

Local Primary Mental Health Support Services 'The Way Forward'

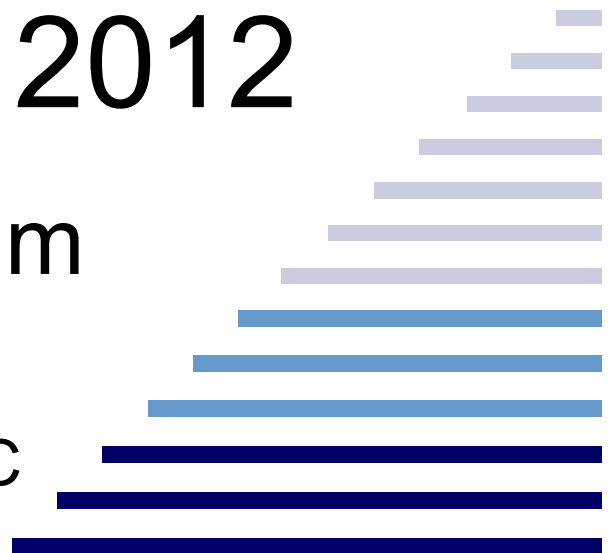
A Practice Sharing Day
to support the
implementation of services under

Part 1 of the Mental Health (Wales) Measure
2010

12th January 2012

Cardiff City Stadium

Organised by: WaMH in PC



WaMH in PC

(Wales Mental Health in Primary Care Network)

WaMH in PC has been championing primary care mental health for nearly ten years. We have raised the profile of this often neglected yet hugely important area, and have gained widespread credibility. WaMH in PC is supported by RCGP Wales and is made up of a highly diverse group of professionals from many backgrounds including the third sector, counselling and psychotherapy, social services, health boards, policy makers, practitioners, psychiatrists, as well as GPs.

We are in the process of developing a Gold Standard Programme for primary care mental health in Wales. This involves a wide variety of work streams all of which are aimed at increasing the knowledge and skills of the primary care workforce, as well as improving the services for patients.

The Gold Standard Programme has provided the Network with the opportunity of working in collaboration with a number of interested organisations across Wales to develop easily recognisable, valuable Information Sheets, disseminated into Primary Care on a bi-monthly basis. At the heart of the Gold Standard Programme are the group's three Hallmarks of positive relationships:

- **Trust** (demonstration of honesty, competence and openness)
- **Good Communication** (all parties understanding a common language, ensuring a shared understanding)
- **Person Centredness** (see the client as a person, see the practitioner as a person, share power and responsibility)

The full suite of Information Sheets, nine in total, can be found in your delegate pack.

Improved primary care mental health requires consistent standards of care, whilst striving for continuous improvement in health and wellbeing through education, prevention, support and treatment to ensure the recovery and maintenance of wellbeing; we believe that WaMH in PC can play an important role in this development via our multi disciplinary core group membership, networking opportunities and professional credibility afforded to WaMH in PC by RCGP Wales.

The Network is presently working in a constructive way with the Welsh Government by supporting and raising awareness of the Mental Health (Wales) Measure 2010, by providing direct links into primary care via the production of Information Sheets, participation at conferences and use of the WaMH in PC website.

If you want to learn more about WaMH in PC, please visit the new WaMH in PC website at

www.wamhinpc.org.uk



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Agenda	
09:30—10:00	Registration, tea and coffee
10:00—10:10	Welcome and Introduction <i>Dr Mark Boulter</i> Chair of WaMH in PC
10:10—10:30	Mental Health Policy Overview <i>Dr Sarah Watkins</i> Head of Mental Health and Vulnerable Groups Division, Department for Health, Social Services and Children, Welsh Government
10:30-11:15	Glasgow Steps—Overview of the Glasgow Model <i>Dr Jim White</i> Consultant Clinical Psychologist, Team Lead, STEPS Primary Care Mental Health Team. Greater Glasgow and Clyde NHS
11:15-11:45	Tea / Coffee
11:45—12:45	Morning Workshops
Workshop 1	Stress Management Course from the very beginning <i>Peryn Morgan</i> Implementation Lead Part 1 Mental Health (Wales) Measure 2010
Workshop 2	Going beneath the tip of the iceberg; use of the internet, social media, print, DVD and working with others to reach the 'hard to reach' <i>Dr Jim White</i>
Workshop 3	'Wading up the Stream' in the North Wales Child & Adolescent Mental Health Services: What have we learned 10 years on? <i>Irfon Williams</i> Service Manager for CAMHS and Child Disability in North West Wales <i>Patrick Howells</i> Service Manager for CAMHS and Child Disability in North East Wales
Workshop 4	What do people with mental illness need from Primary Care Services <i>Ewan Hilton</i> Executive Director, Gofal <i>Dave Smith</i> Expert Patient Trainer, Hafal <i>Gareth Jones</i> Rural Affairs Officer, Mind Cymru
12-45-13:15	WaMH in PC Gold Standard Programme <i>Dr Mark Boulter</i> Chair of WaMH in PC
13:15—14:00	Lunch

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14:00-14:45	Community Networks and a GPs Perspective of Part 1 <i>Dr Jane Harrison</i> Assistant Medical Director (Primary Care) <i>Dr Elizabeth Davies</i> GP Ravenscourt Surgery, Barry
14:45-15:45	Afternoon Workshops
Workshop 5	Stress Management Course from the very beginning <i>Peryn Morgan</i> Implementation Lead Part 1 Mental Health (Wales) Measure 2010
Workshop 6	Going beneath the tip of the iceberg; use of the internet, social media, print, DVD and working with others to reach the 'hard to reach' <i>Dr Jim White</i> Consultant Clinical Psychologist, Team Lead, STEPS Primary Care Mental Health Team. Greater Glasgow and Clyde NHS
Workshop 7	'Wading up the Stream' in the North Wales Child & Adolescent Mental Health Services: What have we learned 10 years on? <i>Irfon Williams</i> Service Manager for CAMHS and Child Disability in North West Wales <i>Patrick Howells</i> Service Manager for CAMHS and Child Disability in North East Wales
Workshop 8	What do people with mental illness need from Primary Care Services <i>Ewan Hilton</i> Executive Director, Gofal <i>Dave Smith</i> Expert Patient Trainer, Hafal <i>Gareth Jones</i> Rural Affairs Officer, Mind Cymru
15:45-16:15	LHB's and Local Authorities Working Together <i>Bernardine Rees OBE</i> Deputy Chief Executive / Director of Primary Care, Cwm Taf HB <i>Sara Nichols</i> Head of Mental Health and Substance Misuse Service Rhondda Cynon Taf County Borough Council
16:15-16:45	Q & A <i>Dr Mark Boulter (Chair)</i> <i>Barbara Bowness</i> (Primary Care Lead, Mental Health (Wales) Measure 2010) <i>Dr Jane Harrison / Dr Liz Davies</i> <i>Ewan Hilton / Dave Smith / Gareth Jones</i> <i>Bernardine Rees</i> <i>Dr Jim White</i> <i>Irfon Williams / Patrick Howells</i>
16:45	Finish and Close

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Speakers

Dr Mark Boulter
Chair of WaMH in PC
GP, Carmarthenshire

Mark is a GP in Carmarthenshire and has been a partner in Llanfair Surgery, Llandovery since 1994. Since undertaking a 6 month Psychiatry post at St David's Hospital, Carmarthen in 1988, he has had a long term interest in mental health issues in the primary care setting. He is a founder member and Chair of WaMH in PC which has been operating since 2002. It has been his long term ambition to get policy makers, commissioners and all primary care staff to raise the profile of mental health in primary care, especially in view of the enormous work load it involves and the often startling lack of training and confidence in this area.

Outside of medicine Mark is interested in music, coaching junior football and cycling but has not managed to accomplish them all at the same time.

Dr Sarah Watkins
Head of Mental Health &
Vulnerable Groups Division,
Department for Health,
Social Services and
Children,
Welsh Government

Dr Sarah Watkins, M.B.B.CH. F.R.C. Psych has worked for the Welsh Office and subsequently the Welsh Government giving professional advice to Ministers and policy colleagues for the past 15 years.

Previously a Consultant Psychiatrist in Cardiff and more recently Llantrisant, she works as one of the health professional group for the Chief Medical Officer for Wales, Dr Tony Jewell, alongside colleagues from other disciplines.

Dr Watkins' remit covers mental health including drugs and alcohol, learning disability, older person's medicine and health services and disabilities. Dr Watkins is now Head of Mental Health and Vulnerable Groups Policy Division within Welsh Government, which includes mental health but also the wider health needs of vulnerable groups such as asylum seekers, refugees and offenders.

Dr Jim White
Consultant Clinical
Psychologist, Team Lead,
STEPS Primary Care Mental
Health Team.
Greater Glasgow and
Clyde NHS

Jim is a consultant clinical psychologist and currently leads the STEPS Primary Care Mental Health Team in South-East Glasgow. He has worked mainly in primary care settings and has a reputation for innovation in his approach to common mental health problems. In particular, he is interested in accessing much larger numbers of people a lot sooner, empowering them to make real choices about how they want to tackle their problems, and to work with them in ensuring they are able to act on their choices. The STEPS approach is one of the most radical approaches in primary care mental health in Britain, and is a Scottish Government Exemplar Project. The most popular of the services is 'Stress Control', a six session didactic class for common mental health problems. This approach is now used extensively across Britain and Ireland and elsewhere. It has been adapted to be used by prisons, students, the fire service, NHS Occupational Health and also large companies e.g. Continental.

STEPS offers a 6 level stepped-care approach:

- Individual therapy
- Group work
- Single contacts
- Non face-to-face interventions
- Working with others
- Awareness raising / community involvement / early intervention and prevention.

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<p>Peryn Morgan Implementation Lead Part 1 Mental Health (Wales) Measure 2010</p>	<p>Peryn's nursing career began at Llanfrechfa Grange Hospital for people with learning disabilities where she worked as a nursing auxiliary for a year before embarking on her general nursing training. Peryn qualified as the last of the cohort of SRN's in 1983.</p> <p>Peryn worked as a Staff Nurse for 2 years but ideally wanted to train in psychiatry. With the reference she obtained from her esteemed nursing officer which stated '<i>Staff Nurse Morgan has worked for me</i>' Peryn was taken on and qualified in 1986.</p> <p>Her mental health nursing career has taken her on many paths and she has fully embraced the experiences and opportunities that have come her way. Peryn has learnt a great deal from everyone she has worked with over the years, especially the people that have given her the passion to continually strive to stamp out the stigma that comes with mental ill health.</p> <p>Peryn is married with children and pets. Her only regret is that she never made it as a NASA astronaut!!</p>
<p>Irfon Williams Service Manager for CAMHS and Child Disability in North West Wales</p>	<p>Irfon is Service Manager for CAMHS and Child Disability in North West Wales. He is a trained General, Children and Mental Health Nurse and has spent the majority of his career in Specialist CAMHS in various therapeutic and Primary Mental Health roles before becoming Service Manager in 2008.</p>
<p>Patrick Howells Service Manager for CAMHS and Child Disability in North East Wales</p>	<p>Patrick is Service Manager for CAMHS and Child Disability in North East Wales and has held this position for the last nine years. From a Learning Disability Nurse background he has worked in disability services in both residential and community settings and across the age range, and for six years worked in a secondary care behavioural service before moving into his current post. Patrick is currently the lead for CAMHS in BCU for the delivery of Parts 2 and 3 of the Mental Health (Wales) Measure 2010.</p>
<p>Ewan Hilton Executive Director, Gofal</p>	<p>Ewan is the Executive Director of Welsh mental health and wellbeing charity Gofal. He has over twenty years experience of working in the independent sector in Wales. Prior to joining Gofal, he was Head of Community Services at Swansea Housing Association (now Coastal Housing). Ewan is a Trustee of Cymorth Cymru where he chairs the Governance Development Sub Committee; he recently stood down from the position of Chair of Shelter Cymru where he was a Trustee for eleven years.</p> <p>Ewan represents the Wales Alliance for Mental Health on the NHS Mental Health Programme Board and sits on a number of other national strategic groups driving improvements to health, housing and support services in Wales.</p>
<p>Gareth Jones Rural Affairs Officer, Mind Cymru</p>	<p>Gareth has worked for Mind and Mind Cymru for seven years raising awareness of specific issues facing people living in rural communities in terms of access, information, service provision and isolation. He also covers bilingual service provision and is a member of the Ministerial Task and Finish Group on the use of Welsh Language in Health and Social Care.</p>

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<p>Dave Smith Expert Patient Trainer, Hafal</p>	<p>During the last 10 years Dave has been committed to a career within a specific area of mental health concerning self management and recovery. His personal experience of mental ill health has given Dave a tenacious resolve to see positive change within the lives of individuals, the working practices of professionals working within the health and social sectors and also at a national level within Wales.</p> <p>Dave works for Hafal, the principal organisation in Wales working with people recovering from serious mental illness, their families and carers. Dave is responsible for the development of Hafal's Expert Patient Trainer Project which aims to bring the expertise of those who have a direct experience of mental illness to the training arena.</p>
<p>Dr Jane Harrison Assistant Medical Director for Primary Care ABMU HB</p>	<p>Jane trained as a GP in London and has developed interests in education and service redesign. On moving to Wales 18 years ago, she led a team that established an All Wales network to provide education and support to salaried and freelance GPs. A subsequent secondment to the Welsh Assembly Government gave her the opportunity to explore GP recruitment and retention issues and to develop guidelines for GPs with a special interest.</p> <p>As Assistant Medical Director for Primary Care within ABMU Health Board, Jane has a particular interest in developing community based services, streamlining integrated care pathways and promoting patient-centred care.</p>
<p>Bernardine Rees Deputy Chief Executive / Director of Primary Care, Cwm Taf HB</p>	<p>Bernardine Rees OBE is the Director of Primary, Community and Mental Health Services Cwm Taf LHB. Previously Bernardine was the Director of Primary, Community and Mental Health Services at Hywel Dda HB and before that CEO of the former Pembrokeshire, Ceredigion and Carmarthen Local Health Boards.</p> <p>Bernardine has a clinical background after starting her nurse training in Glangwili Hospital and has previously held positions of Executive Nursing Director in three Welsh Trusts. She has a thorough knowledge of health and health services with a masters degree in Health Service Management and is firmly committed to the National Health Service, having spent all her working life within the NHS.</p> <p>Her clinical background coupled with strong leadership skills and enthusiasm for partnership working, both within and outside of the NHS, has been key in improving delivery of services to patients.</p> <p>Bernardine was awarded the OBE in the 2010 New Year's Honours for Services to the NHS in Wales and has just been awarded the Companionship of the Institute of Healthcare Management.</p>

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Speakers

Sara Nichols
Head of Mental Health
and Substance Misuse,
Rhondda Cynon Taf CBC

Sara is based in the Health and Social Care Division of Rhondda Cynon Taf County Borough Council.

After qualifying as a Social Worker, Sara worked for a short period in Coventry prior to re-locating to South Wales. In the course of a lengthy career she has focused upon the delivery of social care services to adults, currently as Head of the Council's Mental Health and Substance Misuse Service.

Sara has a longstanding commitment to working in partnership with colleagues from the Health Service and third sector. In a previous post she was actively involved in establishing integrated, multi-disciplinary teams to manage the delivery of Learning Disability Services; initially in Mid Glamorgan and latterly in Rhondda Cynon Taf. It was during this period of her career that Sara became aware of the benefits to be derived from the participation of service users and carers in planning, developing, monitoring and evaluating services. She takes every opportunity to keep in touch with 'customers' of social care services and staff from across her area of responsibility, with a view to gaining their views about service provision and promoting a culture of continuous improvement.

Sara is a member of the Local Safeguarding Children Board in Rhondda Cynon Taf and has a particular interest in promoting strong links between Mental Health and Children's Services.

Barbara Bowness
Primary Care Lead,
Mental Health (Wales)
Measure 2010

Barbara is leading on the implementation of Part 1 of the Mental Health (Wales) Measure 2010 for the Welsh Government. She has an extensive background in health service planning and delivery across all service areas and has held a number of senior posts at national, local and regional level. Most recently Barbara was the Acting Director of Partnership Development for the National Leadership and Innovation Agency for Healthcare. Barbara had specific responsibility for supporting NHS organisations across Wales to develop their approaches to partnership working, including engagement with patients and the public.

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Workshop Information

Workshop 1 and 5 Stress Management Course from the very beginning

This workshop will look at how we set up the adult education stress management course.

The 'Stress Control' course is a 6 session adult education class that looks at

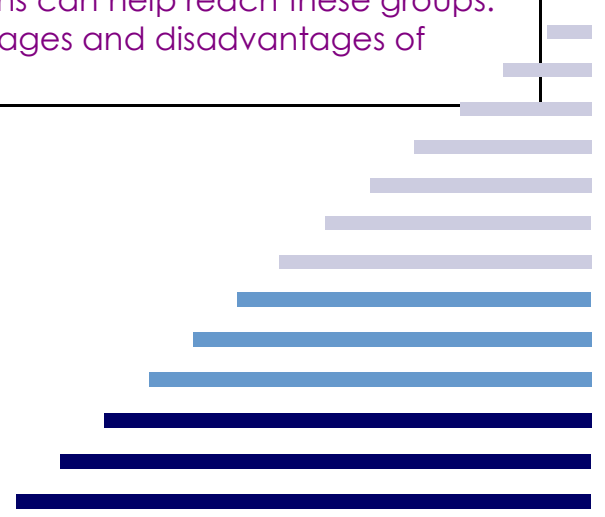
- the nature, role and causes of anxiety, and the factors affecting recovery;
- self assessment skills enabling the individual to assess their own problems;
- a range of techniques to control physiological, cognitive, emotional and behavioural signs of anxiety;

The course is based on a self help anxiety management treatment, 'Stresspac', which was originally developed for people waiting for individual psychological therapy. In addition to the self help material, the Stress Control course affords encouragement from teachers and other students, and a degree of social interaction, thereby representing another level in a stepped care approach to providing help for common mental health problems.

We will share our good and not so good experiences with you and facilitate a discussion around how different areas have overcome challenges they have faced in delivering this evidenced based intervention.

Workshop 2 and 6 Going beneath the tip of the iceberg; use of the internet, social media, print, DVD and working with others to reach the 'hard to reach'

This workshop will look at how we can be 'more than just therapists' by using our skills to reach out and reach the 'hard to reach'. We will look at the use of websites, booklets, DVDs and social media as a way to access groups who may be reticent to come to us. We will also look at how working with other organisations can help reach these groups. We will use the STEPS experience to look at the advantages and disadvantages of working in this way.



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Workshop Information

Workshop 3 and 7 'Wading up the Stream' in the North Wales Child & Adolescent Mental Health Services: What have we learned 10 years on?

This workshop will provide a brief overview of North Wales Child and Adolescent Mental Health Services (CAMHS) that have been delivered in and through primary care over the last decade. We will be reflecting on what's worked well and will continue, and what hasn't worked so well and why.

The main focus of the workshop will be to present a potential framework for Primary Mental Health CAMHS, delivered in the style of a training session for young people.

Participants will be asked to take part in a session aimed at:

- Increasing understanding of mental health;
- Reducing stigma;
- Building knowledge and skills about what to do if something gets in the way of maintaining good mental health;

Workshop 4 and 8 What do people with mental illness need from Primary Care Services

Representatives from Gofal Cymru, Hafal and Mind Cymru will briefly outline their current involvement in mental health service delivery interfacing with primary care and the potential contribution of the third sector to the new Local Primary Mental Health Support Services model.

The workshop will provide an opportunity to reflect on what has worked well, what barriers have been faced and how challenges have been overcome in the past. This will then lead on to a discussion of how any learning gained can be used to ensure that all sectors work together in the most effective way in terms of outcomes for people using the service as the new model is implemented.

Some points for discussion might include:

- How would GPs 'map' local 3rd sector services to support their practice and patients and how can the 3rd sector help with this?
- How can 3rd sector services better raise awareness of their services within Primary Care?
- What are the potential barriers which stop GPs from developing partnerships with 3rd Sector organisations?
- Explore ways to engage in partnerships and develop working relationships;
- What role can the 3rd sector play in terms of provision of information and training?