

# what would you do?

It's your NHS. Have your say.



## NHS Long Term Plan

## PFG Focus Group

16 April 2019

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# 1 Introduction

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## 1.1 Description of the focus group/engagement activity

Group Name: PFG Doncaster

Short description: A group of adults ranging across all ages who meet together for the purposes of Peer Support around mental health.

Session facilitated by:

Jill Telford, Engagement Team Manager Healthwatch Doncaster

Sandie Hodson Engagement Team Officer

## 1.2 Acknowledgements

Healthwatch Doncaster would like to thank the group for inviting us to talk to them about The Long Term Plan

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# 2 What was the purpose of the activity/session?

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## 2.1 Purpose

In sharing the Commitments and focus of the NHS Long Term Plan our aim was to stimulate conversations from the general public to gain their view and opinions. We want to involve a diverse group of people some with extensive use of health services to engage in conversations about the NHS Long Term Plan and this group are always keen to share their views.

## 2.2 What did you do?

The team had met and considered what would be the best approach when engaging with groups about the NHS Long Term Plan. The desired outcomes would be for us to gain feedback on the content of the Plan and felt that we needed to be conscious of our style if we were to achieve contributions from any groups. The opinion was that for many groups the formal survey would not

get their attention and we had to think about our delivery very carefully. Team members worked in partnership to interpret the survey and create resources to assist in our delivery. Efforts were made to aid the facilitators to deliver a succinct summary of the points made in the document to encourage discussion. We developed a Power point presentation that we felt might be appropriate for some sessions however, we felt that in the majority of the sessions we should use the laminated slides from the Power point as crib sheets to achieve the most effective approach.

## 2.3 Results of the activity/session(s)

### Feedback from people who took part

- The group were unanimous in their support for the development and provision of 24-hour crisis services being widely available.
- They were also in full agreement about the need for the creation of mental health support teams in schools and colleges. Relating the lack of mental health support in their formative years to the issues, they face as adults. With one participant stating “I wish they had these in place when I was at school.”
- None of the group felt that they could get their own support to stay healthy.
- Fifty percent, of the group felt that could get support from their community (in this case the group) and the remaining participants did not comment.
- Only four of the group felt that their family and friends could support them with their mental and physical health, as in most cases their family have mental health issues themselves.
- When discussing working in partnership with GP’s and other health professionals the entire group felt supported around their physical health. All participants except one said that they did not feel fully supported by their GP and other health professionals around their mental health.
- The group felt that a review of waiting time targets would be beneficial particularly for mental health issues as these could often need immediate professional intervention.
- The group felt strongly that there should be a more “joined up” approach to an individual’s physical and mental health, as their experience of services at present is that they are passed between physical and psychological services.
- In relation to inpatients services for people with mental health problems they had a number of concerns:
  - Restricted visiting times do not help the person’s recovery.
  - More nurses are required to provide appropriate support.
  - Equipment available on the ward e.g TVs, Pool tables often in a state of disrepair or things missing.
  - Attitudes of staff is poor and privacy and dignity is not often respected.

- There were a number of issues discussed around caring for someone with a mental health issue, these included:
  - the lack of support for carers once a person reaches the age of 65 (mental health service users move into older people's services at this age)
  - the lack of respite for carers, lack of support for carers particularly emotional support.
  - Support for young carers although welcome can sometimes increase the stigma around caring. The group suggested that a peer approach to support for young carers might provide a better alternative than the current offer.

#### Specific comments from the group:

- "I was told I had been in services too long and could no longer access them, they said that I needed to go into crisis before I could access them again."
- "You need support at home when you feel too depressed to go out."
- "Personal health budgets for mental health are not available in Doncaster."
- "Social Prescribing needs to work on the model that Rotherham has adopted where the funding goes to the person not the organisation."
- "Removing Day rooms with TVs was the worst thing to do, people were able to mix with other people and it helped their recovery"
- "Discharge planning should be improved, it is no good discharging someone who does not have any food in their cupboards"

## 2.4 Conclusion

- Participants felt that training is required for staff to enable services around physical and mental health to work more cohesively. The service user experience currently is that professionals "clash" over issues relating to an individual's care. The participants felt that this led to a poorer experience for them as service users.
- In relation to in-patient experience, the group felt that improvements to the in-patient environment were needed for example around opportunities for activities to occupy them. In addition, that discharge procedures need to be improved to ensure that anyone being discharged after an in-patient stay is given the support they need around accommodation etc. to ensure that their mental health does not deteriorate.
- The group welcomed the idea of increasing support in schools, as they felt that earlier intervention would lead to better outcomes for individuals.
- In relation to carers the group felt that adopting a Peer Support approach would be beneficial to those undertaking a caring role, whatever their age.

## 2.5 Data and information summary

Date of Focus Group/Engagement Session	Tuesday 16 April 2019 Tuesday 16 March
Group name	People Focused Group (PFG)
Description of the group or session	Regular Peer Support session
Life stage – (Starting Well, Living Well, Ageing Well)	Living Well, Ageing Well
No. of attendees	18
Theme area (Mental Wellbeing, Choice and Control and Independence, Care near where you live)	The group have a focus on Mental Wellbeing due to their specific remit in supporting people with Mental Health issues
Was it a condition specific session – if so please identify the specific condition	The session was facilitated to discuss aspects of the Long Term Plan however with the intention of allowing the group to focus on specific topics of their choice
What were the key outcomes	<p>The group feel there should be a more joined up approach to their physical and mental health and wellbeing.</p> <p>The group feel families have little resource in being able to provide appropriate support and need help to do so</p> <p>Staff need more training to support people with mental health issues</p> <p>Improvement to in patient areas are required.</p> <p>Young people need more help which will prevent issues in later life.</p>