

Coventry Mental Health Partnership – Open Forum Meeting

9th January 2013, The Pod, Lamb Street, Coventry.

Facilitated by Andy Collis and June Cooley (Coventry AIMHS and Coventry Carer's Centre – User and Carer Involvement Services Representatives).

24 Attendees: Carers, Service Users and professionals representing various local providers and organisations in Coventry.

3 Apologies

The previous minutes were agreed as a true record.

June welcomed everyone.

Matters Arising

June asked if anyone had the opportunity to look at the Partnership Trust's website <http://www.covwarkpt.nhs.uk> and give any comments to Andy or June as requested by Ian Andrew, Head of Communications and Marketing of the Trust.

Excellent feedback was given about the Mind and Body Service who attended the last meeting.

The group would like to invite a GP who is involved in Clinical Commissioning Group to a future forum. Andy or June to action. Linda Onerhime will ask Esther Peapell regarding inviting a GP. A discussion arose about the accountability of CCG's.

Suggestions for the March forum included somebody to talk about the changes that will be occurring to Welfare benefits.

Guest Speakers: Linda Onerhime, Communication and Engagement Communicator for the Public, Patient and Engagement Team.

Linda explained the Public, Patient and Engagement Team looks to involve the public to get positive or negative feedback from the public about the services they are receiving. The team visits communities and places such as forums to get feedback and to listen to people, to involve and empower people so they can contribute to the health care services they are getting. You can also be involved by taking part in consultations which are currently on the NHS Coventry website but in future they will be on the Coventry and Rugby CCG's website. You can also be involved by being on your GPs' Patient Panel.

The feedback is reported back to the Clinical Commissioning Groups (CCGs), which are being introduced in April 2013 to replace Primary Care Trusts. There will be 3 CCGs so in Coventry & Warwickshire: Coventry & Rugby CCG, South Warwickshire CCG & Warwickshire North CCG.

All GP practices will belong to a CCG and the CCGs will commission most of the health services on behalf of patients including mental health and learning disability services.

It was raised that as a group that we should be included at the start of any consultation process instead of being consulted at the end as this appears to be tokenistic. Also, if there was anybody on the CCGs that represented mental health carers and user groups?

It was asked if PALS will be transferred to Healthwatch. Coventry City Council is holding Healthwatch Coventry Consultation which finishes on the 8th March. You can complete an online survey at: www.coventry.gov.uk/healthwatchcoventry .

NHS 111 service

Linda explained that the NHS 111 is a new service replacing NHS Direct, which is being introduced nationally by April 2013, will make it easier for you to access local NHS healthcare services. You can call 111 when you need medical advice fast but it's not a 999 emergency service. NHS 111 will be available 24 hours a day, 365 days a year. Calls will be free from landlines and mobile phones charged a penny.

For less urgent health needs, you can still contact your GP or local pharmacist in the usual way. **For immediate, life-threatening emergencies, continue to call 999.**

The NHS 111 service will be staffed by a team of fully trained advisers, supported by experienced nurses. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. If it is decided that you require an ambulance, one would be sent just as quickly as if you had dialled 999.

A number of questions were raised:

Can you ring on behalf of somebody else?

Will the service be available in different languages and formats?

Will the service still be able to send a GP to your home?

Linda said she would refer all comments and questions from today's meeting back to Esther Peapell, Head of Public and Patient Engagement and also the head of communications for the 111 service and then email the answers back to JC. JC suggested that someone from the 111 service could attend the group to answer questions about the service from a mental health perspective.

*Please note for mental health enquiries, you are still able to call the Mental Health Helpline on 0800 616 171

Donna Hinkson, People Point

People Point is based at the Koco Building, they run a volunteer, drop-in Benefits service in the Koco Building, every Friday during school term, 1.00pm – 4.00pm. Help can be given with e.g. DLA, ESA or housing benefit forms. People Point has just received funding for 'A Healthy Journey' which is a membership club based at the Koco Building. You can join in activities such as drumming, mindfulness, and exercise sessions. For more information please contact Donna on 07772945524.

AOB

Concerns were raised regarding the future of the Mental Health Open Forum as the group had not heard about future funding yet. Andy and June to confirm with John Brady.

AC said that AIMHS is running some free learning opportunity sessions, including confidence and assertiveness skills at the Koco Building. The courses are open to anybody who is unwaged. For more information please contact 024 7667 0606.

Coventry and Warwickshire PT are currently discussing expanding the current day provision to include older adults, current discussion includes the possibility of moving Willow View day provision back to the Caludon Centre. This is to be confirmed, AC to update at next meeting.

JC warned of several scam alerts in the city. For more information please visit:

www.coventry.gov.uk/scams.

**Date of next meeting: Wednesday 13th March 2013 at The Pod, 1a Lamb Street
Meeting Commences at 12.30pm until 2.30pm**