

Healthwatch Worcestershire
Board Meeting in Public 26 November 2014
Mental Health Business Priority Update.

1. Mental Health Services in Primary Care and particularly services for those with a mental health crisis is a business priority for Healthwatch Worcestershire.

Identified as a consequence of the patient/service user/carers experience reported to Healthwatch Worcestershire during first year of operation, and those reports continue.

NB No specific patient/service user/carer reports reference mental health liaison service.

2. Patients/service users' experiences are corroborated by enquiries Healthwatch Worcestershire has made with the Local Medical Committee.
3. In summary, analysis of patient/service user/carers experiences one there appear to be issues with:
 - Availability of 'talking' therapies
 - Re-accessing services once discharged
 - Out of hours crisis support
 - Suitable places of safety for Children & Young People.
 - Capacity

4. Healthwatch Worcestershire recognises this service area is complex:

Action to date:

- Initiated enquiries with GPs and WH&CT as service providers.
- Mapping exiting services and pathways
- Comparison of services with NICE guidelines
- Establishing a Task & Finish Group.

- **Report to Health Overview & Scrutiny Committee
5 November 2014.**

5. Initial Observations

- **Existence of 24/7 helpline**
- **Local support groups (VCS) appear to have closed**
- **Adequacy of advice & information**