

Healthwatch Representatives Feedback Form

Representative name	Martin Haddon
Meeting	Primary Care Plus Co-creation Event
Date & Time	24 April 2018 9.30 am - 1 pm
Who attended	<p>About 25 people, including service users, carers, GPs, practice managers and other community representatives. The event was hosted by the Hope Atrium, Tooting, on behalf of the Clinical Commissioning Group and ably facilitated by Dr Carliss Douglas.</p>
Key issues	<p>Primary Care Plus (PCP) is a new mental health service being piloted in the Wandle locality. It involves stationing qualified support workers in GP practices to help them in supporting people with serious mental illness, in particular those who are not currently under the care of secondary mental health services (such as the Community Mental Health Teams).</p> <p>As a minimum, the service aims to see every patient discharged from the secondary services within a fortnight of discharge, every patient on depot injections at least every 3 months, and all other patients on the Serious Mental Illness register at least once a year. In addition the support workers will see eligible patients at the GP's surgery, or on their own request.</p> <p>They also give presentations to GPs and practice staff and give regular feedback to practice managers.</p>

<p>Key issues cont.</p>	<p>Primary Care Plus has been running in the Wandle locality for a year and is now being evaluated before being rolled out on a more permanent basis throughout Wandsworth. The co-creation event was designed to feed service users, carers and GP practices views into the evaluation and redesign process.</p> <p>After introductory talks by Dr Carliss and Dr Tom Coffey, the lead GP for mental health, the attendees shared views on the potential benefits of the service, barriers to engagement for service users and carers, and ways to overcome these. It was felt that GPs varied widely in their attitudes and competence on mental health issues and that more was needed to be done to tackle this as well as to raise awareness of PCP itself. The various views and suggestions were recorded for further consideration.</p>
<p>Healthwatch Actions and What to Watch</p>	<p>We will await the decisions to be made later this year on the rollout of the Primary Care Plus service.</p>
<p>The Meeting in one sentence (for blog, Facebook, Twitter & newsletter)</p>	<p>Wandsworth Service users and carers participate actively in review of new mental health service in primary care.</p>