**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