

interface

linking mental health and wellbeing in Surrey

Interface 05

Interface is the official news brief for Surrey's Local Implementation Team (LIT). We'll be bringing you news, views and updates from the LIT and its four area stakeholder groups, in order to share information and headline important developments in mental health services in the county. The LIT's role and responsibility is to drive up standards and implement ways to create better, more equitable mental health services. With a prominent membership of patients/service users, carers, providers and commissioners, the aim of Surrey LIT is for world class treatment and care for the people of Surrey.

Diane Woods	Associate Director MH/LD, SPCT	- joint chair
Donal Hegarty	Policy & Commissioning Manager, SCC	- joint chair
Janine SandersonMH	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	
Mike Wilson	Carer representative	
Geoff Upfold	Surrey Heath stakeholder group member	

Notes from Surrey LIT meeting - March 2009:

Stakeholder groups highlight local concerns

Surrey Local Implementation Team (LIT) relies on information from patients/service users, carers and providers to build a 'picture' of mental health services across Surrey. Local knowledge and experience shapes the 'picture' and the four Stakeholder groups pave the way.

The Stakeholder groups have helped identify priorities for the LIT to help ensure equitable, person-focused mental health services are provided across Surrey. Where some services were localised, there is now – or soon will be - county-wide provision: advocacy for instance, supported employment services and county-wide access to a crisis helpline. Other developments are also underway (see the section on IAPT)

With health and social care budgets under pressure, there is a need for ever more creative and innovative ways to be developed to make mental health services work for everyone. The Stakeholder groups help the right decisions to be made.

If you would like to know more about joining a Stakeholder group near you, please contact:

Guildford & Waverley, Surrey Heath and North East Hampshire Stakeholder groups; Mary Moller marymoller@oakleaf-enterprise.org Mid & East Surrey and North West Surrey Stakeholder groups; Lenny; lenny@maryfrancestrust.org.uk

CDWs key link with minority groups

Community development workers (CDWs) from Surrey Community Action and Southside Partnership gave a presentation to the LIT. Two CDWs highlighted their work with people from BME communities and from the gypsy & traveller (G&T) population. They have identified that many people from these communities do not access mental health – or other – services.

Immigration problems, isolation, domestic violence, cultural issues, unemployment and drugs misuse all contribute to mental ill health. An initial assessment undertaken by the CDWs indicates high levels of depression and anxiety. Further evidence will be gathered to learn more about the nature and extent of mental health problems in these communities.

Language barriers, cultural and religious differences, stigma, lack of appropriate information and a fear of professional services all contribute to people not accessing mental health and other services. CDWs are undertaking a vital role creating better communications and building confidence within the communities, helping ensure their mental health needs are heard at a strategic level, influencing commissioning and improving access to services.

Service user involvement in the Stakeholder groups was identified as a good way to raise awareness of minority group issues. If you would like to know more from the CDWs who presented at the LIT, please contact Charmaine Valler (G&T CDW) charmainev@surreyca.org.uk or Ghazala Waheed (BME CDW) ghazalaw@surreyca.org.uk

Prison link

Jessica Agudelo, CDW for Surrey prisons, described her work. She has identified that more information was needed for family and carers to support them when someone is in prison. She added that raising awareness of mental health issues in prison continues to be a priority. Contact Jessica on Jessica@southsidepartnership.org.uk (covering Surrey prisons)

It was agreed that annual CDW reports would come to the LIT and measures would be considered around how best to support their work.

Headlines from the Surrey LIT meeting in March 2009

World class mental health services with equity and access for all demand a stringent programme of assessing needs and providing the right treatment and care for every individual. The Surrey LIT has sets itself the task of raising quality and standards in mental health through consultation, feedback, development and implementation

NSF mapping shows overview of Surrey services

Providers in Surrey have been asked by Janine Sanderson to update or input their details into an annual collection of data for the NSF service mapping. This is a comprehensive way to provide an up to date overview of all organisations in Surrey that provide, facilitate and/or support mental health and allied services.

If, as a provider you receive an email from servicemap@mhssupport.org.uk please follow the instructions or contact Janine – Janine.sanderson@surreypct.nhs.uk if you need support.

Strategic Commissioning Intentions

NHS Surrey (previously Surrey PCT) reported that the current economic situation has an inevitable impact on an already challenging financial position. Their commissioning intentions plan reflects the need for innovative service planning and development. The key areas of work over the next 3-5 years will include:

- Improving access to psychological therapies (IAPT) – see last page
- Older adult mental health including dementia
- Inequality of access for vulnerable people
- Advocacy
- Monitoring home treatment services
- Review of CMHTs in line with the Recovery model
- Acute beds – completion and monitoring
- Modernisation of day services

Overall, commissioning will reflect areas outlined in the Darzi review and all monitoring will have quality as an intrinsic benchmark.

Stakeholder group reports

The NSF self-assessment was underway with all Stakeholder groups looking at their individual localities to assess how targets should be scored.

Guildford & Waverley had met for the self-assessment and a meeting was planned to ratify the scores.

Surrey Heath and North East Hampshire had a detailed discussion around carer's issues at their last meeting. Concern was around the time delay between a carer receiving an assessment and any support being put in place. A review was suggested and it was agreed that this would be undertaken and the results returned to the 8th July '09 LIT. There would also be a presentation and an opportunity for further discussion in an open session prior to the mail LIT meeting

Mid & East Surrey reported there was still a lack of service users attending. Main points of discussion included the proposed move of a PCMHT to Langley House and how any delay might impact on service users and carers. The turnover of Senior House Officers (SHOs) and locums in CMHTs was causing disruption and distress to some service users. Dr Malcolm Hawthorne said measures were being put in place to deal with the situation. However, service users should also exercise their right, meanwhile, to raise their concerns through the trust's complaints procedure.

North West Surrey highlighted a lack of information on accessing primary and secondary mental health services. This is going to be addressed partly through First Steps, which started in the east but will be rolled out across the county and with other communications initiatives.

The difficulty in accessing Direct Payments had been discussed. To address this, workshops are being planned to clarify the use of this facility.

Countdown to final National Service Framework assessment

The National Service Framework (NSF) for mental health set out in 1999 standards for local areas to develop and achieve. Louis Appleby, National Director for mental health believes the NSF's 10 year plan has brought 'unprecedented progress in mental health services'.

A new project will continue improvements and equity in mental health services. 'New Horizons' involves a wide range of organisations and individuals. Together, with Louis Appleby, they are developing 'a new and reinvigorated vision' to replace the NSF. Reflecting the themes that emerged from Lord Darzi's 'The Next Stage Review' for the NHS, the emphasis is on prevention, patient empowerment and quality.

Meanwhile in Surrey, the LIT Stakeholder groups have been undertaking the NSF self-assessments. Measuring services against the criteria set by the department of health was the priority and all four local Stakeholder groups have completed the task. The next issue of Interface will publish the results.

News in brief:

Improving Access to Psychological Therapies (IAPT)

Ensuring more people can access psychological therapies such as cognitive behaviour therapy (CBT) and counselling is a key aim of the NHS Surrey (formerly Surrey PCT) Strategic Commissioning Plan & Intentions. A 'co-design' * workshop was held to gather people's views and comments about how the service in Surrey should be developed.

Re-current themes from discussions included:

- A range of therapies should be available to meet patient choice
- Therapy teams should be based in GP surgeries
- Integrate service with physical health and long term conditions (i.e. look at 'whole' person)
- Out of hours access important
- Existing good services and staff must be retained

Find out more about the national IAPT programme at www.iapt.nhs.uk

* co-design: an event that brings a range of stakeholders together to contribute their knowledge and experience into an organisational framework, strategy or service outline/specification

We will add to this list as more terms/acronyms arise

- LIT – Local Implementation Team
- Surrey PCT – Surrey Primary Care Trust
- SaBPFT – Surrey & Borders Partnership NHS Foundation Trust
- SCC – Surrey County Council
- NSF – National Service Framework
- DH – Department of Health
- SHA – Strategic Health Authority
- IMCA - Independent Mental Capacity Advocates
- LAA – Local Area Agreement
- LSP – Local Strategic Partnership
- QOF – Quality Outcomes Framework
- PIG - Policy Implementation Guidelines
- PEC - Professional Executive Committee
- PROMs - Patient reported outcome measures
- MH – mental health
- MHA - Mental Health Act
- LD – learning disabilities
- NICE - National Institute for Clinical Excellence
- RETHINK - national mental health charity



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