

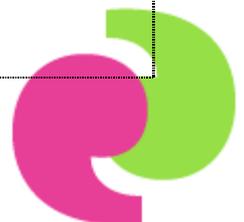
Healthwatch Kingston upon Thames

Mental Health Task Group Meeting
 Wednesday 27th May 2015 10:00am-12:00pm
 At the Kingston Quakers Centre

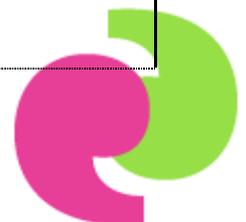
Present:

Graham Goldspring, Chair, (MH TG)	GG	Anne Mc Farlane (MH TG)	AM
Sue Ilsley (MH TG)	SI	Tony Williams (MH TG)	TW
Jo Boxer (MH TG)	JB	Mari Cameron Taber (MH TG)	MCT
Sophie Bird, HWK Community Engagement Officer	SB	Simon Montague Taylor (MH TG) MIND in Kingston	SMT
Stephen Hardisty , HWK Manager	SH	Mario Sobczak (RISE)	

ITEM	Action
<p>1. Welcome and Apologies</p> <p>GG welcomed the Mental Health Task Group members. Apology from Alan Moss.</p>	
<p>2. Notes of the last meeting and Actions</p> <p>No corrections were identified.</p> <p>Regarding the Older People Services Pilot, reported on at the last Mental Health Task Group meeting by Phyllis Prendergast Flynn; PPF notified HWK that the information regarding this Pilot will not be completed for a few months. SB will invite PPF to attend a future meeting to report on this information; PPF is to notify SB which month this will be. PPF is also to provide the statistics to prove that referrals by GPs make up over 90% of referrals to the service.</p> <p>SB sent the letter of concerns to Sylvie Ford regarding Inappropriate Referrals to the Kingston wellbeing Service report. SF provided a written response which will be discussed within the item <i>Graham Goldspring & Tony Williams to report back on their attendance at Kingston Wellbeing Partnership Board meeting.</i></p> <p>SB reported an FOI request has been sent to gain incidents reports for Tolworth Hospital, awaiting the outcomes.</p>	SB
<p>3. Mari Cameron Taber and Sue Ilsley to report back on their findings from the complaint regarding Tolworth Hospital</p> <p>SI & MCT presented suggested questions to ask at a future Enter & View visit to Tolworth Hospital. These questions were created based on the complaint received, knowledge and lived experience of Tolworth Hospital. One of the key issues identified and to be explored at the Enter & View is the lack of a formal complaints procedure, and a lack of rights of patients to be able to make a complaint with advocacy if they feel they want to. It was agreed that these questions should be sent</p>	



	<p>around the other key local MH organisations and service users groups to gain their input. Individual complaints are not to be incorporated in the design of the questions but if other organisations are aware of trends at Tolworth they can add their input to the questions. SB will send around the questions to RISE and Mental Health Parliament for their involvement. It is to be noted There were a number of FOI / questions produced by SI & MCT, it was decided that these would be FOI requests for SWLSTG, SB will submit these. It was raised that some members of the TG need to receive Enter & View training so that they are able to be part the Visit team. SB will organise Enter & View Training for SI, TW & MCT. SB will send the person whose complaint was received a letter by post, thanking him. Graham Goldspring thanked SI & MCT for their work on this.</p>	<p>SB SB SB SB SB</p>
<p>4.</p>	<p>Graham Goldspring & Tony Williams to report back on their attendance at Kingston Wellbeing Service Partnership Board meeting</p> <p>GG reported that at the meeting they were only permitted to stay for the first few items on the agenda, (service delivery plan and data performance) as the other items included confidential information regarding patients. It was raised by TW that this meeting is not necessarily a meeting which is useful for the work of the Task Group. It is better to target certain attendees of this Partnership Board, and ask them along to future meetings if specific information is needed.</p> <p>One issue which was reported on by GG is opiates use in Kingston, particularly many students from Kingston University. It was raised there is not a suitable service for this issue. Due to this they are planning to set up a clinic. It was also reported that some services would be moved to KCN and StayWell for older people and that some surgeries would have space for teams to run a service. GG asked about the issues identified in the inappropriate referrals report. This was the response;</p> <ul style="list-style-type: none"> • The age limit for CAMS varies between services – some it is 16, for others it is 18 • Mistakes are picked up and re-referred without involvement of the service user • The errors occur also because not all GPs are aware of the age boundaries for each of the services. <p>The formal response from Sylvie Ford regarding the <i>Inappropriate GP Referrals to the Kingston wellbeing Service</i> report was discussed. It included the bullet points stated above. The TG agreed that her response is not satisfactory, therefore an additional MH Sub Task Group meeting will be arranged to plan the next actions in taking the concerns forward. SI, MCT and TW stated they will be part of this sub group meeting, SH will send an invite to these Task group members, plus Alan Moss, Eleanor Levy and Graham Goldspring to schedule the meeting.</p>	<p>SH</p>



5.	<p>Simon Montague Taylor from MIND in Kingston to report feedback/ service user comments.</p> <p>SMT reported on projects and services provided by MIND and the recent work of the Kingston Mental Health Parliament. It was agreed that at future meetings SMT is to bring information on and report on 3 specific service user issues raised at the Mental Health Parliament.</p>	SMT
6.	<p>SWLSTG Discharge from secondary to Primary Care Policy Report.</p> <p>It was agreed that this is to be discussed at the next MH Task Group meeting, as there are many issues which will need to be discussed and there is not sufficient time within this meeting. SB will ensure it is on the agenda for next month.</p>	SB
7.	<p>Group to discuss findings that Kingston, Richmond & Merton are disinvesting in Mental health this year</p> <p>SI raised that the TG should find out the details of this, SH recommended the Group request a financial account from Kingston CCG to compare the levels of mental health investments this year to last years. It will also provide a break down of how money is allocated to different service areas. SH will source this information from KCCG.</p>	SH
8.	<p>Group to discuss priorities and work plan</p> <p>It was raised the profile of HWK and involvement in the MHTG needs to be raised. Other MH organisations such as RISE, MIND and the MH Parliament should be more involved and join up in the work of the TG. SH suggested HWK host an event open to all members of the public and service user groups, with a specific focus on gaining peoples involvement specifically in mental Health. The objective will be to gather views of people to find out how they would like to get involved in HWK, and identify any barriers preventing effective involvement and engagement. It will also be useful in bringing all the Kingston 3rd sector MH organisations together to ensure there is one voice which is stronger to call for service improvements.</p>	



9.

AOB

SI produced a document reporting on the future of the Organisation Kingston Eco Op which supports people with mental health and social inclusion. This report was presented at the HOP by Sue in 2014, SI reported that the issues are still ongoing, there are concerns about its future and that it still does not have social enterprise status. SI will continue to report on this situation. SB stated she is due to visit the Kingston Eco Op to plan how partnership working can be gained.

SH reported plans to hold a pilot event for mental health service users. People will be invited to a “Working lunch” to hear about the work of the MH Task Group and the role of Healthwatch. They can then contribute by having their say on how they want to be a part of the work and get involved with improving local MH services. SB and SH will let members know on a date for the event. This will be the first of similar events for other health areas.

SB/ SH

Chrissie Hitchcock, Councillor and former Mayor of Kingston sadly passed away on 25th May; The Mental Health Task Group would like to extend their deep condolences to family and friends of Chrissie.

DRAFT

