

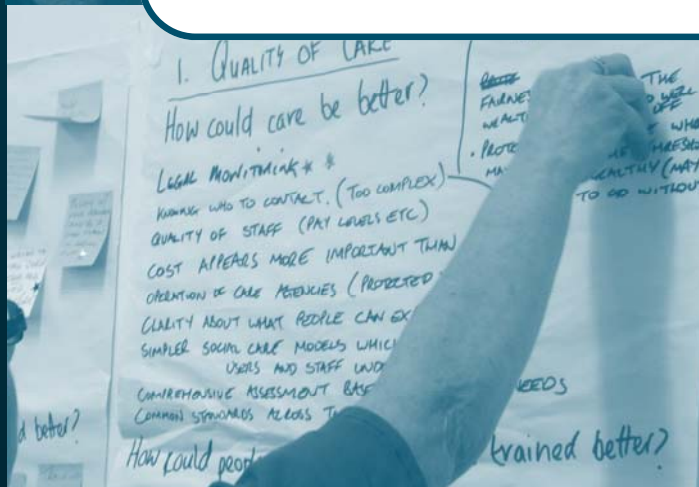


**healthwatch**  
Knowsley



# Patient Experience Report

Children & Adolescent Mental Health Services (CAMHS)  
Compiled by Healthwatch Knowsley, for presentation to  
George Howarth MP





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# About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.

## What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

## What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



# Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



## Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

# How this report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

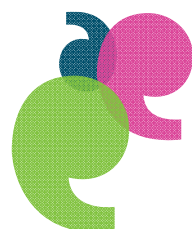
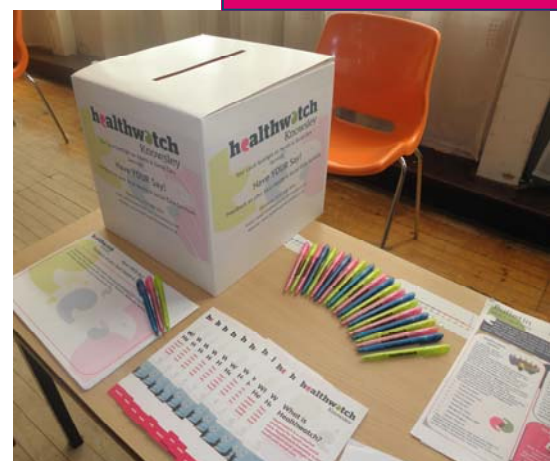
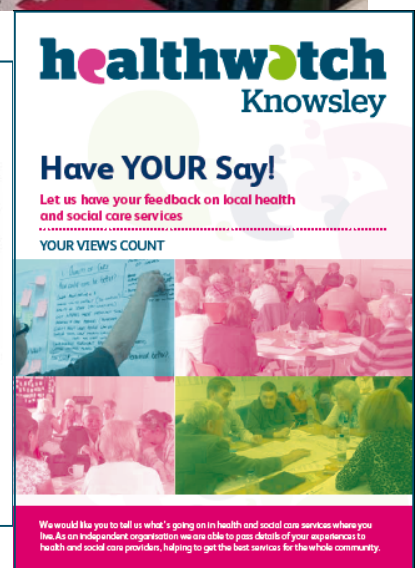
- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence and specific surveys



Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch England and the Care Quality Commission and specific interest groups such as NHS England Quality Surveillance Group.

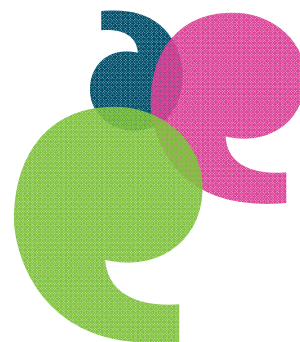
Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



## About our Coffee Mornings

Healthwatch Knowsley Positive Mental Health Coffee Mornings are really popular and are a great opportunity for people to come along and share their experiences of accessing mental health services. Sessions are held in both the Huyton and Kirkby areas of Knowsley in an attempt to capture feedback from community members in relation to both MerseyCare and 5 Boroughs Partnership, who both provide services within the Borough.



Discussion at the coffee mornings addresses issues relating to quality of service, advocacy, carers involvement, assessments, services available at crisis point, as well as concerns around accessing CAMHS and other mental health services within Knowsley. It provides an opportunity for community members to chat about their experience of services in an informal environment, as well as address their concerns with both providers and commissioners.

The Coffee Morning is open to anyone, including service users, family members and carers.

## Comments received about CAMHS

Day Care (Social Care Services)		CAMHS, GP, Social Services
Event		
Not recognised as a carer, No support from social services, terrible experience with CAMHS. Poor information and no support from GP's and receptionists. My voice has not been heard until I registered with Knowsley Carers Centre and I am still faced with a battle to access support from social services.		
Negative	6/11/2013	KNO212
5 Boroughs Partnership NHS Foundation Trust		
Child and Adult Mental Health Services (Other Services)		
Meeting		
Mother of an eight year old child has continually fought for help and support as her child has behavioural problems and threatened self harm. Has support from her GP who referred to CAMHS, where the child was assessed and discharged back to the GP after one session. There had never been any concerns raised at school until things reached crisis point and the ASB team became involved.		
Negative	7/18/2013	KNO762

5 Boroughs Partnership NHS Foundation Trust		
Community Mental Health Team (CMHT)		
Meeting		
<p>Lady suffers with mental health issues and her son is on the ASC pathway and under CAMHS. Son was prescribed meds for 7 days the chemist did not have this medication and asked her to ask the GP for an alternative. Lady said the attitude of the receptionist was bad. The GP told the receptionist that the prescription would not be given and that her son was referred back to Alder Hey. She has since had a call from CAMHS to say that the GP had requested the CAMHS team to contact her but when they rang the receptionist would not put them through. She said that she wanted to make a complaint - referred through to HWICA.</p>		
Negative	7/30/2013	KNO856

5 Boroughs Partnership NHS Foundation Trust		
Mental Health		
Telephone		
<p>The school again raised concerns about my son's mental health and during the weekend just gone, he self-harmed and ran away. He eventually came home, but got into an anxiety state and became violent and hurt himself, we told him he needed to go to hospital and he eventually agreed. He was assessed by a CAMHS worker at the hospital, who assured us that my son would be reassessed during his stay. On Sunday a different CAMHS Worker turned up and told him that he could be discharged and said if the parents were happy he could go home (the doctor who has been caring for his injuries also wasn't aware of his mental health issues). As we were not at the hospital we weren't able to comment. He has now got his appointment tomorrow with the psychiatrist, he doesn't want the family involved. Following on from the email that was sent to the secretary his psychiatrist got in touch and offered us an emergency appointment for tomorrow, so we can address our concerns separately, though previously the situation had not been deemed as an emergency. We are still in crisis as a family and feel let down by what is classed as an emergency, the psychiatrist and his key worker have been really beneficial in his care, but the struggle is getting the help when we need it most.</p>		
Negative	3/27/2014	KNO23468

5 Boroughs Partnership NHS Foundation Trust		
Mental Health		
Telephone		
<p>My son suffers from Autism and also has some mental health issues, that have previously been quite severe, but were dealt with despite it being difficult in the past to get support. Recently he got to crisis point again and still remains at crisis point. This has been addressed through his school and he was offered a residential placement during the week. However, in the last two weekends he has suffered some severe mental health issues, this includes self-harm and discussing attempting suicide. He became quite violent and we were unable to take him to the hospital. I got a number for the Emergency Mental Health team from the 5 Boroughs Partnership website, when I called over the weekend, one number appeared to be a fax machine and the other number was ringing out. Two weeks ago I contacted my son's psychiatrist for an emergency appointment and was told that the earliest appointment would be in two weeks. The school have been very supportive and my son seems to feel very secure in the school environment. The school suggested contacting the crisis team during the week, I did this and a man answered the phone, when I explained the situation I was told the service no longer exists and was told that I had been given incorrect information and needed the Home Treatment Team. I contacted the psychiatrist and emailed the secretary over the issues and asked for advice on how to proceed. During this time my son's key worker from CAMHS got in touch and provided the contact details for the Community Urgent Response Team at St Helens Hospital.</p>		
Negative	3/27/2014	KNO23467

5 Boroughs Partnership NHS Foundation Trust		
Mental Health		CAMHS
Community group	Knowsley Carers Centre	
I am very disappointed in the service of CAMHS. My daughter who has now finally been statemented as having Asperger's Syndrome is now 19. When she had an appointment is was sent to me the date after the appointment. She was passed from pillar to post.		
Negative	6/16/2014	KNO33714

Dr M Soares' Practice		
Primary Care/GPs		
Telephone		
Ms A suffers with mental health issues and her son is on the ASC pathway and under CAMHS. Her son was prescribed meds for 7 days, the chemist did not have this medication and asked her to ask the GP for an alternative. Ms A said the attitude of the receptionist was bad. The GP told the receptionist that the prescription would not be given and that her son was referred back to Alder Hey. She has since had a call from CAMHS to say that the GP had requested the CAMHS team to contact them but when they rang the receptionist would not put them through.		
Negative	9/29/2014	KNO42266

## Data

Sentiment	Total
Negative	6
Grand Total	7

Commentator Type	Total
Carer	2
Carer and Relative	3
Service User	1
Grand Total	6

Subject	Total
Access to a Service	1
Appointments	1
Equality	1
Quality of treatment	3
Grand Total	6

## Conclusions

Although we have only received a small number of comments about the service, over a long period of time they have been universally negative with parents and carers reporting that they feel the situation has to reach crisis point before they receive any support.

This information has also been shared with the Health and Wellbeing Board in Knowsley as part of the Boards priority around Mental Health and call for evidence activity. Healthwatch Knowsley has also shared information relating to Mental Health service provision with Knowsley Clinical Commissioning Group both through the Governing Body and Clinical Quality and Safety Committee.

# Control Sheet

Date Submitted	
Date Response due	
Date Response Received	
Follow up actions	

## Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



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