patient's GP or the referring GP (if appropriate) enabling the GP to read the medical report/discharge letter and follow-up or change medications, if required.*

*If the patient wants to complain to either the practice or the hospital, the complaints procedures are on their websites, or in the practice leaflets, which are normally found in reception areas. Practices request that a complaint is put in writing and will try to resolve any issues as soon as possible.*

*All Practices are private business, however are bound by the NHS GP Contract which covers core primary care services. Hospitals also have contractual requirements to meet, e.g. discharge letters should be sent back to practices within 10 working days."*

4. What mental health training and/or support is available for GPs to support their patients? Leonie mentioned that mental health practitioners employed by KMPT are being put into GP surgeries. Scott has also been talking to GPs in Tunbridge Wells and Sevenoaks about Live Well Kent navigators operating out of their surgeries and is also looking at Canterbury Clare Lux is the Primary Care Manager and will be attending the next County MHAG in February, following this question also being raised at the Swale MHAG.
5. There is worry about people being discharged too early from the CMHT and care co-ordinators not referring people properly.

**ACTION 9: Provide specific examples of CMHT concerns to be given to Sharon.**

6. TM noted that not a lot has changed since last meeting and it is very hard to complain and get your voice heard. Still unhappy with Laurel House and GP and primary care.
7. How does someone complain about a GP or KMPT service other than through the Complaints procedure at the East Kent CCG? There are a number of different avenues, such as Care Quality Commission (CQC), directly to KMPT and through Healthwatch. See links below for more information:

<https://www.england.nhs.uk/contact-us/complaint/>

<https://www.healthwatch.co.uk/complaints/guides%20>

<http://www.canterburycoastalccg.nhs.uk/contact-us/comments-and-complaints/>

**b) Questions going forward to County MHAG:**

1. What is being done to reduce the current waiting list for Psychological Therapies in secondary care and what alternatives are available?

**6. Information Sharing:**

1. **County MHAG Update:** The draft minutes are circulated to the MHAG mailing lists and, after approval, are posted on the Live It Well website here: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

Ellie highlighted the update by Emma Hanson, KCC about the approach for the review of the grant funding for the MHAGs and service user forums, starting from 1<sup>st</sup> April 2018. The funding will transfer to Healthwatch, the consumer champion for health and social care and the funding envelope will remain the same for 1 year whilst a period of redesign takes place in 2018-19. Healthwatch have been tasked to design a structure that can engage patient voice to drive positive change and hold services accountable for the quality of care.

**ACTION 10: Circulate Healthwatch's draft proposal for consultation of the service redesign.**

2. **Commissioners' Updates** – All reports below have been circulated and are available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

**a) Canterbury & Coastal Clinical Commissioning Group (CCG) – Carol Boorman:**

**b) Live Well Kent Canterbury & Coastal Report – Scott Joiner, Shaw Trust:**

The service is going well with new projects and lots of people wanting to work.

- Level 1 and 2 qualifications are being offered in a more flexible environment.
- We are focussing on carers and are piloting a drop-in centre for carers as well as and backing Clive's East Kent Carers' Council and involving them in how network is developed.
- We have identified a gap for carer and family based projects. We have someone to run it and are looking for peer support volunteers.
- Following the successful art project, we are in talks with the provider and 2 others about how to keep it going on a permanent basis and asking Joyce Scott to take on one of the participants on a peer led basis. Georgia co-facilitates the current group and had a problem with referrals. Scott is trying a light touch referral basis to make the process easier.
- Moving forward we are now asking providers what is needed and what they want to do.
- We have also commissioned a project with Carers Support, Activity Support in Herne Bay and want to mirror this across the lots and look at transporting clients into different areas if something suits them elsewhere.

**3. Provider updates/new members:**

**DWP, Claire:** As a Disability Employment Adviser, Claire is keen to work with GPs on how to support people moving forwards.

In Sittingbourne, they are running a monthly Defrazzle café at the JobCentre for access to provisions that can support people with mental health problems, including organisations such as Insight, Diversity House, Porchlight, Aspirations, Lifestyle advisers. Claire wants to replicate this at the JobCentre in Canterbury.

**KMPT, Leonie:** A new psychologist is starting soon. We also have additional peer support workers to help with mental health awareness groups and a vocational adviser to help people with keeping or getting new jobs.

**Mcch, Georgie:** We have a housing vacancy at 10 Canterbury Road and would be grateful for any referrals.

**Canterbury Umbrella Centre, Hannah:** Our student groups are starting next week. The next big event is Valentine's Day. Clive congratulated them on a fantastic Christmas dinner.

**Carers' Support, Teresa:** The next Carers News Bulletin is currently in production and will be distributed to all Carers and Services hopefully before the end of March 2018 including carers' events and training opportunities taking place during the Spring/Summer 2018 period. Carers Support have recently recruited 2 new Co-ordinators and a Volunteer Manager, further Coordinator vacancies are currently being advertised and interviews will take place in the next few weeks. The service continues to receive referrals directly from carers and professionals, offering emotional support, advice and guidance to carers, as well as conducting outreach and our usual drop in services.

**Canterbury & Coastal KERS, Richard:** 2 staff members who were off sick are now back and referrals are getting picked up more quickly, within 1 week. 1 staff member has transferred to Thanet but we have a new person, Denise, starting in February. The High Impact Change Model (HIC) is looking at how to better manage patient flow and discharge for people in hospital. There are 5 advanced KERS workers across Kent (2 in West Kent and 3 in East Kent) based in hospitals and working with discharge teams to provide additional support for transfer back into the community.

**Insight Healthcare, Jenny:** As well our regular CBT (Cognitive Behavioural Therapy) service, Insight is also part of a pilot study in East Kent to provide talking therapies for people with long term physical conditions such as diabetes, heart and lung disease and chronic pain. Four CBT and two PWP (Psychological Wellbeing Practitioner – low intensity CBT therapists) have completed bespoke training and we are now taking referrals.

**Take Off, Ellie:** We are still running our peer support crisis group on Sundays with referral through a GP, as well as bi-polar and eating disorder support groups. The latter is now about healthy eating and incorporates all sorts of disorders related to eating. Cycle Recycle is every Friday at 4pm at Riverside Youth Centre. All information is on the new website which now includes links to Twitter and Facebook.

## 8. Task & Finish Group – none agreed

**Housing questions:** An MHAG representative will attend the Kent Housing Options Group meeting in March, to discuss housing issues faced by those with mental health problems leaving supported housing. If any individual or service has experiences/case studies of problems finding housing (particularly leaving supported housing), it would be greatly appreciated if details could be emailed to MHAG admin so that these experiences can be raised at the housing meeting in March.

**ACTION 11: Invite a housing representative from Canterbury City Council (Lora McCourt?)**

## 9. Vacant co-chair position

This position is still available although there has been some interest. If anyone else is interested in this role please contact the admin team at [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

## 9. Date of next meeting

1<sup>st</sup> March, 2018 at 2pm at Thanington Resource Centre, Thanington Road, Canterbury, Kent CT1 3XE.  
Meeting finished at 3.28pm

## Action Table

No.	Action	Responsibility	Status
	<b>From November 2017:</b>		
1	Ask team who are looking at unallocated cases if it is possible to contact people to update them.	Sharon Hassan/Hayley Johnson	
6	Follow up with service user on concerns raised.	Sharon Hassan/Hayley Johnson	
	<b>From January 2018</b>		
1	What is being done to address the current psychological therapy waiting lists and confirm whether there is a target for secondary care psychological services (18 weeks?)	Andy Oldfield	
2	Follow up on the process for application for Personal Health Budgets and what help is given to apply.	Sue Sargeant	
3	Provide an update of the current staffing of the CMHT	Sharon Hassan/Hayley Johnson	
4	Invite Louise/Andy to the next Canterbury & Coastal MHAG to give an update on how the mental health needs of students are being met.	Sue Sargeant	
5	Provide some information about OTs working in Canterbury Universities	Leonie Down	
6	Contact Canterbury Christchurch about including more mental health organisations at Freshers Fairs.	Hannah Costin	
7	Circulate the MHAG Terms of Reference	Sue Sargeant	
8	Look into alternative meeting venues.	Sue Sargeant	
9	Provide specific examples of CMHT discharge/referral concerns to be given to Sharon.	All	
10	Circulate Healthwatch's draft proposal for consultation of the service redesign.	Sue Sargeant	Completed
11	Invite a housing representative from Canterbury City Council (Lora McCourt?)	Sue Sargeant	

**Administration :**

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Minutes and supporting documents are posted on:

<https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>