

## South West Kent Mental Health Action Group

Meeting on Thursday 24<sup>th</sup> May, 2018, 2pm to 3.30pm  
The Camden Centre, Market Square, Royal Victoria Place,  
Royal Tunbridge Wells, Kent TN1 2SW

Funded by



PRESENT	ORGANISATION
Ali Marsh, Chair	ThinkAction/Co-Chair Maidstone MHAG
Sue Sargeant, Minutes	West Kent Mind, MHAG Co-ordinator
Debbie Ide	Carers First
Sandra Garraway	Citizens Advice Bureau, Mental Health Advisor
Eve de Gray Birch	Engaging Kent, Co-production facilitator
Sue Alder	Engaging Kent, MD
Lorna Mullings	National Probation Service, Offender Manager PSO
Zoe Elliot	Parent Support Group
JC	Reachout service user, Edenbridge
SD	Reachout service user, Edenbridge
AM	Reachout Service User, Hawkhurst & Cranbrook
Linda Riley	Service Users Involvement Group (SUIG)
Jill Grainger	Tunbridge Wells Mental Health Resource (TWMHR) Reachout Co-ordinator
Chris Hird	West Kent Clinical Commissioning Group (CCG)

APOLOGIES	ORGANISATION
Heidi Adamson	Ieso Digital Health
Phil Davis	Jobcentre Plus, Disability Employment Advisor
Scott Joiner	Live Well Kent
Steve Sargeant	Mcch, Wellbeing Facilitator
Lynn Spicer	Primary Care Mental Health Service
Alison Skulczuk	TWMHR, Finance and Business Development

### 1. Welcome, Introductions & Apologies

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

### 2. MHAG and Service User Forum Consultation, Sue Alder and Eve de Gray Birch

Sue explained the co-production process that Engaging Kent are conducting to explore how service user voice, and communication about services and changes, can be more effective. (Co-production is based on the sharing of information and on shared decision making between the service users and providers). The monies currently allocated by Kent County Council for the MHAGs, Service User Forums and peer support will remain the same but the co-production process will jointly define “what good should look like” and how best to deliver that. Engaging Kent also delivers Healthwatch, which is embedded in the Health and Social Care Act. Healthwatch is a good fit to help create a strong service user voice and has the authority to demand a response to questions raised about any service provided by the NHS. Healthwatch has already developed Kent-wide forums for older people and people with physical disabilities, and is also looking to develop a Foodbank forum. There are common issues across these groups, such as transport and loneliness and it is good to have a common voice.

So far they have:

- Talked to stakeholders to create a scoping report of their current views on the Service User Forums and MHAGs.

- Recruited Eve to facilitate the process

Next steps are to:

- 1) Bring together a small Co-Production Group to include representatives from the Clinical Commissioning Group (CCG), Kent County Council (KCC), grant recipient organisations and service user and carer representatives currently engaged and MHAGs, Service User Forums or peer support as well as those who are not engaged in any of these.
  - To co-create a Charter that will capture what values and principles are important to create a safe respectful and productive way of working together.
  - To be a sounding board for developing the practicalities and approach to be taken for each step of the co-production process
  - To maintain oversight of the co-production process, reviewing responses/ findings/decisions made during the process and helping to shape each next step
- 2) Conduct a peer review of Service User Forums
  - To support service users in visiting activities and service user forums in different areas to build a better understanding of what is happening across Kent
  - To be able to share the findings of the peer review at the workshop event in June to inform discussions
- 3) Talk to service users & carers who are not currently engaging with User Forums or MHAGS
  - To build a better understanding of how people would like to be able to have their experiences of services heard
  - To be able to share this at the workshop event in June to inform discussions
- 4) To build some case studies of how Service User Voice has been raised via Service User Forums and / or MHAGS
  - To be able to share these at the workshop event in June to inform discussions exploring success/ barriers in the current processes
- 5) To hold a Co-production Workshop Day on 18<sup>th</sup> June, Lenham Community Centre, Maidstone
  - To bring all the stakeholders together to review feedback and information gathered to date and consider the emerging questions to inform the next steps of the process.
  - An invitation will be sent out with further details and a response will be needed so that numbers can be catered for.

Further information about the process, including the scoping report has already been circulated to MHAG members and is also available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-canterbury-and-coastal>

**Question:** How are you engaging with service users and carers?

**Response:** A partner organisation has been tasked with reaching groups of people highlighted as not engaging, such as BME (black and minority ethnic), men over 70, people who also have physical disabilities, people aged 25-35 who are working. They are asking where they would go, how they would escalate any complaints and where they would go to for support activities.

We have also been talking to the CCGs to find out existing service user groups, to service providers and using the MHAGs.

#### 4. Minutes of last meeting – approved without amendment:

#### 5. Action Points

a) From South West Kent MHAG:

**From September 2017:**

6. Contact Pat Morgan at Highlands House re sharing of GP questionnaire and results.

This survey was carried out by the Service User Involvement Group (SUIG) and highlighted that not all GPs knew about the Primary Care Mental Health (PCMH) service. This has now been circulated. Clare Lux updated on this at the April County meeting and confirmed that there has been lots of engagement work since then and PCMH workers have been offered space at practices. The Consultant Psychiatrist for the GP hotline is now carrying a mobile phone which has improved feedback.

#### From March 2018:

1. *Confirm the measurement tools used for eating disorders.*

Martine McMahon advised that the CCG is still in discussion with the provider and these have not yet been agreed with North East London Foundation Trust (NELFT).

2. *Circulate the STP presentation.* Completed.

#### b) Response to question taken to County MHAG:

*There is a lack of funding for supporting clients with longer term needs in the community, ie longer than the current 1 year Live Well Kent Programme. Local providers are struggling to meet these needs through their own resources. How are KCC intending to address this need in the future?* Providers have met with KCC individually about this. KCC have had a big restructure, so new commissioners may be uncertain about this at the moment. **No response received from Emma Hanson or Jo Empson.**

### 4. Service User and Carer Questions

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

Lynn Spicer, one of the PCMH nurses, gave a talk to SUIG about the service. She mentioned that it is only for 16 to 65 year olds and does not cover older adults. What happens if someone needs this type of support over this age, especially if they have already been using the service?

Chris confirmed that this service is commissioned by West Kent Clinical Commissioning Group (CCG). Needs assessments are carried out by public health then commissioners have to take difficult decision on biggest priority. The service started covering where it could have the greatest impact so it was decided to start with 16 to 65 year olds. They are hopeful if more funding is available from the government in this year's NHS funding review then more could be available for mental health. There is a separate older people's mental health team who provide input to people over 65.

There is no upper age limit for the IAPT service.

**ACTION 1:** Circulate the questions and answers from Lynn's talk – Check with Linda that this is ok

**ACTION 2:** Chris to follow up with Dave Holman, head of mental health commissioning, on whether there are any plans to expand the age criteria and what support is available for over 65's.

#### b) Take to County:

The PCMH service is only for 16 to 65 year olds and does not cover older adults. What additional support is available for over 65s? Is it the same across the County?

### 5. Information Sharing:

1. **County MHAG Update:**

The minutes and local questions are all available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>

Ali highlighted Clare Lux's report on transfer from secondary to primary care.

2. **Commissioners Reports:** These reports were circulated separately and are also available <https://westkentmind.org.uk/mental-health-action-groups/mhag-south-west-kent>

a) **West Kent CCG, Chris Hird highlighted:**

- A new Kent and Medway mother and baby unit is due to open at the Littlebrook Hospital site in Dartford in the summer using funding from NHS England. This has been a good co-production process involving mothers receiving existing services contributing to the service development.
- Crisis cafes continue to work well with funding extended for another 2 years.
- The opening day for Cygnet Hospital in Maidstone keeps getting put back, it is now due to open on 18<sup>th</sup> September 2018
- Out of Area placements for specialist mental health services are currently in the 40s.
- North East London Foundation Trust (NELFT) are 8 months into the contract for the Children's & Young People's Mental Health Services (CYMPHS) and eating disorders service.

b) **Live Well Kent (LWK), Scott Joiner**

LWK are looking to include additional services on their website and Scott will provide further information shortly on how organisations wishing to be included can provide their information.

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

**Edenbridge Reachout, Jo:** The members recently took part in a 10 mile sponsored walk which was a good day out. Jo is taking part in The Big Sing in Sevenoaks on 21st June at the Stag Theatre along with the Sevenoaks D'Vine singers.

**UK parents & caregivers of children/teens with anxiety and depression, Zoe:** This support group is run by parents for parents, every Monday between 1.30 & 2.30pm from 23rd April onwards at Little Forest Centre, Friars Way, TN2 3UA. Please contact Zoe at [ukpc.group@outlook.com](mailto:ukpc.group@outlook.com) for more information.

**National Probation Service, Lorna** helps to support people in the community and in custody and is looking to get as much information as possible about what is on offer on Tunbridge Wells. Sue A mentioned that Healthwatch have a free Information and Signposting service to help navigate Kent's health and social care system: 0808 801 0102 or email [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk).

**Citizens Advice Bureau, Sandra:** We offer services weekly at the Hub and also see clients in their office. They deal with a lot with disability benefits and appeal work. PIP benefits appeals can take a year and although payments are backdated, nothing is received in the meantime so a lot of debt work has to be done around that. Success rate is 70-80%.

**Mental Health Resource (MHR), Jill:** MHR will be this year's Mayor's charity. We have a new fundraiser and have been opening up the building to show people in the community what services are on offer.

**SUIG, Linda:** There are 7 people in our group which is based at Highlands House. The annual Headlines newsletter has been delayed but is finally out. It contains a lot of information with 1,700 copies distributed across South West Kent, to GPs, libraries, civic centre and local groups that service users and carers attend.

**Jobcentre Plus, Phil Davis** sent the following update to be read out: Our integrated partnership manager is willing to come along and give a presentation about Universal Credit, which is coming in at the end of November, and how it will affect our users. He can be contacted on; [ANDREW.HOLMES2@DWP.GSI.GOV.UK](mailto:ANDREW.HOLMES2@DWP.GSI.GOV.UK)

**ACTION 3: Invite Andrew to give a presentation at a future meeting.**

**Thinkaction, Ali:** We are still inundated with referrals and have a lag of waiting times. We are redefining services to get people assessed quicker and also trialling a new booking system in West Kent, issuing appointments and giving people options to change. There is no evening provision currently in SWK although we have this in Maidstone. Telephone appointments are possible.

**6. Task & Finish Group**

None agreed.

**7. Vacant co-chair positions**

There is no current co-chair which leaves two vacant positions. The role is heavily support by the admin team and involves chairing the bi-monthly South West Kent MHAGs and also attending the bi-monthly County MHAGs in Maidstone, which are a great opportunity to hear first hand what is happening in Kent and to talk directly to decision makers. If there are 2 co-chairs then this responsibility can be shared. If anyone is interested please contact the admin team at [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)

**8. Date of next meeting**

19<sup>th</sup> July, 2018 at 2pm at Sevenoaks Community Centre, Cramptons Road, Sevenoaks TN14 5DN.

Meeting finished at 3.02pm

**Action Table**

Action No.	Action Point	Responsibility	Status
1	Circulate the questions and answers from Lynn Spicer's talk about the PCMH service if approval is received.	Sue Sargeant	
2	Follow up with Dave Holman, Head of mental health commissioning, on whether there are any plans to expand the age criteria and what support is available for over 65's.	Chris Hird	
3	Invite Andrew Holmes to give a presentation on Universal Credit at a future meeting.		

**Administration :**

Phone: 01732 744950

Email: [mhag@westkentmind.org.uk](mailto:mhag@westkentmind.org.uk)



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