

Clydebank Local Engagement Network
Open Forum Workshop: Mental Health
22nd February 2016 at the Offices of WDCVS

The workshop began with a presentation by Marie Rooney, Integrated Operations Manager with the Health & Social Care Partnership's Mental Health Service.

There then followed a workshop discussion which highlighted the following:

- Not clear how to access services.
- Would welcome info leaflets/marketplaces/etc that raise awareness directly in key local locations.
- Information should be brief and direct – what, where, how to contact.
- Limited awareness of out-of-hours provision beyond accessing NHS24 and Breathing Space.
- Assumption that you would always go to the GP for a referral.
- Needs to be clearer crisis information available.
- Little focus on social care and pharmacy inputs – could this be improved?
- Need more information on how to access community based resources and better referral pathways.
- Provide drop in services instead of full appointment system?
- Did-not-attends could be due to negative reasons (cant face attending) or positive (feel better and don't feel they need the appointment).
- Is there any correlation between the wait for an appointment time and did-not-attends?
- Would allowing people to cancel by text help?
- What is done beyond text messaging at the moment - could telephone calls be made for human contact?
- Do appointment times suit – maybe fewer in the morning and more in the early evening?

- Carer support shouldn't be seen as an easy fix – difficulty in understanding and appreciating who the 'carer' may be?
- Could an audit be done re: communication method/patterns and non attendance (if capacity allows).
- Make sure patients are notified in the correct manner.
- Changing appointments at short notice can be disheartening to patients.
- Some services text patients would a phone call 24 hours before or on the morning off the appointment.
- If patients are not morning people could they not be offered later appointments or vice versa.
- More publicity and information notices especially in GP surgeries about the Primary Care Mental Health Team (PCMHT).
- Is there any follow up to see why appointment not kept?
- Are potential early warning signs picked up, e.g. failure to pick up medication from pharmacy?
- Is there a problem with GPs referring onto specialist services or to 3rd sector organisations? Can we do this better?
- Some people don't recognise they have a mental health condition because of the stigma that comes along with it.
- There should be better communication and information sharing between hospitals and community services
- Carers role is crucial – and needs to be more support for young carers.

Main Feedback

Generally participants felt that stigma of mental ill health is still strong and needs public information to help address, including in schools and in communities

The focus should be on:

- Providing a range of options for service users and carers.
- Good information about what is available and how to access.
- Responsibility on everyone to tackle stigma.