

Healthcare Forum: 18 May 2017

Brierley Hill Civic Hall

Welcome

Mrs Laura Broster, Director of Communication & Public Insight, Dudley Clinical Commissioning Group (CCG) welcomed everyone to the Healthcare Forum.

Laura advised attendees that the CCG were unable to actively promote this meeting due to the forthcoming general election and the pre-election period known as 'purdah'. Purdah is a period in which specific restrictions are placed on the decision making powers of public bodies and government departments in order to prevent these bodies and departments from making announcements which could be seen to influence the election in anyway. Throughout this 'purdah' period, public bodies are likely to see delays in projects, and developments as works of significance are placed on hold so as to comply with the purdah specific restrictions.

Laura stated that the CCG felt it was important to continue with today's meeting as Dudley CCG is responsible for planning and buying of services for all the people who are registered with a Dudley GP. There are 46 practices with a Dudley population of approximately 315,000 and manages a budget of £400m to spend on planned services on behalf of the public.

Dove House Update

Trish Taylor, Commissioning Manager for Mental Health Services, Dudley CCG provided a brief update with regards to the situation with Dove House, but stressed the importance that this forum is not to hold discussions around Dove House. Trish advised the meeting that the CCG is only able to comment on CCG business and cannot comment on issues relating to Dudley Metropolitan Borough Council (DMBC). DMBC commissions the service from MIND for Dove House. The CCG wishes to reassure the public that CCG funding remains at the same level for 3rd sector services. Trish advised participants to speak to her afterwards if they had questions.

Laura invited Jon Mansell (also known as ex-boozehound) to take the stage and say a few words about his own experiences in accessing mental health services. It is vitally important to the CCG to receive honest feedback on patient experiences in order to ensure that services for the future are easy to access and provide the patient with the best method of support and recovery.

Jon expressed his thanks to Laura and the CCG for inviting him to share his experiences at the Healthcare Forum. Jon stated that he had received an email from the CCG Communications Team asking him 'how he found navigating the system' – Jon decided it was ok to talk about his experiences (recovering alcoholic) and share his knowledge and frustrations. .

Jon explained that navigating the mental health services is like going on a trip to Cornwall. You know where you're going but you don't know how to get there. You use a Sat-Nav but it stops working, but then after a few hours it begins to work again, so you can calm down because you know where you are heading.

There are lots of good mental health services and support available, but it takes far too long to get the help required. Jon also experienced cancelled appointments, and doesn't believe that the GPs are the people to sort this out. Jon believes that a letter written by his mother and the video-blogs he produced helped him get the help he needed

Navigating the system is really hard and it's difficult to know where to go. Helps need to come sooner and be easier to reach.

Jon explained he had met and supported a gentleman, approximately 25 years of age who misused drugs and alcohol, but did not receive a mental health assessment. A thank you message was sent to Jon from the mother which demonstrates that having support can have a dramatic effect.

Jon works closely with Healthwatch Dudley and recently attended and presented at meeting; is a member of the Citizens Jury for West Midlands Mental Health Combined Authority; liaises with Police Superintendent Sean Russell, Mark Axcell at Dudley & Walsall Mental Health Partnership Trust and Matt Bowsher from Dudley Metropolitan Borough Council.

Jon understands that it is hard work but for the effort put in the rewards are worthwhile.

Jon records video-blogs and the recent blog 'Them & Us Doesn't Work' (9 minutes in length) touches on the topic of mental health. Anyone wishing to view this can visit www.exboozehound.co.uk

Laura thanked Jon for sharing his experiences and views.

Attendees were reminded that the Comment Tree is ready to accept questions or requests for support.

Presentation

Today's event intends to provide an update on the 'Emotional Health, Wellbeing and Happiness Service'. The CCG is keen to hear from any member of the public who has an interest in Mental Health Services.

Dr Mona Mahfouz is a GP and GP Clinical Lead for Mental Health at Dudley CCG and presented to the group.

The CCG wants to look at Mental Health services for adults currently being delivered in Dudley, to ensure services are effective as well as identifying gaps in delivery. The CCG needs to assess what the people of Dudley need with regards to mental health services.

The Emotional Health, Wellbeing and Happiness Service' model has been devised and strategised ready for the Multi-Speciality Community Provider (MCP) over a period of 2 years.

A navigation hub will allow the MCP to deliver care from around primary care thereby reducing hospital usage and provide wrap around patient care nearer to home. There are three major components of the assessment hub:

1. Primary care hub - a patient seen by a medical professional can be referred directly to the assessment team and an experienced mental health nurse will then assess the patient and sign-post to the appropriate pathway. This service will be available for all ages including 'Children & Adolescents', Adults and Older-Adults.
2. Therapeutic hub - Talking Therapies is currently accessible in primary and secondary care settings but will be combined and will include Cognitive Behavioural Therapy (CBT), Mindfulness etc.
3. Re-Enablement (recovery) Service will support patients recovering from an acute episode to return to a normal functional life. This will be a larger, proactive, accessible and energetic service which will be implemented.

Dr Mahfouz advised attendees that there are currently 9 mental health Multi-Disciplinary Teams (MDTs) in the Dudley borough. These are attended by GPs, Psychiatrists and other professionals who discuss shared patients on a monthly basis. This system of collaboration has been running since September 2016. It is the CCG's intention to roll this out across the whole of the Dudley borough to all practices. The public should be assured that outpatient and specialised services will continue to operate, however interaction, integration and collaboration at the primary care hub is essential.

It was noted that an assessment service in the acute setting is now operational 24 hours per day 7 days per week. The service commenced on 1 May 2017.

The home treatment service is likely to expand and the inpatients services will remain the same.

Questions

1. Where does Occupational Therapist (Mental Health) in the community fit?

This workforce will fit into the re-enablement team.

2. How can you judge success?

There are three outcomes in which we can measure success:

- Health – smoking cessation services and physical activity are offered and used
- Wealthy – reducing inequality and optimising education & employment for all
- Happy – social integration of patients

3. Who do you should you call for the 24/7 service? (Attendee acknowledged that they had not used the new service since 1 May 2017.)

Before the launch of the 24/7 assessment line; calls for support or assistance would have been directed during working hours advice to the GP or the Crisis Line who will direct you to the assessment service.

4. What happens when a patient with Autism or ADHD discovers their home on fire, what service is available?

The MCP working closely with the other Black Country boroughs would like to develop an ASD/ADHD service which will be available to all ages and should include diagnostic services.

5. So pleased to hear that you haven't said that funding is not a problem. I recently came into contact with an elderly person showing signs of mental disarray. I went to the GP who not heard on the new service. How can we access this and understand the language used (ie jargon)?

The model has not yet been implemented; this will become operational within the MCP commencing 1 April 2018.

Some services are continuing as separate entities, but are not yet altogether until the MCP begins.

Dr Mahfouz apologised for the confusion and re-stated that the GP should be the first port of call for support.

6. The MDTs have been running since September 2016 but what are the CCG not promoting this service?

The CCG call these sessions MDTs, however the Psychiatrists may call it a 'Professional Meeting'. There are currently 9 practices running mental health MDTs. The criteria to run a mental health MDT is:

- The practice has to have been operating a patient care MDT.
- The practice has to have 'shared care' of a patient with a GP/Psychiatrist.

Communications between the GPs and the hospitals is often limited and the commissioners are working with the Trust to address this along with looking at a common IT system.

7. *Ken from Dudley Centre for Inclusive Living (CIL) will be offering peer support and this will be launched next week via Facebook. Dudley CIL current offer a peer support group who meet and anyone from the Dudley borough are welcome to attend and share experiences.*

If a patient has a long term mental health issue and they are not physically able to exercise, how do you address this?

There are many forms of exercise such as swimming or walking etc; however a tailored exercise regime could be used to assist a patient with physical disabilities ie muscle movement exercises.

8. *Is Dementia classed as a mental illness and if so where have all the volunteers gone and what will happen to the volunteer services in Dudley?*

Trish Taylor, Commissioning Manager for Mental Health Services, Dudley CCG confirmed that Dementia is classed as a mental illness.

The assessment service which operates 24 hours per day 7 days per week and have the following access criteria:

- Crisis – the Trust will respond to a patient/professional within 4 hours
- Urgent – the Trust will respond to a patient/professional within 24 hours
- Routine – the Trust will respond to a patient/professional within 3 days*

*It was noted however that a full assessment may not be completed at this time, but would a full assessment to be completed within 10 working days.

The voluntary sector does provide support and it is anticipated that they will continue to provide vital support in this area.

9. *Why are we not talking about this (mental health) in schools? A child and parents can both suffer in this area.*

Trish explained that mental health is discussed in schools and the Emotional Wellbeing Specialised School Nurses in mental health; help children to be resilient and to talk to adults if they feel they need support. The nurses are able to reach additional levels of support by liaising with the Children & Adolescent Mental Health Service (CAMHS) team. It was also noted that there are agencies available to work with families and these can be accessed through the specialised school nurses.

Emily Smith from the Dudley Office of Public Health (OPH) explained that the OPH team are working in partnership with Dudley CCG to review Adult Mental Health Needs Assessments. This entails looking at population needs; what services may be required; service users (patients); health conditions, and partner organisations who deliver services in the Dudley borough.

The CCG & OPH intend to provide regular updates and this will be actioned through the Healthcare Forum.

Emily advised that on each table, a facilitator will guide discussions on mental health services. The CCG and OPH recognise the various levels of experience and welcome comments; however if attendees do not feel comfortable of sharing their experience in public they are encouraged to use the comment tree or complete the survey anonymously.

There were two activities for members to participate in:

1. On the tables there are laminated questions, with a scale and attendees were asked to think about where members (individually) are on the scale.
 - Q1. I am confident that if I need to use the specialist mental health services (ie hospital services, psychiatrist services) my care will be affected.
 - Q2. I am confident that if I need to go to my GP because of my mental health I will receive effective care.
 - Q3. Adults can access help for mental health issues by asking their GP or specialist services when they need it.
 - Q4. Adults who are receiving care from specialist mental health services or from their GP for mental health problems, can access the services to help them recover.
2. What works well in Dudley with mental health and what could work better for people with mental health problems in the Dudley borough. If you do not feel confident with accessing services or the services themselves, we would like to know why and what you think we can do to make things better.

The facilitators will guide participants through the questions and make notes and a feedback session will take place later in the forum.

Due to time constraints, verbal feedback was not received; however Emily thanked everyone for coming to today's forum and partaking in this exercise. The notes captured by the facilitators will be reviewed and information feedback to members of the public.

Laura Broster closed the meeting and thanked everyone for attending and participating in the facilitated sessions.