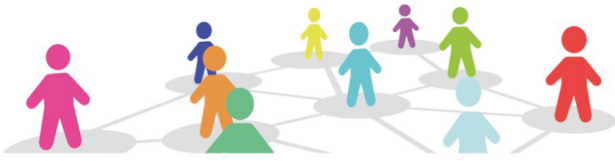


## Community Connections Surrey



# Table Discussion Feedback

## Joint Independent Mental Health Network and Community Connections Surrey Event 2018

These results pick out the key themes identified from the feedback. If you would like the full transcript, please contact:

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## We Asked:

Please give examples about any gaps in mental health services that you have experienced.

## You Said:

The main themes from the responses were:

### GPs

- GPs provide poor mental health guidance and advice. They do not know where to refer to and do not know how to refer for homelessness.
- There should be more communication and marketing materials available in GP waiting areas i.e. screens, posters / leaflets.

### Crisis

- Not enough Safe Havens across the County and no daytime crisis management available.

### Too many services

- Services should be more integrated and there should be an information database with all the relevant services.
- Too many services and confusing to know who does what.
- Fragmented Recovery College assessment, admissions, locations and limited courses.

### More specific Groups

- Difficult to get mental health support for people with learning disabilities.
- More Cognitive Behaviour Therapy groups should be made available.
- Services should still be made available to complex, difficult clients who get banned from other services.
- More drop in centres for families needed.

### Young people and Transitions

- There are gaps in child mental health services, the transition from child to adult services is not a smooth process and a whole family approach is needed.

### Joined up services

- People with severe mental health are spending too long in institutional care, they are not being supported when leaving hospital. There is a big gap between recovered and in crisis - not enough in between services.
- No acute service in Epsom.
- Long waiting lists.
- Adult Social Care doesn't come across as part of the pathway.
- Gap in alcohol services and mental health.

## We Asked:

### What do you think about referrals between services?

## You Said:

The main themes from the responses were:

### Process

- Lack of awareness about the self referral process and we should not expect people to be capable of self referring - more support required from other services to help people refer into services.
- Poor discharge procedure from CMHRS and there is not enough after care support in place within the community for services users, families and carers.
- There is a lack of joint records between services. Service users having to repeat their story. Assessments are not being shared between clients, GPs and onward referrals.
- No guidance or forward referral for people who don't meet criteria.

### GDPR

- GDPR has hindered the referral service and it is hard to get feedback if you have made a referral for someone.

### IAPT

- IAPT do not refer onwards and there needs to be a specific pathway for people with autism as they get passed between IAPT and CMHRS.