



## Tell Me Your Story – a discovery event Carers/people with lived experience/VCSE/partners



**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 - 26 August 2021

This was our third event giving those who had been unable to come to previous sessions the opportunity to attend. People with lived experience, carers, voluntary, community & social enterprise organisations and partners were invited. The session was very well attended so to ensure everyone had an opportunity to contribute, we split into groups and posed the two questions below:

#### What matters most to you about community mental health services in Portsmouth?

<b>Access</b>	First port of call for access to mental health services is the GP, it's very difficult to get through to a GP, especially due to COVID-19, so here is the first barrier. Why not let people get straight through to the service they need? "No closed door rather than no wrong door!"
<b>Communication/language</b>	Communication is an issue. Services need to talk to each other and work together to reduce duplication and delays.
<b>Data sharing/support for VCSE</b>	Negative judgements between staff groups - examples given; ward staff not validating substance misuse staff as fellow professionals and equal partners in supporting the client's recovery journey. Not seen as an expert to work alongside and learn from.



# **Making a Difference Together**