

People in Partnership

Local Mental Health Action Group Minutes



Date & Venue	Thursday 19 th September, 10.30am – 1pm at Willingdon Trees Community Centre
Attendees	CL, ND, CL, KOI, KM, PN & KS
Organisations attended	Sussex Partnership Foundation Trust (SPFT), Recovery College
Apologies	RP, HB, DC & JT
Minute Taker	KM/ CL

Agenda Point	Minutes	Action/s	Date
Welcome & Housekeeping	<p>CL welcomed the group and gave an overview of the People in Partnership (PIP) project. PIP works to improve mental health provision across the Eastbourne, Seaford, Rother, Hailsham and Hastings localities. PIP works in partnership with external providers on specific projects to provide feedback that can be used to influence key stakeholder & commissioner decision; developing and designing current and future services.</p> <p>CL outlined the aims of the group a) to explore what approach could be used to encourage more young men to access support for mental health and b) to explore what approach we could use to encourage more young people to come forward about their experience of care.</p>		
Service & Volunteer Updates	<p>KOI offered a brief overview of her role as a Volunteer Strategic Representative (SR) of the PIP project. PIP volunteers support the project through attending external/ internal focus groups and events, engaging the local community to provide their feedback on external mental health provision and working closely with key stakeholders and commissioners ensuring that the voices of the local community are heard. CL explained that PIP voluntary roles can be explored to suit the needs/ preferences of the individual. Over the Summer PIP have reviewed training for their volunteers and have offered opportunities for SRs to engage with specific projects such as the #DeclareyourCare campaign.</p> <p><i>PIP are currently in the process of recruiting volunteers; to find out more please visit our website or contact michelle.trunchion@southdown.org / 01323 340151</i></p>	CL/MT to continue to engage the wider community in participating in the PIP project through advertising/ attending external and internal services.	Ongoing
Outcomes-Summer 2019 Local Mental	In our last Local Mental Health Action Groups PIP asked attendees to identify their top priorities for the NHS moving forward. The NHS have experienced a growing demand in their services. In order to make the NHS sustainable and efficient into the future services need to better utilise resources and ensure that they reflect the		

<p>Health Action Groups</p>	<p>needs of the local community. PIP sent their findings to Healthwatch East Sussex for consideration.</p> <p>Healthwatch East Sussex were commissioned by NHS England to stimulate public feedback on the NHS Long Term Plan. Findings can be found in their report and are inclusive of feedback generated through PIP.</p> <p>Key themes across all discussions include:</p> <ul style="list-style-type: none"> • People spoke about a ‘more holistic approach’ to care and good examples were given highlighting the need and desire for more personalised care going forward; and • Availability and timeliness of appointments • Being able to see any medically appropriate health professional, whilst recognising the need for continuity of care • More joined up understanding between physical and mental health; and • Communication with patients, staff and organisations <p>Read the full report here: ‘What would you do?’ Healthwatch East Sussex, July 2019.</p>		
<p>World Mental Health Day (WMHD) 2019</p>	<p>World Mental Health Day 2019 takes place on Thursday the 10th October where the focus will be on Suicide Prevention.</p> <p>PIP will be continuing their work with the East Sussex College Group for this year’s WMHD. PIP have engaged other Southdown services¹ so that we will be able to deliver events across each campus (Eastbourne, Hastings, Ore Valley and Lewes). On the day we’ll be showcasing local mental health provision available in addition to asking young people to participate in engagement activities so that we can gather as much feedback as possible from this cohort.</p> <p>PIP will be attending the Ore Valley Campus to promote support pathways and showcase local mental health provision. In addition we will be gathering specific feedback from young men around their experiences of care, barriers to accessing support & providing feedback. We will also be asking young men what their needs are in terms of local mental health support.</p>		

¹ Information on all our community support services can be found on our [website](#)

	<p>PIP wanted to explore with the community what we could ask young people/ men on WMHD that would help us to identify needs, barriers and experiences at our LMHAGs (Local Mental Health Action Groups) in September.</p> <p><i>If you're a provider who would like to book a table please contact Michelle (Service Manager) for further information- michelle.trunchion@southdown.org / 01323 340151</i></p>		
<p>What approach could be used to encourage more young men to access support for mental health?</p>	<p>The focus for WMHD 2019 is on Suicide Prevention. PIP recognise that loss of life to suicide is higher among the male population (In 2018 the Office for National Statistics reported 6507 registered suicide deaths in the UK; three quarters of these deaths were among men. ONS, 2018). With this in mind PIP would like to understand how we² can work together to prevent suicide and explore what support young men need to prevent future loss of life.</p> <p>Key themes:</p> <ul style="list-style-type: none"> • Targeted advertising/ 'Branding' • Holistic approaches/ 'Wellbeing' programmes • Recovery stories (mentorship) from influential peers • Destigmatising negative perceptions of what it is to experience ill mental health & what it looks like. • Challenging common myths around what it means to access support. • Education; a) Exploring what is and isn't 'normal' b) recognising 'times of need' • Social Media <p>The group discussed the need for targeted advertising from providers to young men and suggested promoting services in typically male dominated environments. KS/ CL explored the importance of 'branding' in order to engage young men making participation more enticing. The group used the Sussex 'Discovery College' as an example- this seems to receive much less participation from clients than its 'Recovery College' partner and this could be due to the way it's advertised on the back of the Recovery College prospectus.</p>	<p>CL/MT to use key themes to generate responses from young men around barriers to accessing support for mental health in the form of a questionnaire to be distributed on WMHD 2019.</p>	<p>10th Oct 2019</p>

² Community support services (statutory/ voluntary) / parents/ carers etc.

	<p>prevent mental ill health. It was considered that young men may not engage with services/ activities where the aim is around improving mental health; particularly those who use the term ‘mental health’ in their advertising (the group recognised that the use of language in campaigns/ advertising may put young people off). The group described this as a continuation of the holistic approach to health with the inclusion of physical and mental health as a whole.</p> <p>The group considered the role of Social Media in supporting young men to open up about mental health. Participants understand the importance of young men being able to access good advice and guidance and that social media platforms have a role in this. Education was also considered in promoting healthy social media behaviour and online safety.</p>		
<p>What approach could be used to encourage more young people to come forward about their experiences of care?</p>	<p>PIP recognise the value of encouraging as much participation as possible from the wider community to ensure mental health provision is efficient, sustainable and better matched to the needs of the locality in which they deliver support.</p> <p>PIP is currently working with Healthwatch and the CQC on the #DeclareyourCare campaign. The CQC would like to encourage more involvement from under-represented groups of service users in recording their experiences of health & social care provision. Healthwatch have approached PIP to focus on the child and young person’s aspect of the campaign; particularly with the view to identify a small group of young people to take part in the campaign.</p> <p>Key themes:</p> <ul style="list-style-type: none"> • Targeted advertising in places where young people frequent • Rewards for participation • Examples • Re-designing feedback platforms using age appropriate use of language/ questions to explore experiences • Apps 	<p>CL/MT to use key themes to generate responses from young people around barriers to providing feedback about the care they’ve received in the form of a questionnaire which will be distributed on WMHD 2019.</p>	<p>10th Oct 2019</p>



Participants understand that services need to access places where young people frequent in order to encourage participation. The group suggested places where services could visit or place information around support; learning platforms in schools, job fairs, open days, parents evenings and concerts for example.

Attendees recognised that services could reward participation through the offer of small gifts of thanks (e.g. vouchers).

The group suggested that highlighting good examples of where feedback has made a difference in improving service outcomes would be beneficial. Young people need to see where their input has made a difference to support the view that feedback is necessary in improving provision. The group recognised the importance in educating communities about providing feedback around their experiences; without feedback services cannot improve/ develop and local needs may not be identified.

Participants discussed how individuals recognise the difference between being delivered good or bad care. The group considered feedback platforms and how services ask for feedback; for example, if questions are too open then service users may not be able to articulate responses as well as if the questions were more specific. In addition we explored how services are asking for feedback. CL explained that 1:1 follow up sessions (where possible) that explore next steps would be a primary opportunity to engage clients in a conversation about their experiences and may work better than a generic feedback form/ survey monkey route.

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	<p>The group discussed the idea of having an ‘app’ that young people could access to give their feedback around the care they have received.</p>		
<p>AOB & Close</p>	<p>KS provided some information about the Recovery College and upcoming Open Days: <i>‘We enable people to learn to take control of mental health challenges and live better lives. We’re a college, not a clinic. We have students, not patients. Our open and free courses help individuals manage mental health challenges and recovery’</i>, Recovery College, 2019.</p> <p>Eastbourne Eastbourne Town Hall, Grove Road, Eastbourne BN21 4TX Wednesday 2 October 2019 1.00pm – 3.00pm</p> <p>Lewes All Saints Centre, Friars Walk, Lewes BN7 2LE Thursday 3 October 2019 1.00pm – 3.00pm Hastings</p> <p>Muriel Matters House (formerly Aquila House) Breeds Place, Hastings TN34 3UY Wednesday 9 October 2019 1.00pm – 3.00pm</p> <p>No other business</p>		