



Date & Venue	15 th January 2019, Square Youth Café (Hailsham Wellbeing Centre)
Attendees	CL, AC-S, JG, FP & AT
Organisations attended	FSN ¹ , Crafty Annie's & Different Minds
Apologies	SP, CJ, TM, KS, KOI, SC & TS
Minute Taker	CL

Agenda Point	Minutes	Action/s	Date
Welcome & Housekeeping	CL welcomed attendees to the group & gave out information regarding housekeeping. Attendees introduced themselves and gave a brief overview of their experiences and involvement in mental health services as applicable. CL explained that Vaska (Southdown, Communications team) would be present to take pictures to better represent the nature of PIPs service- photo consent forms distributed and collected.		
Service Introduction	CL gave an overview of the People in Partnership (PIP) service for the benefit of those who hadn't attended before. PIP works with those who have their own lived experience of mental health and their carers to improve and influence the design & delivery of Mental Health services across East Sussex (excluding Lewes & the Havens). CL explained that PIP is commissioned by 'East Sussex Better Together'. CL explained that PIP was a service primarily led by volunteers who supported PIP through linking the experiences of those with lived experience & delivering feedback and suggestions for change to providers & commissioners.		
Service & Volunteer Update	CL gave an overview of recent activities undertaken by PIP including the event facilitated for World Mental Health Day 2018 with the ESCG ² . CL explained this event was well received and that PIP produced a report which is available on request following this event. CL explained that PIP are planning an event for Time to Talk day 2019 ³ in partnership with the ESCG to focus in on young men and their mental health- PIP plan to have a presence at the Ore Valley Campus (Hastings) and Sussex Downs College, Eastbourne. CL explained that most recently PIP had been working with volunteers and service providers to focus in on specific projects including the Sussex Mental Health Line and Suicide Prevention.		

¹ Fellowship of St. Nicholas Charity

² East Sussex College Group (formally Sussex Downs College & Sussex Coast College)

³ [Time to Talk](#)



<p>What matters to you in your local area in terms of Mental Health provision?</p>	<p>The group recognised the following as primary issues in the Hailsham locality regarding access to Mental Health services:</p> <ol style="list-style-type: none"> 1. Advertising 2. 1:1 working- peer support 3. Telephone support 4. CAHMS- insufficient support for young people 5. Preventative services <p>The group recognised that advertising was an issue when it came to ascertaining information regarding mental health services and the provision available. CL explained that there were platforms available to all including ESCIS⁴ and the Mental Health Directory⁵ both of which the group were unaware of. The group recognised the pressure on GPs to ascertain information regarding alternative sources of support aside from prescription drugs and Health in Mind. CL explained that Community Connectors⁶ were a support service offered by Southdown to work within East Sussex surgeries (including other external venues) to provide social prescribing support to clients. The group agreed that information regarding community activities were available to individuals through various local platforms (social media, event boards etc.) however were often overlooked if individuals weren't interested in participating in activities. <i>Moving forwards attendees recognised the importance of working in partnership to support information sharing and the continued use of cost free advertising as accessible.</i></p> <p>Attendees recognised that some mental health services can lack the 'personal touch' provided through 1:1 face to face support (peer work). The group agreed that having someone to talk to when experiencing mental health distress could prevent the need for access to more expensive sources of support/ intervention such as primary care offered through the SPFT⁷. AT recognised that preventative services can be difficult to measure in terms of success (difficult to ascertain how many people, through accessing these services, haven't needed to access primary care), hence why they may not be more readily available.</p>	<p>FP to explore whether Mental Health directories can be published to be placed within locations across Hailsham. CL to provide contact details of Community Connectors service</p>	<p>April 2019</p> <p>ASAP</p>
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⁴ [East Sussex Community Information Service \(ESCIS\)](#)

⁵ [Mental Health Directory](#)

⁶ [Community Connectors](#)

⁷ Sussex Partnership Foundation Trust (NHS)



	<p>Health in Mind support was identified as a common referral route through GPs. The group recognised that the support offered within this service was good however could be improved in terms of assessment/ support available (facilitating alternative avenues of mental health support if suggested routes are recognised by the client as being inappropriate, e.g. courses).</p> <p>The group recognised that support for young people is an area needing review across East Sussex and nationally. The group suggested that early intervention programmes should be delivered within schools in terms of identifying a standard response to mental health issues in addition to the implementation of a programme for young people to develop resilience. This could then reduce the pressure on CAHMS⁸ services which are in high demand and realistically only cater to those in crises/ those who have high need.</p> <p>The group recognised that the Library Services offer 'Wellbeing Boxes' that support those with mental health issues however were unsure where these were placed and if they were being used often.</p> <p>The group recognised that GP surgeries are using 'triage' more often in an effort to reduce waiting times. The group agreed that the purpose of this was understandable however questionable in terms of confidentiality. There was a concern that triage assessments were made through reception staff who were situated in public spaces within the surgeries where telephone conversations could be overheard by patients and staff.</p>	<p>PIP to identify the local needs of young men in terms of mental health support at Time to Talk event (February 19)</p> <p>PIP to explore the use of wellbeing boxes with the library services and its clients</p>	<p>To review in April 19</p> <p>April 2019</p>
<p>What could be considered to improve the current Sussex Mental Health phone line?</p>	<p>CL explained to the group that PIP were gathering feedback regarding the Sussex Mental Healthline⁹ with the view to presenting this information to the SPFT so as to improve the service currently provided. <i>CL recognised that some individuals may not have used the service before so provided a brief overview of the aims/ objectives and how it is currently being delivered.</i></p> <p>The group suggested that the 20 minute time restriction on calls should be removed. Attendees recognised that this could act as a barrier for those wanting</p>	<p>PIP to feedback suggestions to SPFT</p>	<p>To be reviewed April 2019</p>

⁸ Child & Adolescent Mental Health Services

⁹ [Sussex Mental Healthline](#)



	<p>to access the service in terms of undermining the distress experienced by service users.</p> <p>Some members of the group (who had used the line), explained that they had experienced inefficient support in terms of advice offered through the line and were interested to understand the qualifications necessary to be a call handler in addition to where they access local information and guidance on mental health support services (if they are based away from the locality of the service user).</p> <p>The group agreed that there should be space for those with lived experience (peers) to take 'low level' calls so as to offer 1:1 talking 'therapy'.</p> <p>The group identified that it would be useful to understand what the call handlers were recording in terms of service user data. CL explained that data recorded from calls were available internally (within the SPFT). CL explained that in previous LMHAGs, attendees had suggested information sharing of calls within applicable services so as to better support clients, improve safeguarding and to reduce the need for repetitive 'story sharing'. Some members of the group expressed their concern that this could cause issues with confidentiality but could be optional.</p> <p>'The Samaritans¹⁰' were identified as an alternative 'mental health phone line'. Members of the group suggested the Trust contact this service to identify similarities/ differences to explore why this line was deemed more popular to use by service users.</p> <p>CL explained that the SPFT recognise that the current phone number of the Sussex Mental Health Phone line isn't memorable. The Trust are planning to extend its 111 service to include a Mental Health support service which will offer telephone support to those experiencing distress and other applicable parties. There was concern among the group that the 111 service is currently oversubscribed resulting in long waiting times which would only get worse if efficient provision wasn't put in place prior to the launch of the newly developed service (e.g. an increase in employed call handlers).</p>		
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¹⁰ [The Samaritans](#)

