

Senate Council 19 November 2015

As Seen Through the Experience of Service Users and their Family/Carers, is the Current Provision of Mental Health Services and their Configuration Appropriate?  
How and Where should Services be Best Accessed for early Help, Ongoing Support and in Crises, and what Changes would the Senate, therefore, Recommend?

# SW Clinical Senate Citizens' Assembly Response

## Sources

- Survey Monkey 2015 – 194 responses
- HealthWatch Devon i) Survey 2015 - 163 responses, plus specific responses from young people
- ii) Devon MH Joint Commissioning Strategy Consultation 2013
- HealthWatch Torbay i) Public Event 2015 (over 900 attendees) ii) Young People's Consultation 2013
- South Glos Mental Health Strategy Consultation 2014

# Headlines

- MH Services in the South West are overstretched and under resourced
- Overall rating of MH services: Positive 30%, Negative 70%
- Accessible/nearby MH facility: Yes 74%, No 26% (50% positive, 50% negative about these facilities)
- Lack of access to timely services/long waiting lists is a concern
- Lack of good information about support services
- MH Services for children and young people are of concern to a significant number of respondents

## Key Issues

- Budgets appear to be swallowed up resourcing the needs of people with serious MH problems
- The needs of people with less serious MH problems are not consistently met in a timely way
- Services appear to be designed to reduce demand rather than meet need
- Support and preventative services seem to be reducing
- Joined-up planning and communication between stakeholders is not always evident
- Follow-up/review of patients' pathways is inconsistent
- School teachers need education about MH problems for young people
- Some GPs and health professionals have insufficient knowledge of MH issues and services

## What People Would Like

- Involve people with MH problems/their carers in service planning and delivery
- Better access for people living in rural areas
- Reduce the stigma of having MH problems (particularly young people)
- Be treated with respect by being listened to, with patients/carers working with professionals
- No reduction of support /preventative services
- More support and information for carers
- Have more MH service links to e.g. maternity services, prisons, women's refuges, drug and alcohol services
- Better communication between all relevant stakeholders