**Minutes of the Thurrock Mental Health   
Service User & Carer Forum   
Monday 13th October 2014, 2pm to 4pm   
The Beehive, West Street, Grays**

**Attendees:** David Rundell, Toni Saliba, Abigail Franks, Belinda Robinson, Sophie Connor, C Caine, S Benson, C Walpole, Molly Sage, T Walpole, D Myatt, L Walpole, Maureen Price, Sheila Auger, Anthony Auger, Marie Budge, Jacquie Webster, Ian Evans, Alison Pettit, Suzie Mankivell, Catherine Wilson, Leroy Richards, Jane Itangata, Michelle Dawson, Robin Murray-Neill

1. **Welcome & Introductions**

Introduction by Ian Evans

1. **Presentation from Robin Murray-Neill ( Mental Health Advisor, Personal Health Budgets Delivery Team, NHS England )**

A copy of Robin’s presentation is available from Ian Evans, if you have any questions about the presentation you can contact Robin or Ian

1. **Break**
2. **Q & A and discussion on Personal Health Budgets in Thurrock (Questions from Service Users )**

**Q1.** Toni – are people expected to be recovered in 6 months   
there will be two teams, if you do not get better in 6 months we will support you as long as you require. SPOC will work with you for the first 6 months then you will move on

**Q2.** Suzie – What happens in the 8 weeks   
We have support in place   
Toni – I go to a group in Grays Hall would I have to pay for this   
You should still be able to go to this group and go to MIND   
We want to increase the idea of choice   
Leta – what is the criteria

**Q5.** Leta – can it be self-referral – if you are in crisis   
not with SPOC now – you have to go to your GP   
There is no one available in Grays Hall if you are in crisis   
David – I was told there was no one to talk to at Grays Hall when I was in crisis and I went to A & E   
MIND have been told not to send clients over to Grays Hall   
Council – We will look into this and find out the answer to pass on to the group

**Q6.** Robin’s question to Ian – What would the Coalition’s response be to the **thing** that is ending at the end of November

**Q8.** What are the waiting times for GP   
Council – we will find out the information and get back to the group   
Toni - you have to have faith in your GP   
make sure the GP’s are informed and supported

**Q9.** Suzie – will advocacy be free at the first point of contact   
Council – yes

**Q10.** If you have a relapse do you have to start from the begin again   
Council – you don’t have to go back to the start if you have a relapse, we need feedback on this to make sure that this is happening

**Q11.** Suzie – how would it work if someone wanted a bit of every service   
Council – the person would have their own money to pay for these services   
what if the services are outside the Thurrock area   
Council – you would be able to use the money for this   
the Council cannot set up these services in the area, it would be up to a provider to set up a service in the Thurrock area- not the Council

1. **AOB & Close**

Ian Evans thanked Robin for his presentation, he will look at the action points that have come from the personal health budgets service user questions. If you have any questions you can get in contact with Ian or Robin

The next forum meeting will be in December – Ian will contact everyone with the details

**Ian’s notes on the Service User questions**

**Q2**. 8 weeks without support – transition – new ppl ¼

**Q5.** No duty officer at CMHT

**Q6.** Develop a recovery college   
end of November public health – PH prevention - CVS  
wide range of needs

**Q8.** HWT   
important   
crisis support line – GP crisis line

**Q9.** Review adjustments review

**Q10.** Already known – not whole process   
feedback please

**Q13.** PHB – dedicated bank account   
transport costs – flexibility