

**Mental Health Partnership Board – Service User and Carers Priority Workplan 2014-1015**

<b>Issue</b>	<b>Actions</b>	<b>Service User Workshop Outcomes</b>	<b>Department of Health National Strategy</b>	<b>MH Partnership Board</b>	<b>Work led by</b>
<p>To understand better how Mental Health Service Users and Carers access information around benefits and develop mechanisms to support them.</p>	<p>1. Be briefed on benefits support offered by Bucks CC and Department of Work and Pensions including background, funding, training, communication and developments going forward in light of changes to benefits.</p> <p>2. Look at potential for developing volunteer advisors within voluntary sector (including development and training and re-imburement of expenses) to support work of Bucks CC and Department of Work and Pensions.</p> <p>3. See if Service Users can be involved in delivery of training to support training of front line staff and provide a real life perspective.</p>	<p>Provision meeting demand.</p> <p>Working together to improve services</p> <p>Feedback from the top</p> <p>Service User and Carer Experience used in education and training</p>	<p>We will develop new approaches to help people with Mental Health Problems who are unemployed to move into work and seek to support them during periods when they are unable to work (p32).</p>	<p>That people in receipt of benefits are supported and assisted where needed through changes that are taking place with the benefit system.</p>	<p>SUCO</p>

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To provide an up to date directory detailing the range of statutory and voluntary services available to Mental Health Service Users and Carers within Buckinghamshire	<ol style="list-style-type: none"> <li>1. To undertake a mapping exercise to identify range of services.</li> <li>2. Bring information together in a user friendly directory.</li> <li>3. Seek small pot of funding to publish and promote directory (i.e to CPWs, GP Surgeries, Voluntary Organisations and libraries).</li> <li>4. Identify where gaps exist and work with Voluntary Sector and Community Links Officers to see where new or additional services could be developed.</li> </ol>	<p>Linked up services</p> <p>Provision meeting demand Signposting for carers and families.</p> <p>Educate about available services</p>	<p>We will lead an information revolution around mental health and wellbeing (p11). Integrated approaches to local commissioning also have an important role to play in promoting mental wellbeing as part of the local Health and Wellbeing Strategy (P10.)</p>	<p>That people accessing Mental Health services are given information about what they can expect to receive.</p>	<p>Carers Bucks Bucks Mind Wycombe Mind</p>
To understand better the changes and challenges to statutory service provision for Mental Health Service Users and Carers	<ol style="list-style-type: none"> <li>1. Be briefed on statutory services and pathways currently available, where developments, changes and challenges will be in the light of the Care Bill and the National Strategy for Mental Health.</li> <li>2. Feedback information to own networks and groups.</li> </ol>	<p>Action/Feedback from the top.</p> <p>Signposting</p> <p>Whole picture</p>	<p>Integrating physical and mental healthcare (p19-26)</p>	<p>That people accessing Mental Health services are given information about what they can expect to receive</p>	<p>SUCO</p>

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<p>To look at how Service Users and Carers access Services and provide advice and information.</p>	<p>1. Develop proposal for Healthwatch Bucks to develop and deliver workshops throughout Buckinghamshire around pathways for accessing services.</p> <p>2. As part of the workshops provide advice to participants</p> <p>3. As part of the workshops hear and document service users and carers experiences and feed that evidence back to Statutory Authorities to help shape thinking and commissioning.</p>	<p>Quicker access and simpler referrals.</p> <p>Linked up services.</p> <p>Provision meeting demand.</p> <p>Working together to improve services</p> <p>Signposting</p> <p>Service User and Carer Experiences</p>	<p>High quality mental health services with an emphasis on recovery should be commissioned in all areas reflecting on local need (P10).</p> <p>Adults will be given the right to make choices about the mental health care they receive (p16)</p> <p>We will use the friends and family tree to allow all patients to comment on their experience of mental health services (p17).</p> <p>Carers will be better supported and more closely involved in decisions about mental health service provision (P19).</p> <p>Mental healthcare and physical healthcare will be better integrated at every level (P20)</p>	<p>That people accessing Mental Health services are given information about what they can expect to receive</p>	<p>Bucks Mind Wycombe Mind Wycombe Mind Peer Advocates</p>