**Report of SEW Team Speaker Meeting – 9th October 2017**

**Mental Health: you can’t put a plaster on it**

The 9th October 2017 evening Speaker Meeting at the St Albans Soroptimists Club saw two presentations about mental health service coverage in Hertfordshire –

* **About the Hertfordshire Partnership University NHS Foundation Trust (HPFT)** was presented by Barry Canterford – Public Governor – Engagement Champion for HPFT
* **Service User Involvement** was presented by Leslie Billy – Chief Executive of Viewpoint

**About the Hertfordshire Partnership University NHS Foundation Trust (HPFT)**

**Barry Canterford – Public Governor – Engagement Champion for HFPT**

HFPT is a statutory organisation with 3500 staff and 49 sites that provides services in Hertfordshire, Essex, Norfolk and Buckinghamshire for people with –

Mental ill health Learning difficulties Physical ill health

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| **Its mission is…** | **Its vision is…** | **Their values are…** |
| We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well | Delivering great care, achieving great outcomes together | We are **welcoming** so you can feel *valued as an individua*lWe are **kind** so you can feel *cared for*We are **positive** so you can feel *supported and included*We are **respectful** so you can feel *listened to and heard*We are **professional** so you can feel *safe and confident* |

Access to the services is mainly via GPs but 24,709 requests for support were also made via the 24/7 Single Point of Access Helpline in 2016!

The Care Quality Commission and 2015 and 2016 National NHS Staff Surveys rated the service ‘Good’ and the top Trust for staff motivation, respectively.

In 2016, as just one evidence of its innovative capability, HPFT introduced the Mental Health Triage Scheme. The scheme helps reduce the number of people in mental health crisis from being inappropriately detained by the Police under the Mental Health Act, rather than being offered timely mental health care and treatment.

HPFT is seeking new members to help deliver its services and offers the –

* biannual Partnership Matters magazine and advance information about events and meetings
* opportunity to make a positive contribution to HPFT services, the way it is run, and to become a Governor

For more information about HPFT Barry Canterford can be contacted on 07866 801099 and barry.canterford@hpft.nhs.uk

**Service User Involvement**

**Leslie Billy – Chief Executive of Viewpoint**

Viewpoint is a Hertfordshire user involvement charity with 6 staff and 8 trustees started, by a collaboration of Local Mind Associations for people with mental health or drug and alcohol problems. It is funded by the Hertfordshire County Council Community Wellbeing Team and attracts supplementary funding from such as Lloyds TSB Foundation, Box Moor Trust, Christopher Laing Foundation (and SIStA!). It works closely with its stakeholders such as local Mind organisations, Guideposts, Turning Point, Change Grow Live, Spectrum.

Viewpoint encourages users of these services to make positive changes to them because –

* they are experts about their own illness and care needs
* they may have different but equally important perspectives about their illness and care
* their involvement may increase the existing limited understanding of mental distress,
* they are able to develop alternative approaches to mental health and illness
* their involvement may be therapeutic in itself
* their involvement may encourage greater social inclusion of people with mental health illnesses

Viewpoint helps actual mental health patients overcome the many barriers to becoming involved in mental health service design and delivery, by encouraging them to comment in a safe, non-judgmental environment on such as their –

* positive/negative care and treatment experiences
* lack of or abundant trust in the policy aims of mental health service provision

Viewpoint considers the best way to secure involvement from individual users by asking what –

* stage in the involvement process should it try to secure the contribution of an individual user
* level of involvement does it want from a particular user
* reasons might prevent the user from becoming involved
* is the scope for actioning any changes to service design or delivery this user might suggest
* time and resources need to be allocated to a particular user to secure their involvement
* etc

For more information about Viewpoint Leslie Billy can be contacted on 01707 386136 and leslie@hertsviewpoint.co.uk