



All recommendations made for the listed;

Learning disability and/or autism;

- Don't ask leading questions.
- Give enough time to answer
- Listen to the patient or their carer for their adjustments, following the NHS Accessible Information Standards
- Include carers- they may hold vital information that patients cannot communicate to you
- Give your patient and yourself enough time for an appointment
- Ensure you book Annual Health Checks for your patients
- Signpost when necessary to appropriate services such as the Citizens Advice Bureau for more non-medical information
- Give the person with a learning disability and/or autism a choice. Asking this question gives them the opportunity to speak up to say what they would like or need.
- Notify the person with a learning disability and/or autism of what will be happening next. Whether it is another appointment or referral process- a sense of what is happening helps to reduce the anxiety during the waiting period.
- A small booth or quiet room to be made available for those with heightened sensitivity
- Parents and/or carers to be supported more;
 - Parents/Carers being identified and registered as carers with their GP practice
 - Registered carers should be given the opportunity for a carer's assessment
 - Carers to be offered mental health support from the GP, alternatively the GP signposts to the appropriate resource
 - Parents/carers to be included in the conversations with the patient and GP, and give them an opportunity to highlight any issues that the patient themselves cannot communicate
- Ensure that reasonable adjustments are included in the individuals' support- such as easy read versions (This is also complying with the NHS Accessible Information Standards) for;
 - Benefits of a health check
 - Appointment letters and/or call the day before the appointment
- GPs to undertake specialist training (Or a recap) on:
 - on the Mental Capacity assessment

- NHS Accessible Information Standards (Resource is also found in Appendix C for patients)
- To provide GPs with resources
 - such as LD services in their locality
 - voluntary and community groups to signpost to
 - This could be led to a social prescribing model
 - Contact information of day centres
 - Contact information of organisations for parents and carers
 - To provide GPs with resources, such as the pre-visitation pack which gives each patient an idea of what to expect on their visit. This would result in lowering some anxiety
 - For all Practices and Surgeries to comply with the NHS Annual Health Check programme as it is a requirement made by Public Health England and NHS England. For further information please see Appendix D
 - For all Practices and Surgeries to provide easy read documents or in other formats such as video/audio.

Adult mental health services;

- Give your patient and yourself enough time for an appointment
- Signpost when necessary to appropriate services such as the Citizens Advice Bureau for more non-medical information
- Give notice at least 3 sessions before the support ends and give alternative support information to peer groups or 3rd sector organisations
- GPs to undertake specialist training (Or a recap) on:
 - on the Mental Capacity assessment
- To provide GPs with resources
 - such as peer support services in their locality
 - voluntary and community groups to signpost to
 - This could be led to a social prescribing model
- The Wellbeing Centre and Safe Haven
 - These services both offer preventative services as well as supporting patients in crisis and through recovery. Creating safe environments like the Safe Haven and Wellbeing Centre where patients can openly discuss their issues and share their experiences has proven very beneficial for those that attended this workshop. Services such as this seem to be an invaluable resource that are utilised by some of society's most vulnerable people and we would therefore recommend that such services continue to receive financial support, or supported in an alternative environment.
 - There is also a need to look at the location of where the Wellbeing centre/Safe Haven is placed as many felt they could not go, and some are not able to get there.
- Social Inclusion Activities in the Community
 - It became very apparent during the workshop that the majority of participants felt that social inclusion activities, whether that be a drama group, playing football or group cooking sessions were deemed an essential part of recovery and staying well. Therefore, we would recommend that people are being signposted to social inclusion activities with support in funding and referred to by medical professionals, especially GPs.
- Specialist Knowledge

- Many participants discussed GPs not having specialist knowledge of mental health problems or associated medication. They also said that medical professionals could better refer mental health patients to local support services so that they can access local support networks.

Young People;

- Give your patient and yourself enough time for an appointment
- Give notice at least 3 sessions before the support ends and give alternative support information to peer groups or 3rd sector organisations
- CAMHS
 - To have extra support in delivering FitFest workshops and PACE support in the locality, a CCG representative to attend the event to hold direct conversations with the public and support future promotion, to positively engage with the public
 - To have support/funding in delivering workshops for young people, using the same model as FitFest for PACE
- Better use of pharmacists; leading to another point of immediate contact for young people
- GPs to undertake specialist training (Or a recap) on:
 - on the Mental Capacity assessment
- To provide GPs with resources
 - such as peer support services in their locality
 - voluntary and community groups to signpost to
 - This could be led to a social prescribing model
- Utilise patient groups and make them more proactive
- Signposting and coordinating
 - Signpost when necessary to appropriate services such as the Citizens Advice Bureau for more non-medical information
 - Funding a signposting directory or services coordinator; creating one point of contact and coordinating services
 - Ensure this method identifies the gaps in transition, ensuring young people have been signposted to appropriate support
 - Further support on this will meet the Local Transformation Plan 4.2 by implementation of a multi- agency single point of access. Hampshire Youth Access has local organisations from the North- East Hampshire locality involved; Hart Voluntary Action, 121 Youth Counselling, Step by Step, No Limits and The Source.
- Young Safe Haven
 - These services both offer preventative services as well as supporting patients in crisis and through recovery. Creating safe environments like the Young Safe Haven where patients can openly discuss their issues and share their experiences has proven very beneficial for those that attended this workshop.
 - Services such as this seem to be an invaluable resource that are utilised by some of society's most vulnerable people and we would therefore recommend that such services continue to receive financial support, or supported in an alternative environment.
- Schools
 - To give mental health support to schools in the locality, providing access to a specialist or advisor to refer appropriately.

- To provide training and resources to schools in the locality, giving them access with contact details to emergency mental health specialists.
- Specialist Knowledge
 - Many participants discussed GPs not having specialist knowledge of mental health issues or associated medication. They also said that medical professionals could better refer mental health patients to local support services so that they can access local support networks.
 - Family therapy- using different methods to reduce the impact on the family's mental health as this means Adult Mental Health services will be used.
 - Mental Health training to be delivered for front line professionals, tying in with 1.2 (Local Transformation Plan), to develop an awareness training programme with regard to emotional wellbeing and mental health, or supporting CAMHS to do the delivery on this.
 - The Mental Health training will also fit in with the LTP 1.3 of joint working with the police, they would be trained to recognise young people's mental health needs by the CCG supporting/working with, via Crisis Concordat
 - Improving the transition arrangement between CAMHS and AMH is being reviewed and the audit is due in October 2017. The Local Transformation Care Partnership Plans have included this transition process in all acute and community contracts.
- Creating a self-help service where young people can learn tools and techniques to self-manage their anxieties and to recognise when they need to access help and where
- Create more networking opportunities- for both young people and professionals

People diagnosed with dementia;

- Give your patient and yourself enough time for an appointment
- Social Inclusion Activities in the Community
 - It became apparent through the findings that majority of participants felt that social inclusion activities were deemed an essential part of staying well. Therefore, we would recommend that people are being signposted to social inclusion activities with support in funding and referred to by medical professionals, especially GPs.
- Addressing the mental health impact, whilst the diagnosis of dementia is supported, with multi-disciplinary team work or referring to extra support.
- Addressing the referral process; ensuring the mental health support is not taken away from the individual recently diagnosed with dementia.
- Addressing the referral and communication process between all multi agencies, to ensure the individual or their family do not reach crisis point
- GPs and other professionals giving health advocacy information- preferably the Dementia Advisor Service, who have both dementia and mental health professionals in place for support
- Training and development around the definition of mental health and dementia- this excludes Dementia Friends training
- Social inclusion activities to be signposted to
- Mental Health Specialist access within their locality
- To provide community/district nurses for people with dementia, to monitor and manage other medical conditions
- Working with the Nepalese community to improve their access to further support and understanding of dementia

- Extra support for carers/family; signposting to appropriate services or support groups. Also, to acknowledge their carers' position in aiding the individual with dementia. (Recommendations are limited as the CCG are procuring a suite of support for carers in the North East of Hampshire for implementation in April 2018)
- To comply with the Accessible Information Standard, ensuring the individual has access to easy read information or in another format
- Clear and simple instructions
- A small booth or private room whilst waiting to be seen