



**HEALTH AND WELLBEING BOARD**  
**19th March 2020**

Report sponsor: Steve Studham, Chair,  
Healthwatch Derby  
Report author: James Moore, CEO,  
Healthwatch Derby

# **ITEM 06**

## **Derby's Mental Health and Crisis Support Services Report**

### **Purpose**

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of Healthwatch's recent report on Derby's Mental Health and Crisis Support Services Report.
- 1.2 The aims of the report undertaken by Healthwatch were to consider:
  - To gain peoples experiences about using different mental health services
  - To gain peoples experiences of mental health crisis support services
  - To find If they knew what to do or where to get information about what to do in a crisis before it happened
  - To see what services they used and what was their experiences of these services during and after a mental health crisis
  - To understand what they thought worked well and what could be improved with mental health and crisis support services
  - How people would rate mental health services and crisis support services
  - To help inform the HWBB of service quality.

### **Recommendation**

- 2.1 To consider the content of the report and the key messages within it.

### **Reason(s)**

- 3.1 To ensure that the HWB is aware of the quality of the provision of mental health within the city. This supports the HWB in its role in improving the health and wellbeing of the local population.

## **Supporting information**

- 4.1 This report has shown that many different services can be involved with someone's care and that there can be many complexities involved on an individual level and pathways are not always clear or straight forward. From looking at the "Key Messages" within this report, it is important that:
- Communication is clear
  - Pathways are easy to understand and to follow
  - Capacity needs improving to reduce waiting times to – assessments, services and follow ups.
  - GPs need more training and support in regards to mental health and pathways.
- 4.2 The main areas that people said worked well were:
- Support
  - Staff.
- 4.3 The main aspects of services that people said they would like to see improvements in were:
- More services and resources
  - Access to services and waiting times
  - Education and Information
  - Assessment, treatments plans and care
  - Communication.

## **Public/stakeholder engagement**

- 5.1 Healthwatch Derby created a survey to complete with service users, this survey was also available to complete on-line.
- 5.2 Healthwatch Derby conducted outreaches across the service areas.

## **Other options**

- 6.1 N/A

## **Financial and value for money issues**

7.1 None

## **Legal implications**

8.1 None

## **Other significant implications**

9.1 none

**This report has been approved by the following people:**

<b>Role</b>	<b>Name</b>	<b>Date of sign-off</b>
<b>Legal</b>		
<b>Finance</b>		
<b>Service Director(s)</b>		
<b>Report sponsor</b>	Steve Studham – Chair, Healthwatch Derby	11.03.20
<b>Other(s)</b>		