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Teresa Snowden

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LWK Swale CCG

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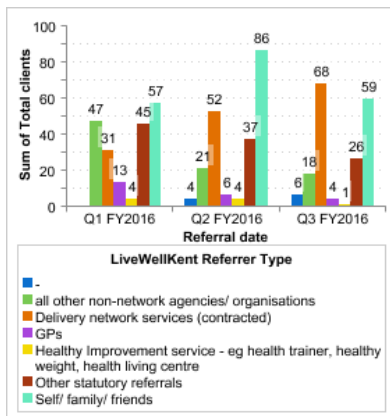
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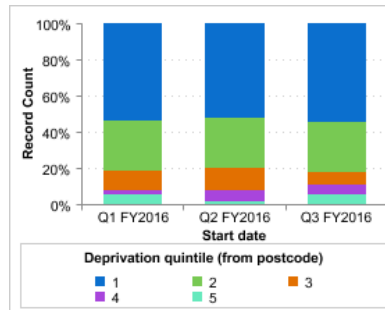
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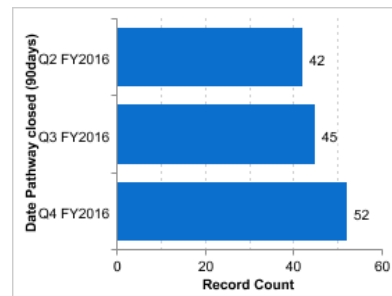
Referrals and Referrer Type



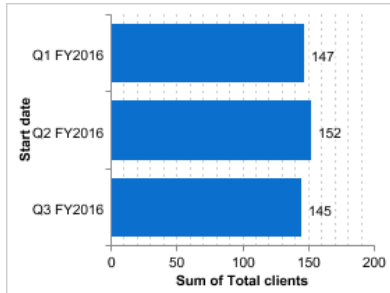
Deprivation (hover over bars for figures)



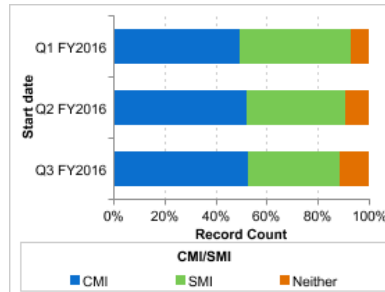
Total Pathways Closed



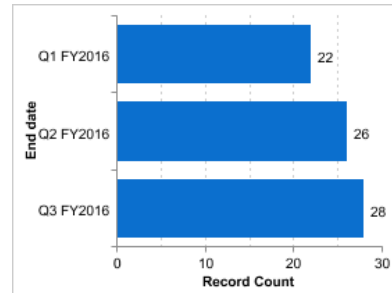
Sign Ups



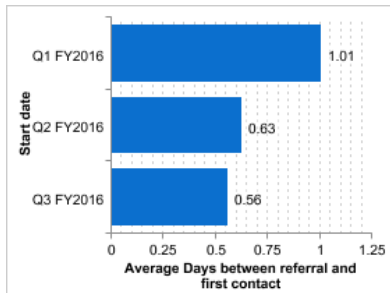
CMI/SMI (hover over bars for figures)



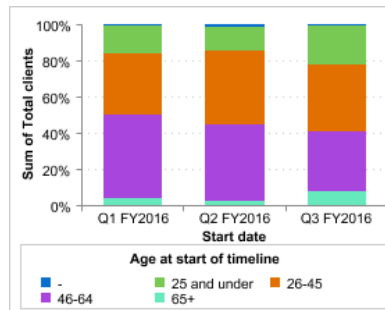
Total With Improved Wellbeing



Average First Contact Date (Target 2 days)



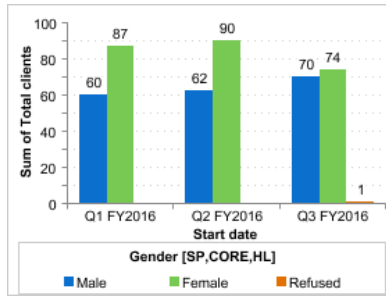
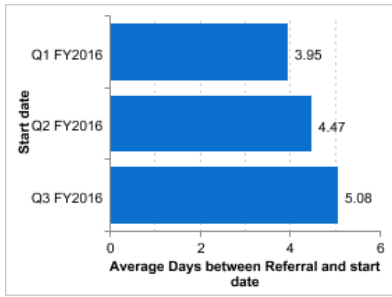
Age (hover over bars for figures)



Average Acceptance Rate (Target 7 Days)

Gender

Chat



MHAG update Swale Quarter 3

Dashboard summary

New sign ups since April = 444

Q3 = 145

Areas of deprivation in Q3 - area of deprivation is defined as areas where there is higher areas of poverty and need against access to services. They are grouped into quintiles with 1 being the highest need and 5 being the least area of need.

For LWK we are interested in engaging with the higher areas of need in quintile 1 and 2.

Quintile 1 55%

Quintile 2 28%

SMI 36%

CMI 53%

Males 70

Females 74

Age range

- Under 25: 21%
- 26-45: 37%
- 46-64 33%
- 65+ 8%

LWK Steering group in Swale

The Live Well Kent steering groups are an important part of service delivery and involves decision makers and service users working together to develop and shape the LWK service The last steering group was focused on reflecting back on LWK and community mental health services, we had people in small groups discussing Strengths, weaknesses, opportunities and threats. This will help shape and inform the LWK service moving forward next year. Some of the feedback is below

STRENGTHS – connected service, good relationships, shared information, friendly approachable services, networking strength, enthusiasm and willingness to help, a personal approach like you matter, regular contact, good referral process, for delivery partners there is good evidence available for funding opportunities

WEAKNESSES – not enough access to information, lack of clarity around structures, not knowing what is available, lack of service provision on Isle of Sheppey, knowing what we can access, follow up services eg GP, older services don't seem to offer anything for active people, long way to go LWK, service gaps, concerns on support around suicide, crisis, gaps, personality disorder support

OPPORTUNITIES – social media for service users, young people, mental health awareness, early intervention, raise awareness of other services, linking up services, getting skills back – interacting with people you can talk to, peer

support, volunteering, using different platforms to promote, being more informed, opens up other opportunities, increased participation and feedback opportunities, being able to identify gaps in service provision

THREATS – funding, fewer services in secondary care, high demand, capacity, contingency for future if funding ends., benefit changes DWP, government changes, trying to employ qualified nurses, policy changes, target Key performance indicators for under and over 16 years.

Service User involvement

- The LWK localised leaflet has been distributed, this was a collaborative work with Porchlight, Service users and Delivery partners
- Relooked at the terms of reference and explanation of the purpose of Steering groups has been created following feedback from service users
- Mystery shopping continues on central referral team, would like to extend this to other services and organisations
- 8 feedback forums planned across Porchlight areas
- A service user was part of the innovation fund panel and played a vital role in funding decisions. He demonstrated a good understanding of the projects shortlisted and was very insightful in strengths and challenges of the projects discussed.
- Two service users attended KMPT co-production meeting

Innovation Grant

The Innovation grant has now been finalised and the successful projects are in the process of agreeing contracts and have been promoting their new service. For Swale we have some exciting projects which include

- Swale Your Way – Football Therapy project, promoting football as an activity that improves physical and mental wellbeing
- Shaw Trust Peer support coffee morning- for those who have gained employment and no longer receiving a service, but would like to continue to support each other
- Physical Folk – A free drama and film production course for people aged 17-30, learning valuable employability skills
- Walk Tall – a project promoting tackling mental health stigma set in local colleges and universities with a performance of a published play including workshops and interactive feedback sessions

We will be linking in with Blue Monday on the 16th January to promote these new projects through the media.