

WOKING MENTAL HEALTH FORUM

Wednesday 18th April 2007

DRAFT MINUTES

Present:	Stuart Craig	-	Chairman
	Margaret Gower	-	
	Carol Gibbs	-	CAB, Abraham Cowley Unit
	David Cook	-	
	Michael Mallinson	-	CornerHouse
	Samantha Hodge	-	Windmill Drug & Alcohol Team
	Raina Hurst	-	The Crescent
	Paul Field	-	CornerHouse
	George Welsh	-	Carer
	David Rye	-	Woking Mind
	Tracey Hayes	-	
	Mary Byng	-	Rethink Carers Support
	Lynn Pether	-	Minutes
Apologies:	Bill Jennings	-	Vice Chairman
	Pamela Boughton	-	Job Centre Plus
	Elizabeth Swain	-	
	Rosemary Davis	-	Woking CAB
	Sam Udall	-	The Priory
	Teresa Vines	-	Community Services Manager (Acting) Woking Community Mental Health Team
	Fiona Davies	-	Surrey & Borders Partnership NHS Trust
	Audrey Keats	-	Modern Matron, Abraham Cowley Unit
	Des Quinn	-	Alpha Hospitals
	Joanne Chapman	-	Patient Advice & Liaison Manager
	Janet Haynes	-	Head of Carer Involvement, Surrey & Borders Partnership NHS Trust

1. WELCOME / APOLOGIES

Stuart Craig, Chairman introduced himself to the Forum and thanked everyone for attending today's meeting. Apologies were noted.

2. MINUTES OF LAST MEETING

Minutes of the meeting dated 17th January 2007 were approved.

3. MATTERS ARISING

CornerHouse Open Meeting - the date for the public meeting of CornerHouse has been set for the evening of Wednesday 10th October 2007, World Mental Health Day. The meeting will be held in a room at the HG Wells Centre and reports and accounts will be presented. CornerHouse will also have an AGM, which will be a private meeting.

24 hour helpline - Kay MacKay, or a representative, had been invited to attend today's meeting to further discuss the 24 hour helpline. Unfortunately neither Kay nor a representative were available to attend.

Stuart Craig stated that he had received a letter from Paul Bennett, Director of Commissioning for Surrey PCT, in response to his questions raised at the Board meeting in November 2006. Mr. Bennett's response to the 24 hour helpline is:

- "This service area has recently been discussed between Commissioners and the Trust with an agreement to review and look to clarify the service specification and ensure that any provision is equitable. This will be taken to LIT's and service user involvement will be sought to inform the review."

A copy of Mr. Bennett's letter is attached to these minutes.

It was felt that the lack of PCT representation at today's meeting, called into question the meaning of the Forum. It was thought that there was an obligation by the Trust to hold a Forum meeting. The PCT have agreed to provide funding for the Forum, and the CMHT provide support to enable it to survive. There followed lengthy discussion about the Forum meeting once a quarter to touch base and raise issues – however, little point in this if the issues raised are not addressed. This was considered a valid point. Further, it was suggested that criticism and complaints are beneficial when looking at services and improving them. **The 24 hour helpline is considered a particular problem.** Who should be providing the 24 hour helpline? It was thought that the 24 helpline in the East was provided by the PCT. However, it had been implied by Donal Hegarty at the LIT meeting that in fact, it was funded by Surrey County Council. Communication was needed between the PCT, Surrey and Border's Partnership Trust and Surrey County Council.

Complaints and issues raised by the Forum should be properly dealt with, even if the response is not the one wanted. It was noted that there was no representation at today's meeting from the CMHT, or from Surrey County Council. Should complaints be brought to the attention of the Chief Executive? A further suggestion was to refer the issue of the 24 hour helpline to Joanne Chapman, Patient Advice &

Liaison Manager. Could the Forum take advantage of Joanne's services. **Stuart Craig said he would find out if this is a route that could be taken.**

It was agreed that Joanne should be invited to attend the next meeting as members would also like Joanne to advise on the number of complaints received and to request any studies or statistics that are available? It was reported that there used to be a quarterly bulletin on complaints and compliments with information available through the Board. **Could this information be communicated to the Forum by Stuart Craig.**

It was stated that in the East there had been an audit of the 24 hour helpline. Equity would suggest that what is available in the East should be available in the West – however nothing is happening. There is no crisis house in the West – delayed discharges are higher in the West due to their being no half way house. It was pointed out that in the East both crisis house and rehab houses were available providing 24 hour cover, which seems to provide greater satisfaction. **The differences between the East and West should be highlighted.**

It was agreed that Fiona Davies should be invited to attend the next meeting specifically to discuss:

- **Issue of equity** - the Trust have inherited a range of inequitable services across Surrey
- **24 Hour Helpline and Crisis Resolution & Home Treatment**

At the January meeting, David Rye agreed to contact the MIND organisation to ascertain what crisis helplines are available nationally. This has been followed up as requested. Specifically David has been looking at Kent, Surrey and Sussex and reported that generally the services are not good. Even if they are ticking the green box, there appears to be a lack of provision. Much of the crisis work is being taken on by local CMHTs and some specialist teams, and there is no cover at weekends in a lot of areas. David will continue looking into this and as more information becomes available, he will feed back to the Forum. In summary, the current situation is that Surrey is not very different to anywhere else. It was suggested that perhaps the Crisis Resolution and Home Treatment Team should be renamed as the Home Treatment Team, as they did not provide crisis support.

Following further lengthy discussion around crisis intervention, it was agreed that **Kay MacKay should be invited to attend a future meeting to discuss:**

- **What services are available to support people out of hours?**
- **How are these services accessed?**
- **Who do the Forum address these questions to?**

Carol Gibbs of the Citizens Advice Bureau introduced herself. Carol explained that she has recently been appointed to post, and will be available at CornerHouse specifically to give advice on debts and benefits. Carol will have fortnightly sessions on Wednesdays, with appointments being booked in advance. The service is planned to commence on Wednesday May 9th. Carol is linked into the CAB based at the Abraham Cowley Unit and the idea is that CAB services will be more accessible to clients at CornerHouse. Carol explained that many clients worry about how their benefits are affected by returning to work, and it is hoped that her service will help them. Additionally Carol will help to guide clients through the new and complicated legislation due to be rolled out in 2008. Carol stated that feedback on the service would be welcomed.

It was asked if the strong relationship CornerHouse currently had with Woking CAB would continue - it was confirmed that this would still be the case and that Carol's sessions at CornerHouse would be complimentary to what Woking CAB offered.

4. MATTERS FOR URGENT DISCUSSION

There was brief discussion around the Mental Health Bill. David Rye stated that nothing could be done locally. It is thought that the House of Lords will amend the Bill - it was pointed out that this is not a **new** Bill, it is an amendment to the 1983 legislation. The key issues are around community treatment and sectioning arrangements. The outcome is not clear in terms of enforcement. It was thought that nothing will be happening this summer and it will probably be looked into during the new parliamentary session. Nothing to be gained in trying to engage CMHTs in discussion about the Bill at this time.

5. SUGGESTED TOPICS FOR FUTURE DISCUSSION

Acute Service Review

As already discussed, and agreed, Fiona Davies to be invited to attend a future meeting, hopefully in July, specifically to discuss the Acute services review.

Purpose of the Woking Mental Health Forum

Following discussion, it was decided that Sylvie Yeo, Commissioning Manager, Surrey PCT should be invited to attend a future meeting of the Forum to advise what she is expecting from it.

It was pointed out that the Forum had become very political and that more local issues should be discussed that are more client focussed. It was also mentioned that there is no advertising of the Forum by way of posters or leaflets. The question was also raised of service user representation at the

Forum, and the fact that the meetings were very formal. Main points from discussion:

- Need to know what is expected from the Forum
- More advertising
- Feedback needed from questions raised at the Forum
- Clients to be encouraged to attend

It was stated that the Runnymede Mental Health Forum had now been reinstated and was purely a service user forum and it was intended that a service user be elected to the position of Chair.

6. ANY OTHER BUSINESS

Paul Field is running in the Flora London Marathon to raise funds for a new depression support worker project. **Good Luck Paul.**

7. DATE AND TIME OF NEXT MEETING

Wednesday 18th July at 1.30pm
Venue - CornerHouse

SC/lp
25.04.07

Att. Correspondence with Paul Bennett – Director of Commissioning