

Talking About Recovery

**Report on feedback from participants who attended
Conversation Cafes in November 2017**



Mental Health Network Greater Glasgow

Mental Health Network Greater Glasgow (MHNGG) is a service user led charity – a network of people and their carers, with a lived experience of mental ill health. We work to improve the rights, services and treatment of people with mental health problems, and to challenge the stigma and discrimination they face. MHNGG is core funded by NHS Greater Glasgow & Clyde.

Scottish Recovery Network

The Scottish Recovery Network (SRN) is a non-profit initiative working in Scotland and beyond. Our aim is to place the experience of recovery at the centre of life, practice and policy. We act as a catalyst for change by sharing ideas and practice. SRN is core funded by the Scottish Government and our vision is to make mental health recovery real for everyone in every community in Scotland.

Background

Mental Health Network Greater Glasgow and the Scottish Recovery Network organised three Conversation Cafes in Glasgow in November 2017. The events were open to anyone who lived or worked in the Glasgow City area and were advertised as being open to anyone in the Glasgow HSCP area who had an interest in promoting good mental health, wellbeing and recovery.

The events

The three events were held in the North West, North East and South of Glasgow. Details of the events:

10th November 2017 - Maryhill Burgh Halls

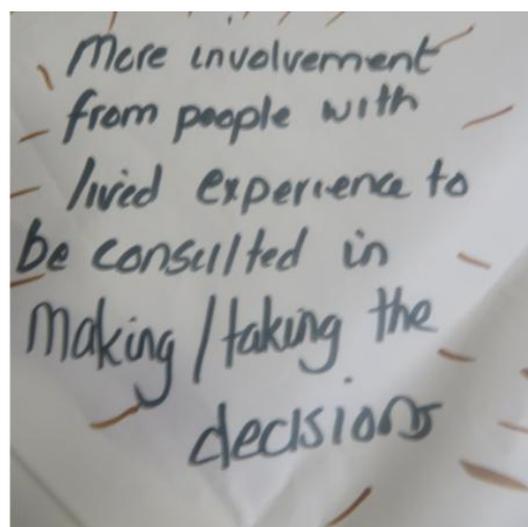
25 participants including services users, carers, service providers and NHS staff.

14th November 2017 - Reidvale Neighbourhood Centre

38 participants including services users, carers and service providers.

21st November 2017 - Pearce Institute

28 participants including services users, carers, service providers and NHS staff.



Question 1:

What does mental health recovery mean to you?

We identified themes within the feedback given and have grouped these roughly in order to make sense of the responses as a whole and to draw conclusions from them.



Acceptance

'Feeling like I'm valued.'

There was a very strong theme in the feedback to this question which explored 'self-acceptance' following an episode of mental ill-health. This was expressed both as an 'inward' attempt at acceptance of a changed sense of identity and a desire for an 'external' social acceptance of a person following their mental health crisis.

Furthermore, the accessing of mainstream support and services (both health and social care) was built around 'qualifying' for services which reinforced a medical view of a person's identity, e.g. a diagnosis.

'Being accepted for who I am as a person not a patient'

It would appear that there was a strong desire from many participants to feel 'valued' as well as 'trusted and respected' externally and to feel 'secure and contented' within themselves. This acceptance of self and acceptance of a 'changed' social identity would appear to be desirable to pursuing an ongoing recovery. For some participants, engaging in peer support appeared to offer an attractive way to explore both self and social identity in this respect.

Hope

'Having the power and confidence to manage your own wellbeing.'

'Confidence' and 'optimism' were the key phrases here. There was a real desire to have a good quality of life and to be able to 'live a meaningful life'. Also expressed was a desire to receive support that enabled a person to manage their own mental wellness and to have 'the optimism and confidence to set goals for the future'. Participants clearly wanted to build their personal resilience in order to have a better quality of life.

Engagement and Activity

'Reconnecting with family and friends.'

Personal relationships were often mentioned as a specific factor and a desire to reacquire/rebuild these was mentioned. The high frequency of these comments would indicate that the loss of social contacts was a common experience following an episode of mental ill-health.

'Enjoying the activities I used to enjoy before I became ill.'

Being physically active also was a recurring desire amongst participants and would appear to be a strong motivational goal.

Understanding

'Having the confidence to manage my own mental health.'

'Awareness' and 'confidence' were the frequently repeated words here. Participants generally wanted to have the ability to identify and understand strategies and assets that would enable them to maintain good mental health.

'Being aware of who I am as a person.'

Often there was also a desire for a kind of clarity and increased level of self-awareness that was frequently expressed. For some this might in part be tied to the experience of illness (which frequently can involve an 'alternate' sense of reality such as hearing voices or psychosis) as well as the changed view of self/identity discussed previously.

Autonomy

'Being in control of your own life.'

Another theme with a large number of comments, frequently used words being 'control', 'confidence' and 'power', this theme was also closely tied to 'Hope' and 'Understanding' and

it would seem again that the feeling of disempowerment (for a number of reasons) was a common experience amongst participants.

‘Being less reliant on services.’

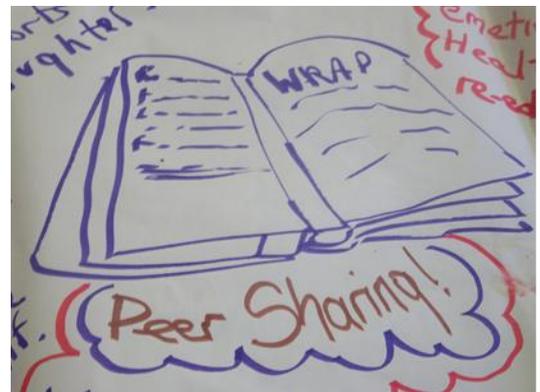
Some of the comments were clearly directed at having a greater degree of control over symptoms and support, e.g. ‘Managing your own medication’, ‘Knowing how to manage your symptoms’, whilst others were about the person challenging and developing themselves, e.g. ‘Taking responsibility for my own health and wellbeing’, ‘Having the optimism and confidence to set goals for the future.’

Support

‘Having a plan for the future.’

Comments exploring this could roughly be divided into four groups: support to self-manage, support from peers, support from services and support from friends/family.

As previously stated family and social contacts were felt to be important as an element of recovery, as was being engaged in society. Building personal resilience and insight was valued as well as having the autonomy to make key decisions.



Question 2

What supports you in your recovery and helps you maintain good mental health?

Acceptance	Hope & Optimism	Engaged & Active	Understanding and Self Awareness	Empowerment	Support from Services
<ul style="list-style-type: none"> • Being valued • Not being judged • Challenging stigma • Valuing yourself • Being respected • Being listened to • Peer support • Being seen as a whole person 	<ul style="list-style-type: none"> • Being optimistic • Planning for the future • Positive thinking • Feeling confident • Focusing on strengths and abilities • Personal goals 	<ul style="list-style-type: none"> • Keeping active • Social networks • Connecting with peers • Relationships with family and friends • Shared interests • Trying new activities 	<ul style="list-style-type: none"> • Recognising strengths and abilities • Managing your own wellbeing • Being open and honest • Challenging self-stigma 	<ul style="list-style-type: none"> • Being in control • Independence • Confidence • Motivation • Making plans and setting personal goals • Decision making • Peer leadership 	<ul style="list-style-type: none"> • Being listened to • Choice and flexibility • Mutual support • Peer led activities • Focus on strengths • Networking opportunities • Developing new skills • Learning new things

Acceptance

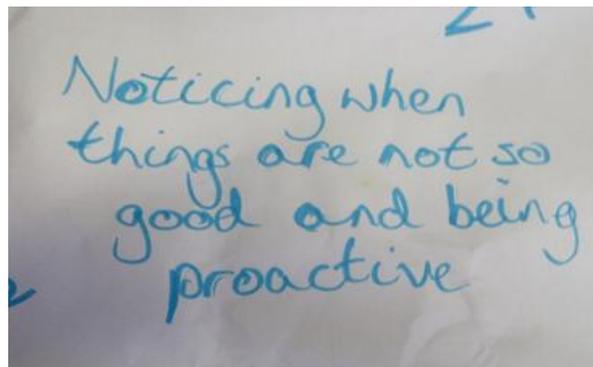
'Being part of something.'

Peer support and social interaction were frequently mentioned as key elements in maintaining good mental health. Support was described positively in terms of being 'valued' and 'respected' as well as 'connecting with people'. 'Family', 'friends' and 'relationships' were all listed as being important to ongoing good mental health.



'Liking yourself.'

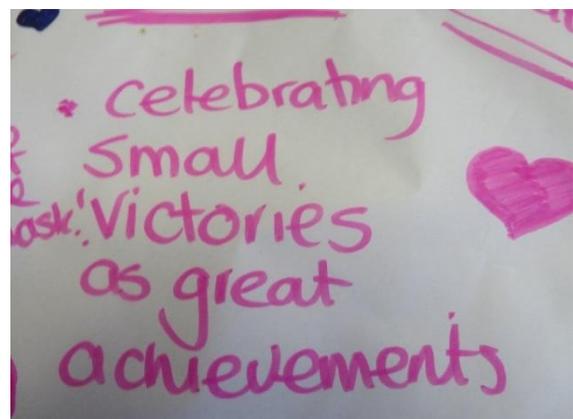
Again there was mention of the importance of the 'inner' perspective on mental health exploring 'identity', 'feeling valued' and 'feeling accepted', all comments articulating the need for a positive view of the self. Support that succeeds in reinforcing a sense of positive self-regard seemed to be valued highly.



Hope

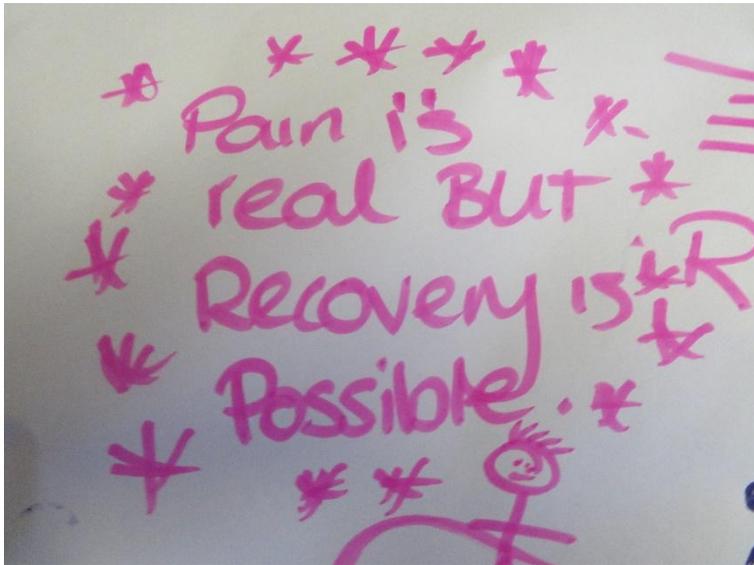
'Looking to the future.'

The terms 'optimism', 'confidence' and 'positive thinking' were frequently used. These usually described an outlook rather than a specific type of support. Tied in with other comments it would seem participants valued having another person who could act as a form of 'sounding board' where they could assess their lives and challenges in a more objective way, 'peer support' was often cited as a source of this although we are sure that many support services also fulfil this function.



Understanding

'Managing own wellbeing.'



Again 'awareness' and 'confidence' were the frequently repeated words here. Participants generally wanted to have the ability to identify and understand strategies or assets that would enable them to maintain good mental health. 'Relaxation', 'personal time' and 'mindfulness' were mentioned as well as some references to 'self-management'.

Autonomy

'Managing my life.'

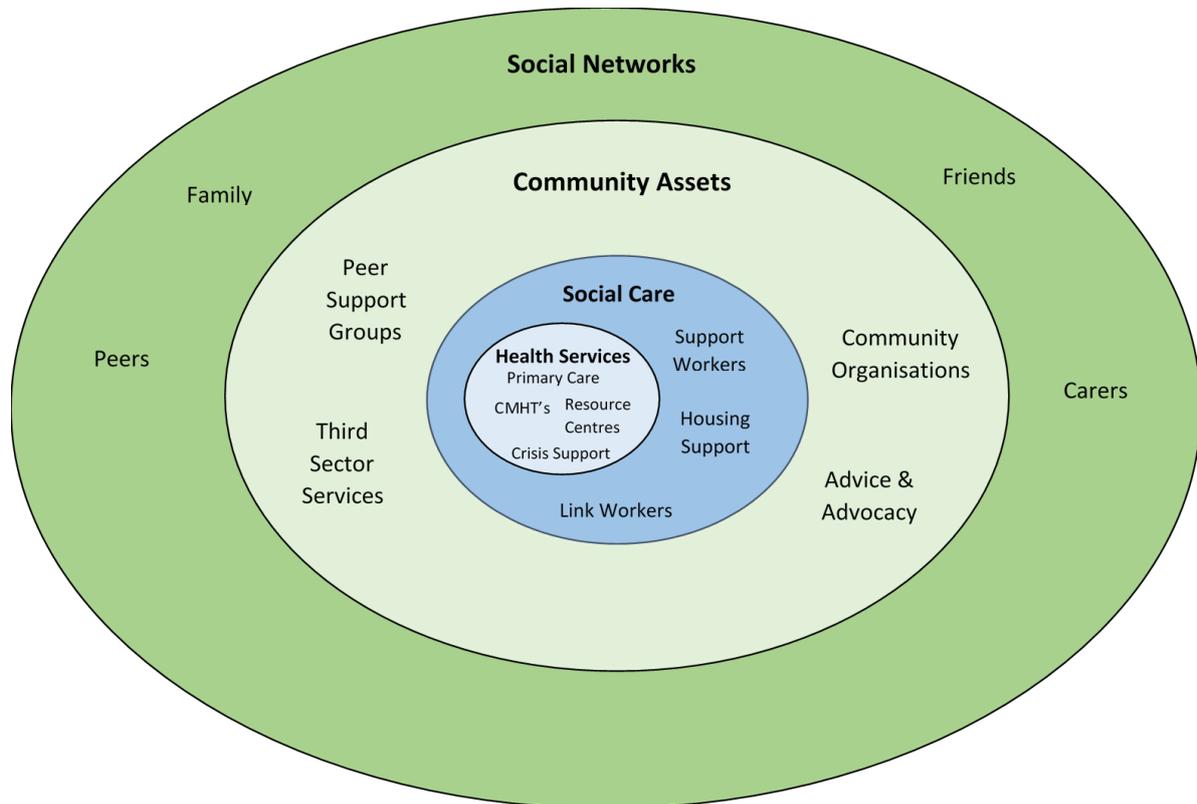
All participants evidenced strategies that showed how they could manage their wellness to some degree in a way that gave them control and options, e.g. 'socialising', 'peer support', 'relaxation', 'mindfulness', etc. These were almost universally within two areas, the 'social care' area of a participant's life e.g. 'being involved in the community', and also within the use of a self-care tool, e.g. relaxation techniques.

In this respect specialist health services were mentioned in the context of 'managing medication' and possibly 'caring services' or 'support groups'. Peer support again was highly valued in this regard.

Question 3

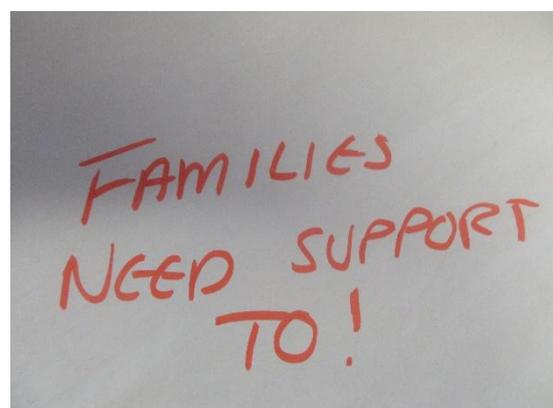
Who supports you in your recovery and helps you maintain good mental health?

We identified different kinds of support given within the feedback and grouped them under four categories: Informal, Social Care/Voluntary Sector, Peer and Specialist Health.



Social Networks

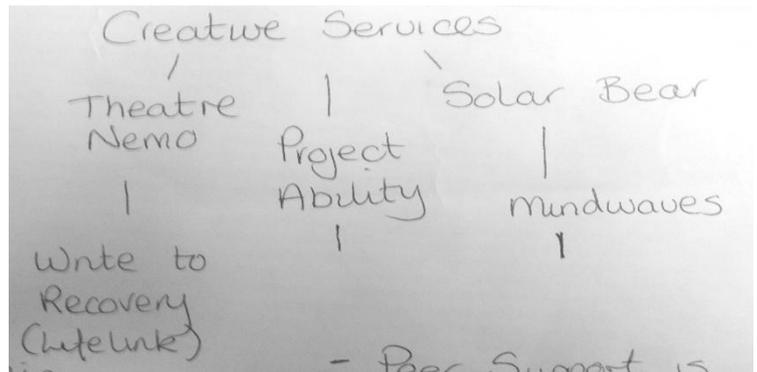
This category included 'friends', 'family', 'carer' as well as 'mainstream' social support and activities. Much of the support was valued but there was an acknowledgement from many that relationships could be strained by an episode of mental ill-health. Financial barriers could also limit access to social and cultural activities.



Social Care/Voluntary Sector

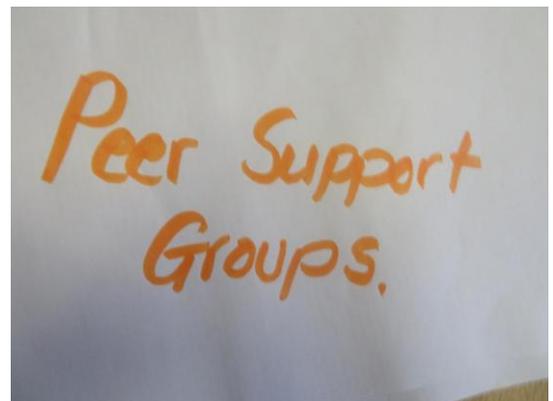
There was an extremely diverse range of support cited, across a variety of activities and delivered by a wide range of partners.

Specific projects (Flourish House, GAMH, Men's Shed, Theatre Nemo, Projectability, Mind Waves, etc.) were mentioned as well as more general references to social care support (Arts projects, befriending support, etc.) Some participants felt that they did not have enough information about the types of support and options available to them and about how to access these services.

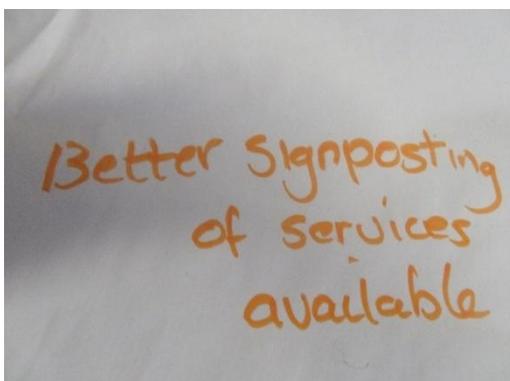


Peer Support

A significant number of participants already accessed some form of peer support and cited it as important to their personal recovery. Sometimes this was accessed in group settings ('self-management groups', 'disability alliance', Flourish House', 'GAMH', Restart groups') and sometimes it appeared a more one to one relationship ('mentors', 'peer support'). This kind of support appeared to be highly valued and of significant importance to participants' recovery.



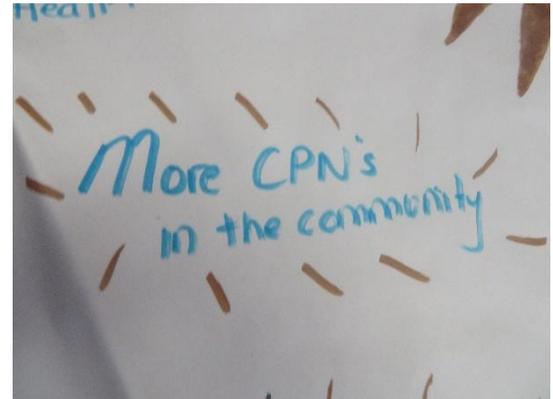
Information



Participants often expressed a lack of knowledge about how to access particular elements of support, e.g. times and availability, how long you could access it for, cost, even what the service actually provided and what was required of individuals accessing it. Most received their information from peers, professionals or marketing from the projects themselves. There was a generally expressed view that better provision of accessible information would be beneficial and would encourage uptake of the services on offer.

Health Services

Where they accessed this support, participants expressed high a level of value for having contact with mental health services, in particular receiving support from a community psychiatric nurse (CPN). They felt that if they could build a relationship with a mental health professional they could build a 'safety net' that would allow them to access additional help when needed and respond to fluctuating levels of wellness. Where participants had enjoyed a sustained level of wellness they still valued the ability to access this support as they felt that it would enable them to more easily re-establish contact with services should they become unwell again.



In addition, some participants expressed the desire to access specialist services (e.g. psychological therapies) or felt that psychiatric medication was important to their ongoing wellness, therefore the ability to engage with psychiatric services should they become unwell again was felt to be important to these participants.

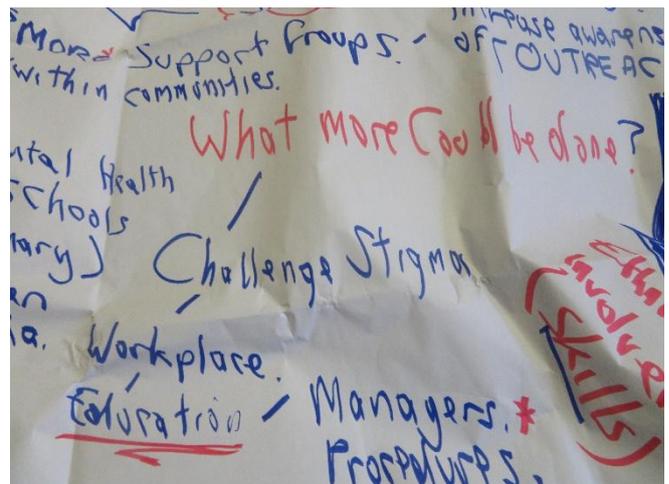
Question 4

What more could be done to support you in your recovery and to help you maintain good mental health?

Summary

Identity: Participants felt a changed sense of self and identity following an episode of mental ill-health. Any support aiming at enabling a person's recovery should allow them to explore both their own sense of self and their social identity in order to 'negotiate' this in relation to their ongoing recovery.

Ease of Access: Criteria which are required to qualify for access for specific kinds of support where possible should be kept to a minimum, ideally allowing pro-active self-identification and referral.



Participants often foresaw an episode of mental ill-health and welcomed support to counter/minimise this. It should be recognised that some elements of peer support have distinct advantages in this area.

Stigma/Acceptance: On a wider societal level work that challenges prevailing mental health stigmas and also work that supports the inclusion of people within society (e.g. employment) should also be recognised as having value to individuals.

On a personal level, participants clearly identified the negative consequences of becoming mentally unwell and expressed a desire to improve their current quality of life. Often this was accompanied by a desire to have greater confidence and capacity to change their current circumstances and to sustain motivation despite the variable nature of their condition.

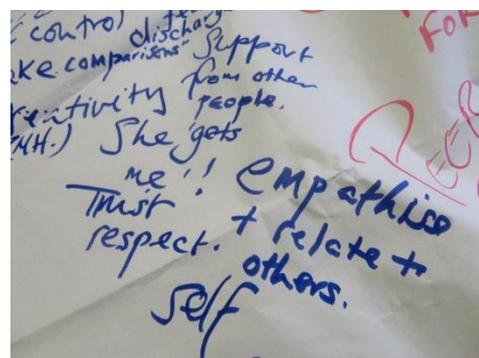
Social Inclusion: The value of work enabling people to access local social assets (e.g. community 'connectors') was recognised by participants as being of significant importance in building confidence and addressing this aspect of recovery.

Financial inclusion: Recent welfare reforms were felt by participants to be a threat to their financial security, the stress and anxiety of which could potentially undermine their own mental wellness. A number of participants stated that their level of income had reduced because of these and felt that better access to financial support and advice services would be beneficial to them.

Support Networks: The ability to support a person to have the necessary skills/confidence to engage in close personal relationships should be also be recognised as being of value and important to recovery. There appeared to be little or no reference to accessing support that addresses these issues within the comments.

Carer Support: Carers and close personal relationships clearly play a hugely important role in aiding a person's ongoing recovery from mental ill-health. Carers are ideally positioned to provide highly personalised support when it is most needed but their role and relationships are intertwined with the life of the person who requires the support.

The 'Triangle of Care' recognises this reality, where appropriate carer support should see carers as assets and enable them to become more effective in the caring role. Support to articulate and aid the caring relationship would also be of value in maintaining the relationship, e.g. mediation. We hope that the benefit of this would be that people have a greater level of support to maintain their wellness and experience less loss of social contacts.



Peer Support: As well as the previously discussed areas of feedback a key theme throughout these discussions was the role of peer support and the opportunities it afforded. Where it was accessed and facilitated it was very popular with those participants attributing much personal progress in their recovery in part to it.

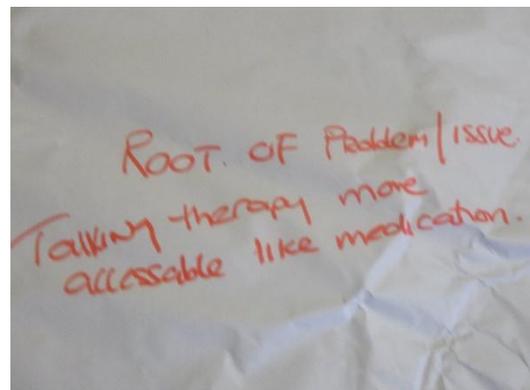
Peer support was felt to be less judgemental and offered a sense of 'kinship'. In terms of Hope it offered positive role models and peer leaders who had achieved progress towards their own individual recovery. In terms of Understanding it allowed a person to engage with others who had faced similar issues to them and, where successful, had learned their own strategies for facing these. In terms of Autonomy people who accessed peer support were often free to do so with minimal restrictions in place around them doing so.

Professional Support: Most of the participants had received support from specialist mental health services when acutely unwell but this support had lessened as they had recovered. A significant number wished to be able to re-access support should they feel they need it to prevent a major episode of ill-health and drew confidence from occasional contact with these services to review their mental health. This continuity of care and potential ease of future access was felt to be extremely important to many participants with changes to support from mental health services even provoking anxiety in some.

Similarly, many participants also expressed a desire to be able to access psychological therapies and other specialist support to get to "the root of the problem/issue".

Self-management: Participants generally felt that support aimed at enabling a person's recovery should focus upon building a person's ability to self-manage their own mental health and to identify opportunities/strategies that would enable them to (re-)engage back into wider society.

Ideally any support should enable a person to better understand their mental health as it applies to them. This may involve the exploration of specific issues e.g. psychosis or hearing voices as required as well as more general 'mental health awareness' work. The value of 'confidence' should not be overlooked here as this will greatly influence the level of positive risk/social activity that a person might undertake.



The Holistic Self: The importance of physical health should be recognised particularly in recognition of the health inequalities that people who have experience of long-term mental illness face. Enabling people to stay physically well will have additional benefits for their ability to stay mentally well.

Autonomy and Control: It is recognised that the current mental health system can be disempowering and risk averse, ideally any support offered should be structured in such a way as to promote individual autonomy where possible and allow for positive risk taking

and individual responsibility. This is most easily facilitated where people are active partners in their own care and support and able to actively influence it.

What next?

It is our intention to take the initial themes identified in these events and to look more closely at them in future events. We would like to identify issues and barriers for people as well as highlight good practice and effective models of support from the perspective of people with a lived experience of mental ill-health. We would like to do this in partnership and our intention is to inform our thinking on current and future service development in the Greater Glasgow and Clyde area.

Ideally, we see this work as complementing and informing the design, development and implementation of NHS Greater Glasgow and Clyde's Five Year Strategy for mental health service development.

Appendices:

Question 1

What does mental health recovery mean to you?

Acceptance

Being accepted as who I am as a person
Accepting that I can live a good life despite of my mental health problems
Being accepted for who I am as a person not a patient
Being kind to yourself
Feeling that I'm valued
Being loved as who I am
Just being myself
Being trusted and respected
Feeling secure and contented
Not feeling judged
Valuing yourself
Stop being self-critical
Accepting support from peers
Challenging stigma
Being respected
Relaxing without guilt
Having positive relationships with others
Being valued as a person (x 2 people)
Being able to socialise with other people
Making connections with peers
Being yourself
Being trusted and respected

Hope

Having a positive outlook on life
Looking to the future rather than dwelling on the past
Having hope and being optimistic
Having confidence that I can have a good life
Having the confidence to manage my own mental health
Living for today and enjoying life to the full
Having fun
Being able to laugh at things even when you're feeling a bit down
Being confident
Having the confidence that I can have a good future
Having the confidence to try new things

Having a good life
Being hopeful for the future
Having hope and being optimistic
Being able to have hope that things can get better
Living a good life
Being able to do the things I enjoy
Having a good life
Being able to laugh and have fun
Looking on the bright side of life
Being able to cope with challenges without getting ill
Being able to relate to family and friends
Getting back to normal
Getting outside the house more often
Being optimistic about the future
Having personal time
Having the optimism and confidence to set goals for the future
Being able to do things
Having a positive outlook
Thinking positively
Being able to relax
Relaxing without guilt
Having positive relationships with others
Trying to live a meaningful life
Having a purpose
Staying healthy and well
Understanding what my purpose in life is
Being strong and resilient
Hope for the future
Being optimistic about the future
Being able to hope for good things
Hope and optimism
Living a meaningful life
Having fun
Being able to socialise with other people
Positive outlook on life
Being able to see positives and not just negatives
Living
Being optimistic
Keeping well
Having the power and confidence to manage your own wellbeing
Being confident in your own skills and abilities
Being less reliant on services
Knowing how to manage your symptoms
Having a full life
Being able to take part in activities
Being fit and active

Confidence in the future
Hope, optimism and confidence

Engaged and Active

Being active
Enjoying activities that I used to enjoy before I became ill
Having an active life
Keeping active
Being able to take part in activities with others
Having things to do that I enjoy
Being able to get out and about
Making connections with others
Reconnecting with family and friends
Being able to help others while helping yourself
Being able to do things
Keeping active
Having positive relationships with others
Being active
Being able to socialise with other people
Making connections with peers
Having a full life
Being able to take part in activities

Understanding

Being aware of who I am as a person
Increased awareness of what is good for my mental health
Having the confidence to manage my own mental health
Knowing what is good and what is bad for your mental health
Recognising my strengths and abilities
Being able to express how I feel
Feeling that I have the power and ability to manage my own mental health
Being honest with myself and other people
Knowing what is good for my mental health
Recognising you are not alone
Having a better awareness of your own mental health
Being aware of my strengths and abilities
Being able to see positives and not just negatives
Knowing what helps me maintain good mental health
Having the power and confidence to manage your own wellbeing
Being confident in your own skills and abilities

Empowerment

Being able to take decisions for myself
Putting your own mental health first
Being in control of your own life
Feeling that I can overcome challenges in life
Having the confidence to say no
Being able to express how I feel
Feeling that I have the power and ability to manage my own mental health
Being able to do everyday things without struggling
Being able to look after myself
Managing my day to day life
Being able to manage my own wellbeing
Getting outside the house more often
Motivating yourself to do things
Challenging yourself to do things that seem a bit scary
Being able to self-manage your own wellbeing
Having personal time
Putting yourself first
Planning for the future
Having the optimism and confidence to set goals for the future
Having a structure in your life
Being able to relax
Taking the time to do things I enjoy
Looking after myself
Taking responsibility for my own health and wellbeing
Having a routine and structure to day/week
Trying to live a meaningful life
Setting goals for the future
Looking after yourself
Having a plan for the future
Feeling empowered
Not being dependent on others
Being yourself
Taking control of your own life
Having the power and confidence to manage your own wellbeing
Being confident in your own skills and abilities
Being less reliant on services
Knowing how to manage your symptoms
Managing your own medication
Setting goals for the future

Support

People listening to you
Feeling that people will listen to me

Being honest with myself and other people
Being able to relate to family and friends
Accepting support from peers
Keeping active
Having a structure in your life
Taking the time to do things I enjoy
Looking after myself
Having positive relationships with others
Having a routine and structure to day/week
Setting goals for the future
Staying healthy and well
Knowing that people will listen to me
Being strong and resilient
Looking after yourself
Being able to socialise with other people
Making connections with peers
Having a plan for the future
Knowing what helps me maintain good mental health
Feeling empowered
Not being dependent on others
Keeping well
The good life
Having the power and confidence to manage your own wellbeing
Being less reliant on services
Managing your own medication
Having a full life
Being able to take part in activities
Being fit and active
Setting goals for the future

Question 2

What supports you in your recovery and helps you maintain good mental health?

Acceptance

Not being critical
Peer support (13 people)
Feeling useful
Being part of something
Being involved in the community
Reliance
Networking
Feeling equal
Relationships
People
Spirituality

Mutual support
Support groups (6 people)
Feeling accepted
Socialising (8 people)
Good relationships
Family
Being valued (5 people)
Caring services
Affection
Talking (2 people)

Being Listened to
Being respected (2 people)
Being loved
Good relationships (2 people)
Liking yourself
Volunteering

Friends (5 people)
Connecting with people
Listened to
Identity
Being kind
Groups

Hope

Positive thinking (7 people)
Motivation
Looking to the future
Feeling safe
Laughing (4 people)
Being creative
Affection
Friends
Feeling well
Liking yourself
Motivating yourself

Confidence (3 people)
Optimism (2 people)
Managing my life
Feeling well
Being Happy
Relationships
Escaping
Being loved
Hope
Feeling healthy
Identity

Engaged and Active

Peer support (14 people)
Socialising (8 people)
Having fun
Groups (6 people)
Friends (5 people)
Meeting others
Networks
Communications
Affection
Getting outdoors (3 people)
Volunteering
Connections
Being loved

Being part of something
Involvement in community
Good relationships (4 people)
Activities (7 people)
Encouragement
Someone to talk to (5 people)
Family
Being creative
Walking
Music
Spirituality
Connecting with people
Employment

Understanding

Self-management (5 people)
Relaxing (6 people)
Personal time (4 people)
Awareness
Planning
Being aware
Honesty

Quiet time
Self-care
Positive thinking (6 people)
Managing medication
Managing my life
Information
Mindfulness

Spirituality
Planning for future
Sleeping well
Planning
Awareness
Eating well
Awareness

Empowerment

Self-management (5 people)
Quiet time
Self-care
Personal time (4 people)
Positive thinking (5 people)
Motivation
Managing medication
Confidence
Planning for future (3 people)
Accessible services
Employment
Support groups (2 people)
Volunteering

Support

Self-management (2 people)
Talking (4 people)
Mutual support
Peer support (12 people)
Being involved in the community
Positive thinking (3 people)
Groups (5 people)
Getting outdoors (5 people)
Reliance
Motivation
Meeting others
Personal space
Managing medication
Managing my life
Feeling safe
Someone to talk to
Family
Being listened to
Being creative
Relationships

Routines
Connecting with people
Routines
Learning
Identity
Understanding

Confidence
Relaxing (6 people)
Peer support (11 people)
Socialising (6 people)
Reliance
Meeting others
Managing my life
Mindfulness
Routines (2 people)
Financial security
Flexibility
Encouragement
Motivating yourself

Relaxing (6 people)
Socialising (9 people)
Self-care
Being part of something
Having fun
Good relationships
Activities (8 people)
Awareness (3 people)
Friends (5 people)
Feeling accepted
Personal time
Sleeping well (2 people)
Planning
Being aware
Support services
Networks
Communications
Feeling equal
Personal time
Medication

Walking
Mindfulness
Connections
Being Listened to (2 people)
Being respected (2 people)
Self-management
Connecting with people
Planning
Accessible services
Self-management
Support services
Learning
Caring services
Good relationships
Eating well
Volunteering

Music
Spirituality
Mutual support
Being valued (3 people)
Routines
Planning for future
Being loved
Managing own wellbeing
Good relationships
Routines
Financial security
Employment
Responsive services
Encouragement
Being kind
Groups

Question 3

Who supports you in your recovery and helps you maintain good mental health?

Social

Family (10 people)
Friends (10 people)
Socialising

Carers (2 people)
Resources
Social activities

Social Care Support

Link workers (3 people)
Men's shed
Support workers (4 people)
Need clear pathways
Signposting
Services
Social Groups
Third sector
Financial advice
Arts Projects
GAMH (2 people)
Education
Community groups

Flourish house (2 people)
Walking groups
Time limited
Information (4 people)
Resources
Befrienders
Advice services
Housing support
Welfare advice
Theatre groups
Connections
Accessible services (2 people) Groups
Volunteering

Specialist Health Service

Help lines (2 people)

Information (4 people)

Resources

Medication

GP (3 people)

Restart (3 people)

Counselling

Need clear pathways

Signposting

Services

Occupational Health

CPN

Accessible services (2 people)

Peer

Flourish house (2 people)

Disability alliance

Resources

Peer support (14 people)

Peer Mentors

Men's shed

Signposting

Mentors

Self-Management

Group support (4 people)

Question 4

What more could be done to support you in your recovery and to help you maintain good mental health?

Choice and Flexibility

More accessible services

More information + signposting (3 people)

Better communications

Easier access to support

More awareness

Easy in/easy out services

More support for self-management

Getting "back into" services can be difficult

Open access (5 people)

Self-referral

More flexibility

Self-referral (2 people)

Choices

More flexible services

More use of advanced statements

Reduce waiting times

Integrated Support

More integration across organisations and sectors (3 people)

Wrap round services (2 people)

More support for self-management

Preventative services

Carer support services

Flexibility

More support and information for carers

Better access to financial support services (2 people)

More volunteering and supported employment opportunities

Better transitional support for people "leaving" statutory services

Getting "back into" services can be difficult

"Exit" planning

Continuity and follow up

More Link workers

On-going support

Family support services

Longer periods of support

Easy in/easy out services

Shorter waiting times

Quicker access to CPN s

Reduce waiting times

Social Networks

More funding for 3rd sector	"Exit" planning
Wrap round services	More Link workers
Support for community groups	Carer support services
Family support services	Public education
More community based services (2 people)	Reduce services charge
More volunteering and supported employment opportunities	
Better transitional support for people "leaving" statutory services	
Better links between primary care services and local community assets	
More peer support groups and workers	

Specialist Support and Unscheduled Care

More accessible services	Open access (3 people)
Integrated services	Self-referral
Reduced waiting times	Better communications
More integration across organisations and sectors (2 people)	More flexibility
Easier access to support	"Exit" planning
Preventative services	On-going support
Crisis support (2 people)	Sustainable funding
More community based services	Quicker access to CPN
Easier access to psychological services	More flexible services
More volunteering and supported employment opportunities	Shorter waiting times

Better awareness of mental health in other services e.g. housing, DWP etc.
Better transitional support for people "leaving" statutory services
Getting "back into" services can be difficult
Better understanding of mental health in GPs and primary care services
Better links between primary care services and local community assets.