



Tell Me Your Story – a discovery event

Voluntary, Community & Social Enterprise organisations (VCSE)



Help us design ways to really understand what matters most to people and their carers who use our local Portsmouth community mental health services

Background

- We want to make it easier for people with lived experience (PLE) of mental health issues and carers to access mental health care in the city.
- We believe it could be simpler, smarter, and more joined-up, so that there is 'no wrong door' for getting support.
- We know we need the help of our local community, and we want to make sure everyone has an opportunity to get involved and help us to make a positive difference.
- We are asking people with lived experience, carers and any residents with an interest to come along to one of our discovery events, or to get in touch, to let us know what they think of the current community mental health services and how they would like to work with us in designing and making improvements to future services.

Discovery event feedback - 4 August 2021

This was our second discovery event and the session was for Voluntary, Community & Social Enterprise organisations. The event was very well attended, we split everyone into smaller groups so that partners had more time to discuss the two questions posed below:

What matters most to you about community Mental Health Services in Portsmouth?

Access	People can't access help or support when in crisis or don't fit into any other part of the system. Gap between primary and secondary MH services, too unwell for Talking Change, not unwell enough for the Assessment to Intervention/Community Mental Health Teams. Can't get past the GP receptionist.
Communication/language	Need to think about the language we use, some of the terminology, acronyms do not mean anything to people not working within the services.
Data sharing/support for VCSE	Voluntary, Community & Social Enterprise counsellors supporting people with complex needs when they should be supported by NHS Mental Health services, however, referrals get bounced back due to not being deemed an equal partner nor trusted when asking for support. Statutory agencies not sharing information with the voluntary sector. "Do they think we don't understand data protection or client confidentiality?"

How would you like us to share your views and work with us to improve community mental health services in the city?

Re-establish partnership meetings

More live informal events - i.e, Provider Alliance for VCSE - meet regularly to network, get to know each other's services, discuss specific issues

Develop a 'Who's Who' of services so everyone knows how to access services

Happy to attend meetings to help with information sharing

Feedback fortnight - we agree what we want to address then ask the same questions across the service to get a mix of information. Provides a very targeted approach and all staff ask the same questions

Using as many different ways to enable people to get their views - needs to be a strong mix of options

Doesn't have to be an event - conversations across the local areas throughout the city

Funding/resources to enable troupe of advocates to take this forward

Next Steps

- Map what services are currently available
- Identify the gaps
- Review pathways and policies
- Collate feedback from the discovery events
- Organise further events and keep everyone updated via multiple methods of communication
- Consider setting up partnership and sharing meetings now – use every opportunity
- Assess what training people need to take this forward



We will contact everyone who kindly attended today and other community groups within the city so they can get in touch if they have any additional comments, suggestions to make and would like to be involved in the next steps.

Please email us at CMHFPortsmouth@Portsmouthcc.gov.uk with your ideas

Making a Difference Together