

Summary Report:

Mental Health and Wellbeing Forum

Tuesday 3rd March 2015 | 2:00pm – 3:00pm

Southdown Methodist Church, The Hollow, Bath

1. Attendees

- Barry Grimes (BaNES CCG)

The Mental Health and Wellbeing Forum brings together representatives from a wide range of organisations with an interest in mental health and wellbeing in Bath and North East Somerset. Approximately 20 people attended the meeting with the following organisations represented: Well Aware, Second Step, Sirona, Bath Carers Centre, St Mungo's, Creativity Works, AWP, Bath Mind and New Hope.

2. Meeting summary

Barry Grimes ran through a PowerPoint presentation explaining the purpose and principles of the *your care, your way* review, the definition of community services and the phases and timing of the review. He also asked how the various organisations represented could work together to help engage with as many of their staff and service users as possible.

3. Feedback

- The launch event on 29th January was dominated by professionals and providers so there is a need to undertake more outreach work with the general public
- There is an element of consultation fatigue where commissioners have failed to deliver meaningful changes following previous feedback
- Patients and service users want to receive care that is personalised to them
- The best people to perform the navigator role are peers who can relate to the service user and have lived through similar experiences

- To achieve real integrated partnership working we must use new technology to ensure that a patient's record can be shared easily between all organisations involved in their care. This could include apps and other mobile platforms to empower patients to interact with their own records.
- Look at how they've done it in London and in Melbourne, Australia. Everyone needs to be able to access information about a patient through a single portal.
- When engaging with professionals, they should be encouraged to think about the services they would want to receive themselves as well as approaching the subject from a provider perspective.
- The Bath Carer's Centre website will be re-launched soon to act as a self-service portal so that people can access the information they need easily without needing 1-1 support. That means there is more time and resource available to offer 1-1 sessions with those who really need it.

4. Next Steps

- Attendees took away booklets and leaflets to read and share.
- Further feedback is invited via the website www.yourcareyourway.org including any local groups who may like to input their views into the review.
- All organisations agreed that they would be happy to circulate a survey monkey link through their mailing lists along with hard copy surveys including a freepost address
- New Hope are planning to hold a number of focus groups in a few months' time and Barry agreed to provide **your care, your way** materials to support the discussions.
- Barry explained that Andrea Morland would continue to lead discussions with the group about how to ensure that mental health plays a central role in the future model of community services.