

## **Health and Wellbeing Board Update – 25 May 2016**

### **Healthwatch Nottingham**

#### **Funding for 2016-17**

We are pleased to be able to confirm that funding for 2016-17 has been secured and we look forward to continuing our support to this Board over the forthcoming year. We are grateful to the City Council for the confidence they have shown in NHW and we will be taking the priorities of the new HWB Strategy into account when we finalise our workplan for the year.

#### **Young Persons Mental Health**

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. The report on the first phase of this work has been produced. We found that

- Young people who identified as homosexual were more likely to have sought help but less likely to have had a positive experience
- Young people from BME communities were twice as likely to have not sought help with mental health issues than their white counterparts
- A quarter of all young people who had had mental health issues had not sought help
- A half of all young people don't know where to get help with mental health problems

We are now collecting the data to enable us to evaluate the patient experience of the new pathway for children and young people with behavioural, emotional or mental health needs. However, although c300 questionnaires have been distributed with the co-operation of NHCT and the City Council, few have been returned so far.

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

We continue to work in partnership with the City and County Councils to develop a new multi-level process to ensure that local people's voices and experiences of local services are represented in this document. We have completed our contribution to the chapter on Physical and Sensory Impairment and as reported in March, work has now on-going on the refresh of the chapter covering Neurological Conditions. One of our volunteers with strong links to the neurological conditions networks has helped us to develop a questionnaire to use with patients and service users, so we can better understand their views about - and experience of - current services. We are now running a series of focus groups to explore these issues in more detail.

#### **Mental health crisis services**

Together with Healthwatch Nottinghamshire we submitted a bid to the City CCG to undertake engagement activity with users of mental health crisis services across the city and county, to inform the further development of the local Crisis Concordat action plan. We are pleased to say that we were successful in that bid and work has now commenced to deliver the requirements of this contract. We have a tight deadline to meet (report by end of July ) and will be engaging with 5 communities as part of this work – BME, Carers, Veterans, Students and Homeless. An information sheet about this project is attached.

## How we will use the information you tell us

We will put together a report based on what everyone tells us. The report will include some suggestions for the local NHS organisations as to what should be included in the new action plan for mental health crisis services.

Your name will never be used in the report, it will be based on what everyone has said and not just what you have said. If you're worried about this you don't have to give us your name when we speak to you or if you fill out a survey. We will make sure that your name and personal details are stored safely and securely.

If you want us to, we can send you a copy of the report when it is written or you will be able to download it from our website in August 2016.

If you would like to get involved or if you have any questions contact us using the details below.

# Understanding your views and experiences of mental health crisis services



0115 963 5179



info@healthwatchnottinghamshire.co.uk



FREEPOST RTES-TCEC-JTBR

Healthwatch Nottinghamshire

Unit 2-3 Byron Business Centre, Duke Street

Hucknall, Nottingham

NG15 7HP



@HWNotts



HWNottinghamshire

## Information sheet



Working in Partnership with:

## Who we are

Healthwatch Nottinghamshire and Healthwatch Nottingham are independent organisations that help people get the best from local health and social care services. We listen to your experiences of these services and use your views to work with the people who make decisions about them so that everyone has a good experience.

## What we are doing

We have been asked by Nottingham City Clinical Commissioning Group, on behalf of local NHS organisations who design mental health crisis services, to talk to people to better understand your experiences of using these services. This includes whether you know how to access them and what support you would want from them if you needed to use them in the future.

### You don't have to have had a mental health crisis yourself.

You can still give us your views about these services and how you would want them to support you if you need them. We would also like to hear from relatives and carers of people who use mental health services in a crisis. If you or someone you care for has had experience of these services we would like to know about it, whether it was good or could be improved.

Mental health crisis services are currently being reviewed and an action plan for how they can be improved is being put together. We'll use your experiences and views to tell the local NHS organisations how they can best meet your needs. This will help make sure that people who are having a mental health crisis get the help they need, how they need it, when they need it.

## How you can get involved

We would like to talk to you, either in a group or on your own, about your experiences. We can talk to you face to face wherever you feel most comfortable or we can talk to you over the phone. We would like to record what you say (with a voice recorder) so that we can concentrate on what you are saying rather than having to write everything down as you're saying it. **We will only use the recording to make notes afterwards and then we will delete the recording. No one else will hear it. If you are worried about this please just let us know, you don't have to be recorded.**

If you prefer we have a short survey you can complete to tell us about your experiences and views. We can give you a paper copy to complete or you can fill it out on either of our websites:

[www.healthwatchnottinghamshire.co.uk](http://www.healthwatchnottinghamshire.co.uk)

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**We want to hear your experiences before the end of June 2016.**

