

## Mood, Anxiety & Personality Disorder services

July 2014

**Who are we?** We are a group of around 18 people with a special interest in mental health services for people with mood, anxiety and personality disorders. We are interested because we have direct experience of using these types of services or of supporting someone who does. We meet monthly and work with managers and clinicians to keep the views of service users & carers at the heart of all service developments and improvements. Here is our July summary:

### Who was at the July meeting?

12 of us were at the June meeting, plus the Patient & Public Involvement Lead, and the Clinical Governance Project Officer.

### Improving reception areas

In the autumn, we will return to check the reception areas of the community buildings. This follows our earlier work which highlighted how patient experience could be improved. We were pleased to hear how new flooring and chairs in a Southwark Community mental health centre had been noticed. As well as the physical environment, we will be observing how receptionists interact with service users and carers.

### Being discharged ..

Following our work on the discharge process, everyone should be given a document that outlines the next steps in their care or treatment. This will help maintain good communication with GP's if people no longer need mental health services. We will check that this is happening in the Autumn.

### What is important to check on?



We are keen to find out more about how carers are supported through 'carers assessments'.

We are also interested in the extent to which people are involved in decisions about which type of psychological therapy they are offered. We will suggest that some specific questions about this are added to a satisfaction questionnaire to explore this.



### Information about the different types of psychological therapies

A group of us have reviewed leaflets about the different types of psychological therapy to make sure that they are easy to read, and cover what a service user might want to know.

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### *St.Thomas' A&E supporting people with mental health problems*

Five of us have spoken to staff at St.Thomas' about what it is like going to A&E in a mental health crisis. We hope that our views will help the hospital develop an approach that is sensitive to the needs of people with mental health problems.

### *Personality disorder services*

Members of our group continue to be involved in developing personality disorder services. Following the large public meeting in May an information sheet and report has been produced. There will be some more workshops for staff and service users in the autumn and some work to understand the perspective & needs of carers & family members. Over the summer we will work with Dr.Steve Miller to develop some 'patient defined outcomes' - (things that are important to patients in terms of noticing improvements.)



### *Anxiety disorders*

We will be working with clinicians and managers on improvements to services for anxiety disorders. This will include work on services for trauma. We are particularly interested in how people are assessed for trauma and linked with appropriate psychological therapy services.

### *Changes to community mental health services in Southwark*

Staff have been talking to service users and carers in Southwark the 'adult mental health model'. This is where more emphasis is placed on keeping people well and being able to respond quickly to prevent people needing to go to hospital. This model is already happening in Lewisham and Lambeth. One of our members is participating in a group to make sure that the success of this new way of working is measured properly.

### *Improving first contact with mental health services*

There is some specific work happening around the existing 'assessment & treatment teams' in community mental health centres. Members of our group took part in a workshop with staff about this. We raised the importance of good information about services available and good communication between mental health services and GP's.

*What do you think? We  
would love to hear your  
views and ideas.*