

Medway Mental Health Action Group



Meeting on 31st May, 2016, 10.30pm

ThinkAction, Pender House, Whitewall Road, Medway City Estate,
Rochester, Kent, ME2 4EW

PRESENT

ORGANISATION & EMAIL ADDRESS

Renee Hepker – Chair	KMPT Medway Council
Marie McEwen – Minutes	Pohwer
Brian & Jeanne Clark	Carers
Tracey Munton	DWP
Alec Renmant	Insight Healthcare
Margaret Hanley	Carer
Nick Dent	KMPT
Elva South	Medway Council
Jennie Pasternak	Medway Council,
Sara Moreland	Public Health
Jan Buckman-Drage	KMPT Primary Care Psychological Therapies
Joseph Akinseye	Sanctuary Supported Living
Suzanne Gosney	ThinkAction

APOLOGIES

ORGANISATION

Alan Heyes	Mental Health Matters
Rathini Mills	Public Health
Jenny Wheeler	PoHwer
Bobbie Taiano	Carers First
Sharon Dosanjh	Medway CCG

1. Welcome Introductions & Apologies

The Chair welcomed the group and apologies were noted as above.

2. KMPT Community Engagement Strategy - Nick Dent

The presentation has been circulated and can be found on this link along with the questionnaire. Please read and respond. <http://www.liveitwell.org.uk/local-news/Medway/#MHAGInformation>. We want to hear your views to help identify gaps and what we need to do going forward.

Q&A:

1. KMPT does not listen - In 2012 their Mental Health Crisis booklet said it was reducing numbers of beds needed but it has been a total disaster with £9m spent on out of area beds. KMPT does not understand that people need help immediately.

Response: This engagement is not talking about delivery of services it is about identifying the gaps.

2. There is no support in Medway to help deaf people or those who have no formal language to access services. They are excluded from the majority of groups and this needs to be acknowledged. We have had so many problems trying to make simple appointments because staff who are British Sign Language qualified are not available.

Response: This should not be the case but please feed this back through the link above.

3. When does KMPT anticipate being in the top 20% Trusts?

Response: We are pleased to have moved out of bottom 20% and we are now close to top 20%. Hopefully when results from this consultation comes out in September we will have moved into the top 20%. We have moved up the table but other trust have moved down and we are showing improvement.

We have three questions which we would like to ask:

1. What community engagement activities does KMPT do well?
2. Where can KMPT improve in better working with diverse communities?
3. Are there any suggestions to be included or removed from the Community Engagement Strategy (CES)?

Please follow the link above to the questions which can be submitted up until July.

3.Minutes from last meeting - Approved

4. Action Points

From local MHAG: All actions have been completed and responses are contained in the approved March minutes. <http://www.liveitwell.org.uk/local-news/medway/#LPMGInformation>

4. SU & Carer Questions:

a) Questions raised at today's pre-meeting

1. Impact of the new Cygnet Hospital on KMPT staff and services has been raised at several meetings but nobody at KMPT is doing anything about it.
Response: Andy Oldfield is making every effort to engage with Cygnet but they are under no obligation to speak to KMPT. When new organisations come in they often bring in senior management staff with them. This is a private company and will have different employment terms and conditions to other private/charity sector providers. Staff are hesitant to leave KMPT.
2. Outcomes of individuals who used the Personality Disorder house which was closed? What has happened to those who used it etc.
Response: This was raised as an action at the last meeting and has been responded to. See above – more details needed.
3. Crisis café – what is happening? Data from current wellbeing café? When is new spec coming out and when is it going out to tender? Update from service lead John Rea <http://www.liveitwell.org.uk/local-news/medway/>
4. Single Point of Access (SPoA) update required. SPoA lead Portia Sharpin will be attending the July round of meetings to give an update. Feedback your experience from primary care also please
5. Work Capability Assessment form was extremely difficult to complete for complex needs. Carer had to access 4 different websites to get information. The form does not meet the needs of someone born deaf. They are not going to wake up tomorrow and suddenly be able to hear. The questions are not appropriate and really require a face to face interview. i.e. Can he see to cross the road? Yes, but he is not able to cross the road by himself. There should be a different form for those who have not acquired their disability. He was born deaf and should not have to prove he is deaf. There is separate guidance sheets for mental health, Autism, and learning disability which must be negotiated by the carers. Tracey advised that the jobcentre can help with this as will CAB, and the community hubs at the library. There are also Specialist ESA job coaches and disability employment advisers, just call to make appointment. It is not a one size fits all but because of the amount of diversity it is computer generated and distributed from a central point. We advise that you answer the question in a different way – not literally, and qualify your answer. Margaret noted that if completing a hard copy of the form rather than online it must be written in

capital letters but there is not enough space. Tracey noted that the form was revamped after a customer forum and she will feed these comments back.

b) Question going forward to County MHAG None

5. Information Sharing

1. **County MHAG Update:** The Next meeting is on 20th April: The draft county minutes are available at <http://www.liveitwell.org.uk/your-community/county-mental-health-action-group/>
2. **Commissioners Report:** Not provided, however, Sharon Dosanjh had intended to be at this meeting to give a verbal update but due to an emergency was unable to attend. Jennie added that she had circulated information today via the MHAG on affordable care consultation and that there had been lots of Q&A on Medway Council website.

3. Provider updates/New members

KMPT – Jan Buckman-Drage. The IAPT service has been through a reconfiguration which means new ways of working. This is bedding down and going well at the moment.

Insight Healthcare – Alec Renmant: Steady amount of referrals from this locality. Insight are meeting all of the key performance indicators such as waiting times. IAPT contract up for renewal and we will work with commissioners on re-tendering. The present timeline is for the new contract to be signed by the end of August which would be difficult but an extension could be agreed if necessary.

Think Action – Suzanne Gosney : The waiting list is not too bad, if step 2 they are booked in straight away. The Feel Well group has been postponed and there is a new Post Natal group starting. We have a new manager in place.

Medway Council – Sara Moreland : Relaunching Staying Connected a community guide for people over 55. Small print run funded by Kent Fire & Rescue as the work overlaps. Can be downloaded from Better Medway website here <http://www.abettermedway.co.uk/pdf/staying%20connected.pdf>. Awareness raising sessions have been set up for June/August.

Further to Graham Tanner's update in the March minutes, we held a stakeholder workshop which was attended by 50 to 60 people to explore information, guidance and advocacy in Medway.

The Medway Clinical Commissioning Group (CCG) are working on the service specification for a frequent servicer user project. Hosted by Medway Community Healthcare and funded by the CCG, to look at whole health not just mental health. This has had good results in other parts of the country.

Men's Sheds Project has been extended to 3rd year. New shed at All Saints Centre to engage with eastern European community there. Looking at formal evaluation with one of the universities. Well used. New director of public health visited last week. Great day. Chris White is scheme development coordinator based at the Sunlight Centre. KMPT and Turning Point have been making referrals to the scheme.

Sanctuary Supported Living – Joseph Akinseye : We have some clients ready to move on but are having problems finding suitable accommodation. Jennie advised that their social worker should lead on this and advised that Joseph speaks to them.

KMPT - Nick Dent : The next North Kent Patient Consultative Committee meeting is on 6th July, 2016 11-1pm at Canada House.

4. Staff Changes – none to report

6. Working Group Update – Renee Hepker

Mapping: Elva South is helping to produce the map. The draft document was passed around for comment. Please let us have your comments - Do you think this is working? If your organisation is not on there please send details to Elva at Elva.south@medway.gov.uk for inclusion with a short summary of what you provide, including contact details/name etc. Send link to MHAG for circulation. Please do check and let us know what we have left off or is no longer available. This can be updated regularly.

7. Date of next meeting

2nd August, 2016, 10.30am , ThinkAction, Pender House, Whitewall Road, Medway City Estate, Rochester, Kent, ME2 4E

The meeting finished at 11.50am. No actions raised at this meeting.

Minutes posted on: <http://www.liveitwell.org.uk/local-news/medway>

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