

# interface

linking mental health and wellbeing in Surrey

## Interface 08

Interface is the official news brief for Surrey's Local Implementation Team (LIT). The LIT, with input from four Stakeholder groups across the county is a review and decision-making body for mental health services in Surrey. Interface is published to share information amongst a wider network and headline important developments in mental health services in Surrey.

The LIT, with a membership of patients/service users, carers, providers and commissioners aims to bring the very best mental health treatment and care to the people of Surrey.

Find out more at [www.surreylit.org.uk](http://www.surreylit.org.uk)

## Membership of the Surrey LIT

Joint chairs:

Diane Woods	Associate Director MH/LD, NHS Surrey
Donal Hegarty	Policy & Commissioning Manager, SCC

Janine Sanderson	MH Commissioning Manager, SPCT
------------------	--------------------------------

Joanne Alner	Public Health representative
--------------	------------------------------

Megan Aspel	Project Director, Let's Link charity/ Editor of Interface (LIT news brief)
-------------	---

Dr N T Attard	Consultant Psychiatrist (LD) SaBPFT
---------------	-------------------------------------

Anthony Byrne	Surrey Heath & NE Hants Stakeholder Group
---------------	---

Stuart Craig	North West Surrey Stakeholder Group chair
--------------	---

Andy Edeleanu	Specialist Therapy Director, SaBPFT
---------------	-------------------------------------

Fiona Edwards	Chief Executive SaBPFT
---------------	------------------------

Dr Malcolm Hawthorne -	
------------------------	--

	Consultant Psychiatrist MH/ Medical Director SaBPFT
--	--

Tracey Hayes	Member North West Surrey Stakeholder group
--------------	--

Anne Heath	Surrey Community Health Service (PCMH)
------------	--

Don Illman	East/Mid Surrey Stakeholder Group chair
------------	---

Diane Luck	Carer representative, RETHINK
Dominic Parkinson	Richmond Fellowship Trust
Dr Jill Rasmussen	GP & PEC lead for MH/LD
David Rye	Voluntary Sector representative, MIND
Michael Sellors	Independent service user involvement co-ordinator
Clive Stone	Guildford & Waverley Stakeholder Group, chair

If the named member can not attend it is requested, where possible that a representative attends

\*\*\*\*\*

## **Headlines from the Surrey LIT meeting - September '09**

It's a new day, a new dawn –  
New Horizons; towards a shared vision for mental health

The Local Implementation Team (LIT) in Surrey was originally set up to oversee the development of the National Service Framework (NSF) for mental health. With the NSF reaching its ten year milestone, the LIT now turns its attention to the next chapter in mental health service development, New Horizons – Towards a shared vision for mental health.

New Horizons will become the key document and framework for promoting mental wellbeing and planning mental health services over the next ten years. The emphasis is on mental wellbeing being intrinsically linked to how we function in society, our physical health and our ability to make healthy lifestyle choices.

To achieve the vision, New Horizons sets out a framework for developing mental wellbeing. It starts right at the beginning, in childhood and education, and takes a life-course approach, 'laying down the foundations of good mental health in childhood through to maintaining mental resilience into older age'.

This sends a refreshing and re-assuring message to all connected with promoting person-centred mental wellbeing and mental health services. The NSF set out standards for services to achieve, New Horizons aspires to taking the NSF work forward, using collaboration, creative thinking and innovative approaches to prevention work and the development of high quality, personalised treatment, care, support and recovery.

New Horizons also recognises the importance of taking 'a cross-government approach, looking at the wider health service, local authorities, employers, education and criminal justice agencies to

play their part in achieving its aims'; in other words, 'mental health is everyone's business'.

### *Consultation*

Whilst a consultation period ran until 15<sup>th</sup> October, with a collective response made by Surrey LIT, it was agreed at the last meeting that the most important issue for us locally is to see New Horizons as foremost, a policy document.

We have made good progress in Surrey, in line with the NSF standards, and achieved many positive outcomes in mental health service development and mental wellbeing promotion. Using New Horizons as a benchmark tool, we can undertake a Surrey 'mental health check' against the document's consultation questions. This will prepare the way to identifying the areas we need to improve and develop and how innovation and careful planning can achieve results in a climate of increased financial pressures.

The next meeting of the LIT in November will take the form of a workshop. Members are invited to put forward their ideas for discussion. Putting on a wider stakeholder event will be discussed, to gather ideas from local government, patient groups, service users, carers, the voluntary and private sectors.

If you have something to say on how the New Horizons document can be utilised to improve mental health services in Surrey, see the back page for details of where you can have your say, in a Stakeholder group near you or by email to the Surrey LIT.

\*\*\*\*\*

## **Headlines from the Surrey LIT meeting in September '09**

### **Direct Payments – more people could be accessing this resource**

Direct Payments (DP) is a system whereby patients/service users who receive health and social services can access a range of community activities or services such as gym membership or vocational training. People need to be referred to the DP team at Surrey County Council through their care coordinator. Identifying what would benefit an individual through his/her care plan is often the first step.

A report was given to the LIT, outlining the numbers of people who had successfully claimed DP. With a target this year of agreeing 200 payments, the LIT felt it was important to have a greater

breakdown of how the payments were being utilised and whether they were proving to be of benefit. This is now being undertaken.

## **Psychiatric liaison project will broaden service**

General hospitals are a major portal of entry to mental health services within a community and the potential impact of mental illness on general hospital performance targets such as wait times and length of stay and outcomes for people on their recovery can be significant.

Across Surrey services are inequitable and underfunded to make the services effective. Surrey and Borders Partnership NHS Foundation Trust (SABPFT) have developed a model for acute psychiatric liaison services with buy in from senior clinical representation across the acute hospitals in Surrey. This is now being progressed with commissioners to explore potential sources of revenue and a joint business case will be prepared to go to the boards on the benefits that a psychiatric liaison service will bring to acutes on their productivity, quality and performance. This is an area of development which will be resourced within the current system

## **News from the Stakeholder groups**

### **North West Surrey**

- Communication needs to be improved between different services involved supporting people in a crisis i.e. crisis helpline, crisis response and home treatment teams (CRHT) and CMHT
- Concerns raised about delays to the completion of Direct Payment applications in North West Surrey
- What is going to replace the NSF was discussed and what will be the impact on services. There was particular discussion around the CRHT and psychiatric liaison

(it was to be noted that the LIT agenda picked up on two of the points)

- Service users and carers do not know which services to contact in crisis and what services they can expect. Many do not have contact with support workers or voluntary organisations who can help them “find their way around the system”.
- There is some anecdotal evidence that people in crisis have been advised by professionals to present to A&E.

- Mick Sellors said that, in his experience, people presenting to A&E are often treated with little understanding and empathy.
- Both service users and carers have reported that they find the support offered by the Crisis Response and Home Treatment Team perfunctory and geared towards a purely medical intervention (medication) rather than taking a more holistic approach.
- There is concern about the follow-up offered by CMHTs and other teams following contact with Crisis Services.
- There was a concern expressed that Voluntary Sector Services are being called upon to support a growing number of more unwell service users who would previously have been supported by statutory services (possibly in hospital) but who do not meet the criteria for intervention from the Crisis Response and Home Treatment Team.
- Fewer in-patient beds are now available for local people and there is concern that this has not been matched by an increase in community support services.
- There is concern that local community services are patchy and the standard varies from area to area.

#### Guildford and Waverley

- In response to a question raised about a presentation to the LIT on the BME community work the group noted that a lot of progress had been made on the commissioning front with a small amount of money being identified to assist the Community Development Worker steering group

#### Surrey Heath & North East Hampshire

- Communications between services and Direct Payments had been raised as an issue needing to be addressed. It was requested that specific complaints about the system could be fed back to Donal Hegarty

#### Mid & East Surrey

- It was reported that no service users or carers had attended the last meeting.
- Concern was expressed about the continual change of Locum Psychiatrists at Shaw's Corner PCMHT (Redhill) and the direct effect this had on service users
- The use of beds at Langley Green and how this may affect commissioning contracts was raised as a concern
- Poor attendance by Trust representatives was raised as disappointing

**New Horizons; Towards a shared vision for mental health** – share your ideas for mental health services in Surrey and join your nearest Stakeholder Group. Here's how...

In Surrey, through commissioning and provision, mental health services have become more equitable and better tailored to individuals' needs. The latest government document for mental health, New Horizons, gives health and social care managers, patients/service users, carers and providers in the voluntary sector guidelines for building on current good practice.

The twin aims of New Horizons are to improve the mental health and wellbeing of the population and to improve the quality and accessibility of services for people with poor mental health.

Whatever your background, age, race, faith, sexuality or gender, if you have experience of mental health services (as a patient, carer, worker) you can help make a difference to those services. Being involved in your local Stakeholder Group means you have a direct link to the people who commission and provide services. What you say about services will be heard at the level where decisions are made. No-one is promising overnight miracles but the more the commissioners and providers know, the more they are able to ensure things get done.

Get in touch now with the group near you. They hold small, friendly meetings where you will be welcomed and listened to.

### *Stakeholder Groups*

Guildford & Waverley and Surrey Heath & North East Hampshire:  
Contact: [marymoller@oakleaf-enterprise.org](mailto:marymoller@oakleaf-enterprise.org)

Mid & East Surrey and North West Surrey:  
Contact: [Janine.sanderson@surreypct.nhs.uk](mailto:Janine.sanderson@surreypct.nhs.uk)

For all enquiries speak to Janine, Mental Health Commissioning Manager on 01372 201563;  
talk/text on 07912 774656 or email;  
[Janine.sanderson@surreypct.nhs.uk](mailto:Janine.sanderson@surreypct.nhs.uk)

See the full document, New Horizons at [www.newhorizons-mentalhealth.co.uk](http://www.newhorizons-mentalhealth.co.uk)

## Glossary

<b>SHO</b>	Senior House Officer
<b>LIT</b>	Local Implementation Team
<b>NHS Surrey</b>	Surrey Primary Care commissioning trust
<b>SaBPFT</b>	Surrey & Borders Partnership NHS Foundation Trust
<b>SCC</b>	Surrey County Council
<b>NSF</b>	National Service Framework
<b>DH</b>	Department of Health
<b>DP</b>	Direct Payments
<b>SHA</b>	Strategic Health Authority
<b>IMHA</b>	Independent Mental Health Advocates
<b>LAA</b>	Local Area Agreement
<b>LSP</b>	Local Strategic Partnership
<b>QOF</b>	Quality Outcomes Framework
<b>PBC</b>	Practice Based Commissioning
<b>PbR</b>	Payment by Results
<b>PIG</b>	Policy Implementation Guidelines
<b>PEC</b>	Professional Executive Committee
<b>PROMs</b>	Patient reported outcome measures
<b>MH</b>	Mental health
<b>MHA</b>	Mental Health Act
<b>LD</b>	Learning disabilities
<b>NICE</b>	National Institute for Clinical Excellence
<b>RETHINK</b>	National Mental Health Charity
<b>P/CMHT</b>	Primary / Community Mental Health Team
<b>CRHT</b>	Crisis Resolution and Home Treatment
<b>DP</b>	Direct Payments

