

Healthwatch Representatives Feedback Form

Representative name	Martin Haddon
Meeting	Talk Wandsworth Community Stakeholder Reference Group
Date & Time	30 April 2018 10.00a.m - 12.00a.m
Who attended	<p>The Community Drug and alcohol Service, Balham Community Counselling and the Furzedown Project were represented. Gareth Jones, Talk Wandsworth's service manager - led the meeting, supported by Sushil Mitchell from the Awareness Centre, Talk Wandsworth's counselling partner.</p>
Key issues	<p>Talk Wandsworth (TW) is the NHS service providing psychological support, education and therapy for people suffering from mild to moderate mental health problems in Wandsworth.</p> <p>Gareth reported on TW's performance in its first year. The first quarter had seen a lower level of activity as the new systems got going but this was compensated for in the remainder of the year. They had assessed a total of 6,626 people, just above the access target, and were in a good position, with some further recruitment, to achieve the coming year's increased target of 7,800.</p> <p>Waiting times had been reduced: they were meeting the 7-day target for</p>

assessments and the average wait from assessment to the first appointment was about 4 weeks at Step 2 and 12-14 weeks at Step 3 (more intensive therapy). The recovery rate of people who had completed at least two sessions had also increased: the average for the year was 45% but the level currently being achieved was over the national target of 50%.

While acknowledging the achievement represented by these performance measures, I pointed out that there was other significant information in the form of the feedback from service users in response to the Patient Evaluation Questionnaire. Gareth assured us that this too was very positive.

Talk Wandsworth had decided that they would produce an Annual Report including an analysis of the performance data and the service user feedback as a matter of good practice although no timetable had yet been set for this. I welcomed this and hoped that it might be possible for this to be presented to a Healthwatch meeting later in the year.

Talk Wandsworth's service user forum was continuing to meet monthly and was taking steps to encourage a wider membership. I renewed my offer to attend a meeting and talk about the role of Healthwatch if the users would like this.

I asked about the contribution of the Awareness Centre. This too had built up over the year and counselling was now being delivered in 5 or 6 GP surgeries as well as at a new centre in Tooting Broadway where out of hours and Saturday appointments were offered. They had seen 500 people this year (less than the 700 initially expected) and were hoping to see up to 900 in the coming year.

	<p>The new Wellbeing component (Step 1) was starting to get established in partnership with a range of community organisations. A further 4 practitioners would be recruited shortly. This was seen as a useful way in to reaching some of the more difficult to reach groups specified as priorities in Talk Wandsworth's contract. A fuller presentation of this work would be made at the next meeting on 30 July.</p>
<p>Healthwatch Actions and What to Watch</p>	<p>We will be continuing to monitor the progress of this important service for Wandsworth residents.</p>
<p>The Meeting in one sentence (for blog, FB, Tweeter, newsletter)</p>	<p>Talk Wandsworth reports back to community stakeholders after a successful first year of work.</p>
<p>Anything confidential you think it is important to know but you do not think suitable for publication?</p>	<p>All seems to be going well at Talk Wandsworth after a slow start. The decision to embrace the idea of an Annual Report, after previous hesitation, is very welcome. We need to look closely at the information to be provided on the results of the Patient Evaluation Questionnaire.</p>