**Minutes from the North Kent Patient Consultative Committee held on Wednesday, 4 March 2020 from 11am to 1pm in Meeting Room 01, St Michaels House, Sittingbourne**

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| **Members:** |

Nick Dent (ND) Patient Experience Team Manager (Chair)

Lesley Taylor Commissioning Project Manager, NHS Swale and NHS Dartford

Alison Farthing (AF) Clinical Service Manager for Crisis resolution and home treatment (CRHT) North Kent

David Hough (DH) Swale User Representation Forum (SURF)

Louis Coelho (LC) Carer / Carers First / ADSS / Carers UK

Brian Clark (BC) Carer

Rita Daisy (RD) Service User

Kamila Lobuzinska (KL) Patient Engagement Coordinator (notes)

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| **Apologies:** |

Bobbie Taiano Team Lead (Medway), Carers First

Sarah Hodge Locality Manager, Medway Community Mental Health Service

Steve Armitstead (SA) Engagement Worker, User Voice, MEGAN CIC

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| **Reference:                   Agenda item:** |

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| **NKPCC 19/20-59 Welcome, Introductions and apologies** |

59.1 ND welcomed members of the meeting; apologies for absence were received and noted as above

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| **NKPCC 19/20-60 Minutes of the previous meeting** |

60.1    The minutes of the last meeting were agreed as an accurate record of the meeting

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| **NKPCC 19/20-61 Matters Arising and Outstanding Actions from the Last Meeting** |

61.1 Outstanding actions from the previous meeting:

* NKPCC 19/20-54 North Kent Mind (NKM) run open sessions and they have people walking there with no risk assessment; the need to provide the risk assessment should be uniform across KMPT; NKMs contact details shared with Prosper Mafu (PM), Head of Service Community West and North – completed
* NKPCC 19/20-54 West Kent Mind (WKM) talked about people in real crisis, suicidal, coming to their service; PM and WKM to speak about this outside of this meeting; contact details shared – completed
* NKPCC 19/20-57 BC asked about the Frank Lloyd Unit which will be closed in a few weeks; ND advised that the Frank Lloyd unit is now closed; the trust as a provider to the Commissioning Clinical Group (CCG) for this service held a staff consultation; the relatives of patients that were in the Frank Lloyd unit were kept up to date with information about the changes; BC mentioned a letter from the CCG stating that there are no people from out of area from Older Adults Care Group; BC was invited to attend the East Kent Patient Consultative Committee as a representative from the service will be discussing the plans – completed

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| **NKPCC 19/20-62 Crisis Team update** |

62.1 An update was given by AF

* BC raised an issue about people contacting the Crisis team and being unable to get through; AF mentioned problem with the phone lines in the Crisis team in Medway (when staff are on the phone and another person is trying to call, the ring is still happening, no indication that the line is busy ); they are having discussions about a call waiting system; it was commented that people also could be given some alternative numbers
* LT mentioned 111 availability; there will be Mental Health advisers in 111 from April 2020; SHOUT – 85258 – this is a nationally funded de-escalation service for all ages (launched by Prince William and funded with other partners by the Royal Foundation; their website is www.giveusashout.org)
* BC talked about the stock answers and coping strategies suggested to patients e.g. take a bath
* AF advised there was transformation work going on, including the crisis team to improve patient experience; they are considering changing their name (workshops are happening, one of the names suggested was Urgent Assessment and Home Treatment Team); they take on board people’s complaints; this service is providing an alternative to being admitted to hospital
* BC is involved in the ‘Menu of Interventions’ (this sets out the main treatments and therapies that might be offered for particular conditions, depending on individual circumstances and preferences) in the Acute Care Group
* ND recognised that some people’s experience was negative but the Trust is also receiving many compliments about the service and their offer; AF added that the Crisis team work hard to support people who are in the hospital, and they appreciate any feedback
* BC and DH were in favour of a queue system on the Crisis team phone line as people have a choice, and the message could state that at present the team is occupied and a person would be contacted in xxx minutes
* AF advised that 90% of time there is someone in the office; some calls can be longer and people are on hold; that’s the reason why the crisis part of their name needs to be removed;
* LT advised that 111 is there to bridge the gap; if people are unable to access the Crisis team then a 111 Mental Health advisor may help to de-escalate a crisis or refer them to the right support
* BC asked if 111 has access to RiO; LT, no, it will be for urgent support, and they would do a risk assessment at the time of a call; 111 is for the general public seeking help; clarification received that patients known to KMPT services should access the Crisis team initially

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| **NKPCC 19/20-63 Guest speaker** |

63.1 An update was given by LT, Lesley Taylor Commissioning Project Manager (Integrated Team)

* From 1 April 2020 eight Clinical Commissioning Groups (CCGs) are coming together in to Kent and Medway CCG; there will have just one governance structure
* Mental health perspective: mental health support teams in schools, mostly therapeutic interventions not clinical; they work closely with Child & Adolescent Mental Health Services
* Extension of the self-harm pilot by Medway Council (there is a website dedicated to this topic and a specific counselling service - Alumina for 14 – 19years https://www.selfharm.co.uk/)
* They are signed up for Mental Health Sustainable Transformation Partnership which is overarching support for mental health
* Work around s136 and access to beds; working in partnership with KMPT; and work on physical checks for mental health patients
* NHS Long term plan discussed; **action LT** to share that document with the group
* The Rosewood Mother and Baby Unit, Dartford won CSJ; they are going through a third way of funding and they will be working in local maternity service, outreach work; they were also successful in application on winning the RHS Garden for Friendship
* LT mentioned their gap in engaging younger service users; they are shaping that service at the moment, they want a service user to be involved, ND advised that he is happy to liaise with Early Intervention in Psychosis team about it

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| **NKPCC 19/20-64 Members reports** |

64.1 RD mentioned that the next MEGAN CIC engagement event is on Tuesday, 10 March; ND added that Prosper Mafu is attending to talk about the move to the Medway hub

64.2 BC rehearsed his concerns about the closure of Fran Lloyd Unit, there was no consultation with a local community; LT advised that at the Local Mental Health Network a letter was read out from KMPT which talked about local consultations; this letter was circulated to members

64.3 LC mentioned the Time to Talk event organised by the Patient Experience on 6 February, it was a very interactive discussion; he volunteers for 15 steps challenge and he encouraged people to participate; LC is involved with the Trust but also in his local community

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| **NKPCC 19/20-65 Statutory reports** |

None

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| **NKPCC 19/20-66 AOB** |

66.1 ND advises that the next Co-production network meeting is on Monday, 9 March; James Osborne, Lead for Personality Disorder Care pathway is coming to provide a feedback from consultations (Personality Disorder - Inspiring Change and Transforming Attitudes Workshop on 7 January 2020); ND reiterated his ambition to video link Maidstone and Canterbury for the evening meeting for carers

66.2 LT met the Health and Wellbeing Officer at Swale Borough Council, Jennifer Kenningham and she suggested sharing our engagement activities with her; **action**

66.3 BC asked how many acute beds the Trust have at the moment, bearing in mind that it should be 174 (without PICU); **action ND** to provide this information for the next meeting

66.4 BC had some concern about Safe Havens being open from 6 to 11pm; not a lot of time, and more troubles start after 11pm; ND explained that Safe havens are evidence based, police have direct contact details to mental health services

66.5 Participation and Involvement strategy mentioned; LC and DH are on the working group; the group is now in process of getting the Executive assurance support and the document will be published soon

66.6 LC expressed his appreciation of the services provided by the Patient Experience Team with whom he is in the seventh of involvement with so many different aspects of KMPT and the knowledge and experience he has gleaned from his involvement therefrom which he has been able to share in his community and support groups to which he belongs.

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| **NKPCC 19/20-67 Date of the next meeting** |

67.1 Please note that face to face meeting will not be held until the current contact restrictions have been lifted. For more information please contact kmpt.patient.experience@nhs.net