

Performance update

2015-16 Quarter 2 performance dashboards are attached for information.

Operational updates

Insight project - Exploring young people's experiences of seeking help for mental health issues

- As previously reported to the Board, we are currently undertaking an Insight project to explore young people's experiences of seeking help for mental health issues and a report on the first phase of this work will be produced by the end of the year (a summary is attached).
- The second phase of the project will be an evaluation of the patient experience of the new pathway for children and young people with behavioural, emotional or mental health needs. This will be launched in December.
- A recent Healthwatch England report has chosen to use Nottingham as an example of positive engagement around mental health transformation and the important role that local HW can play in this process.

Supporting the Joint Strategic Needs Assessment (JSNA) for Nottingham City Council

- We continue to work in partnership with HLG and the City Council to develop a new multi-level process to ensure that local people's voices and experiences of local services are represented in this document.
- Our focus for this is on gathering evidence from local community and third sector groups, and undertaking a series of focus groups with local people living with sensory impairments and physical disabilities to contribute to the refresh of this JSNA chapter.

Exploring patient and carer experiences of mental health crisis services

- We continue to work with Healthwatch Nottinghamshire exploring patients' experiences of mental health crisis services across the city and county, as reported to the September Board meeting. The work was initiated following concerns expressed about access to this service and we have had very productive meetings with Nottinghamshire Healthcare Trust to inform our project planning.

Understanding patient access and experience of dentists

- We are supporting NHS England Local Area Team in providing information on NHS dental practices through our Information Line but have become concerned about the number of calls received from people across the city needing urgent access to an NHS dentist and the number of negative experiences reported.

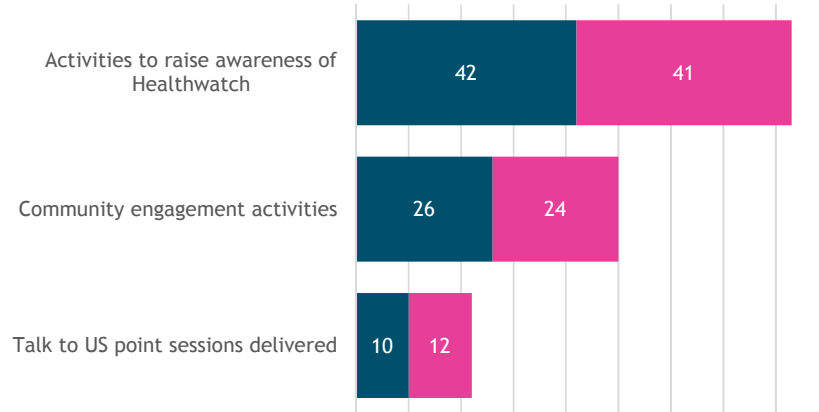
Access to GP appointments

- We have undertaken a 'mystery shopping' exercise across all 57 GP practices in the City, commissioned by the CCG and hope to be able to publish the outcomes of this work soon.

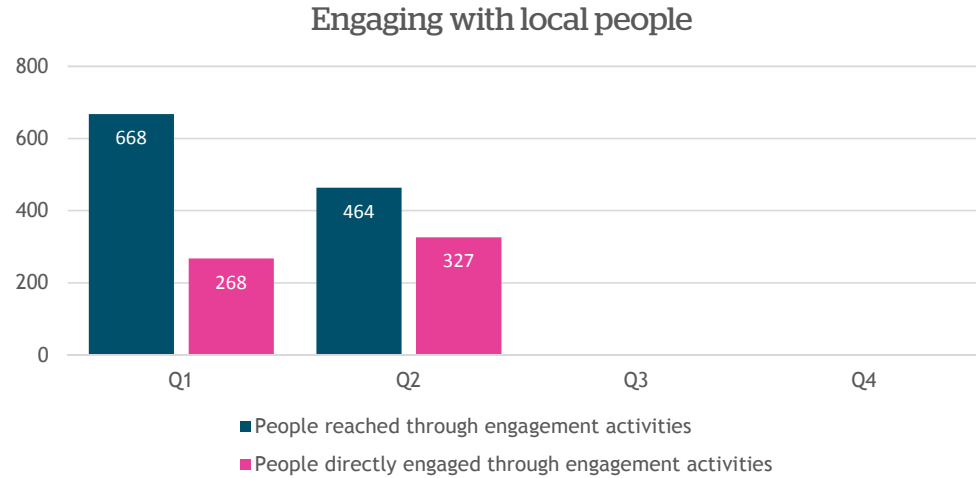
Work on Care Act

- We have recently completed some work looking at local people's understanding of their rights under the Care Act, to assist the Council in determining what information should be available and how it should best be presented.

83 activities to raise awareness of Healthwatch



595 people directly engaged through activities



1018 Contacts on the mailing list



	Total	Q1	Q2	Q3	Q4
No. PR and comms activities	61	30	31	0	0
No. newsletters published	4	2	2	0	0
No. of website hits	8603	4267	4336	0	0
No. of tweets published	53	24	29	0	0

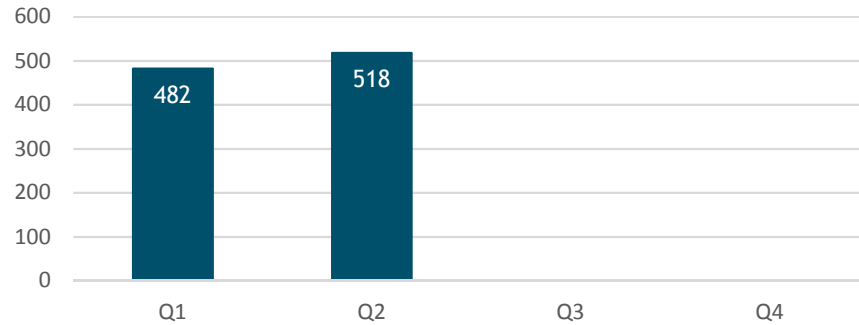
Notes

- * Healthwatch adverts have been placed in two free publications targeted at older people to raise awareness of the organisation in this group of citizens.
- * We have attended a range of community events to raise awareness of Healthwatch amongst targeted groups of our community including carers through the carers roadshows, age friendly events and induction events for students at Bilborough College.
- * The number of experiences submitted through the website has seen a slight improvement from Q1.

Q2 reporting April - September 2015

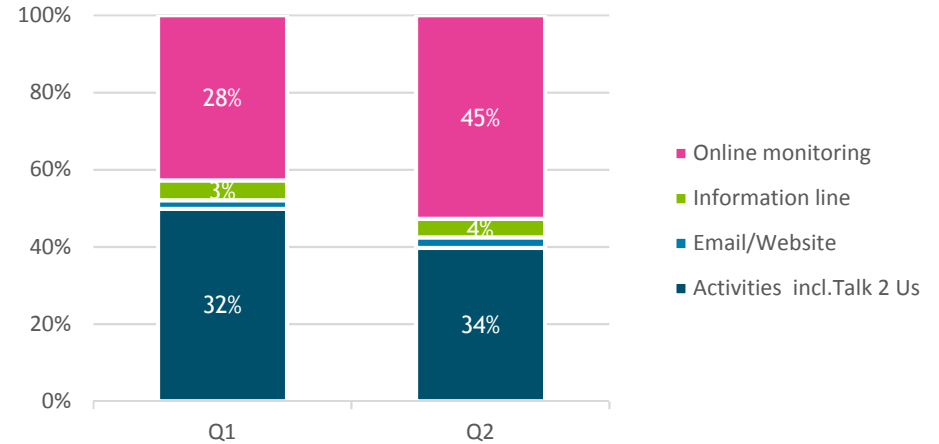
Collecting local peoples views and experiences

1000 Detailed experiences collected



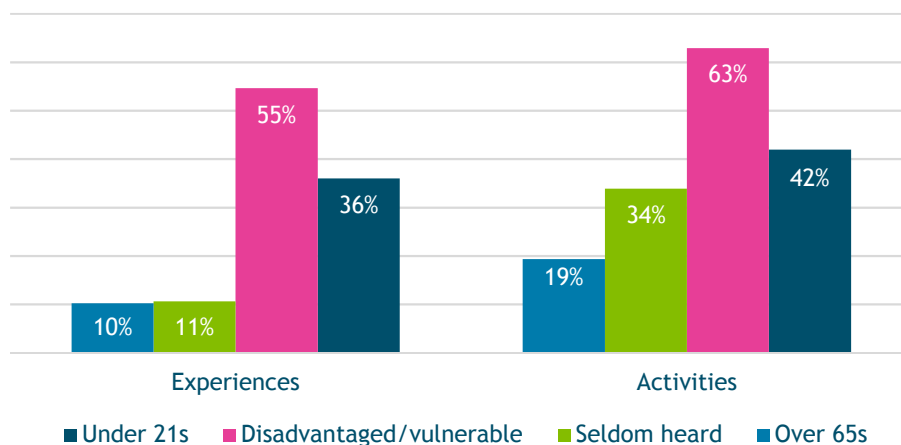
43 activities used to gather experiences
22 Talk 2 Us Points delivered

Sources of experiences gathered



62 Activities related to targeted groups, which is **45%** of all activities undertaken
500 Experiences gathered from people in targeted groups, which is **50%** of all experiences collected

Working with targeted groups



Notes

- * We have collected experiences to contribute to our report for the CQC to inform the September inspection of local hospital services.
- * We continued to collect experiences from young people regarding their experiences of mental health services and awareness of how to get help for a mental health issue if required.
- * From September we have started collecting experiences from Patient Opinion to add to our evidence base.



Insight update: Young people's experiences and needs of mental health services

Objective 1: Understanding young people's previous experiences and needs

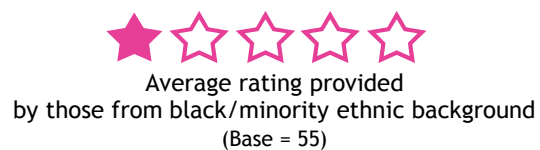
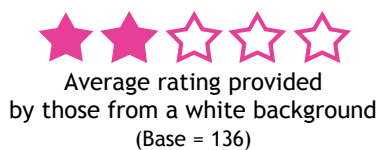
- Postcards have been completed via colleges, the two universities and local community groups.
- 588 responses have been received to date, there are still c. 50 in circulation.
- Time consuming process of making links with groups, sending out postcards, supporting completion of postcards on site and chasing the return of completed surveys.
- Difficult to secure focus groups. One focus group has been conducted at the Refugee Forum and 5 one to one interviews were conducted with young people working with NACRO.

Who we spoke to:

- 64% females, 35% male. Four young people identified themselves as transgendered.
- 80% identified as heterosexual/straight, 6% as bisexual and 2% as gay/lesbian.
- 37% were from black and minority ethnicities.

What they told us:

- Over a quarter, 27%, of the young people we spoke to identified as having had some experience of a mental health issue, either currently or in the past.
- Of those who did have experience of a mental health issue, 27% hadn't sought any help or treatment.
- The average rating of their experience of seeking treatment was 1.72 stars out of 5, but there does appear to be a difference in rating depending on ethnicity. Further analysis of the written comments will hopefully reveal underlying reasons for this difference.



- Warwick Edinburgh Scale showed a fifth (20%) of the young people completing the survey postcard scored below average or very low for their mental well-being. Over half of these young people identified as never having had a mental health issue.
- Over half (56%) of the young people stated they didn't know where to get help for a mental health issue.
- Face-to-face one-to-one treatment would be the most desired characteristic of treatment should young people need it, half (49%) of all young people selected these options.
- The time of the treatment was important to a significant proportion of young people, around a third would want to get help for a mental health issue during the weekend (35%), and during the evening (30%).
- Young people were least likely to identify that they would like any future help to be in group situations (10%), and through the use of technology in any way (17%).

What is next?

- For those young people scoring below average or very low on the Warwick Edinburgh Scale who provided an email address we will be sending them details with information and advice as to where to seek support for their well-being.
- Awaiting final postcards to be submitted and entered before full analysis and a final report for this phase of the project is produced.
 - Individual reports will also be produced for organisations who supported our data collection to detail the findings from their young people.